
PeopleSoft Receivables 9.1 PeopleBook

January 2012

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Contents

Preface

PeopleSoft Receivables Preface	xxxvii
Oracle's PeopleSoft Products	xxxvii
PeopleSoft Application Fundamentals	xxxviii
Pages with Deferred Processing	xxxviii
PeopleBooks and the PeopleSoft Online Library	xxxviii
Common Elements Used in This PeopleBook	xxxix

Chapter 1

Getting Started with PeopleSoft Receivables	1
PeopleSoft Receivables Overview	1
PeopleSoft Receivables Business Processes	1
PeopleSoft Receivables Integration Touchpoints	2
PeopleSoft Receivables Implementation	6

Chapter 2

Understanding Implementation Issues	11
Implementation Planning	11
Business Unit Structure	13
Current System Structure	13
General Ledger Distribution	14
Customer Structure	14
Business Units	15
TableSets	15
Business Unit Sharing	15
Customer Groups	16
Entry Types and Reasons	16
Entry Type and Reason Use	17

Chapter 3

Defining PeopleSoft Receivables Business Units	19
Understanding PeopleSoft Receivables Business Units	19
Types of Business Units	20
PeopleSoft Tree Manager	20
TableSets	21
Default Hierarchies	21
Business Unit Setup Process Flow	21
Creating a PeopleSoft Receivables Business Unit	22
Prerequisites	22
Page Used to Create a PeopleSoft Receivables Business Unit	22
Creating a Business Unit	22
Defining Business Unit Defaults by SetID	23
Pages Used to Set Up Business Unit Defaults by SetID	23
Defining General Options	24
Defining Additional General Options	28
Defining Payment Options	32
Defining VAT Defaults	35
Selecting Payment Predictor Options	37
Selecting Default Currency Options	41
Defining Defaults for Customer Historical Trends	42
Defining Business Unit Defaults for Individual Business Units	43
Pages Used to Define Defaults for Individual Business Units	44
Establishing General Ledger Business Unit Defaults	44
Defining the Accounting Options 1 Page	46
Defining the Accounting Options 2 Page	48
Selecting Bank and Payment Interface Options	51
(USF) Defining Debt Management Information	53

Chapter 4

Defining PeopleSoft Receivables Processing Options	55
Understanding PeopleSoft Receivables Processing Options	55
Prerequisites	56
Setting Up System Functions	56
Understanding System Functions	56
Pages Used to Set Up System Functions	65
Viewing System Function Attributes	65
Reviewing Rules for VAT Processing	68
Reviewing System Function Accounting Entries	69

Setting Up Entry Types and Reasons	70
Understanding Entry Types	70
Understanding Entry Reasons	74
Pages Used to Set Up Entry Types and Reasons	76
Defining Entry Types	76
Defining Entry Reasons	79
Setting Up Distribution Codes	80
Pages Used to Set Up Distribution Codes	80
Defining Distribution Codes	81
Linking Draft Distribution Codes to AR Distribution Codes	84
Setting Up Item Entry Types	84
Pages Used to Set Up Item Entry Types	85
Defining Item Entry Types	85
Defining Accounting Templates for Item Entry Type Accounting Templates	86
Setting Up Automatic Entry Types	88
Understanding Automatic Entry Types	88
Pages Used to Set Up Automatic Entry Types	89
Defining Automatic Entry Types	89
Defining Automatic Entry Type Accounting Templates	94
Setting Up Item and Automatic Entry Types for Revenue Estimate Processing	95
Setting Up Group Types and Group Origins	112
Understanding Group Types	112
Understanding Group Origins	114
Pages Used to Set Up Group Types and Group Origins	114
Defining Group Types	114
Defining Group Origin IDs	116
Setting Up ChartField Combination Editing	116
ChartField Combination Editing in PeopleSoft Receivables	117

Chapter 5

Defining Additional Processing Options	119
Setting Up Payment Terms	119
Understanding Payment Terms	120
Pages Used to Set Up Payment Terms	120
Defining Timing IDs	121
Defining Payment Terms	121
Setting Up Deposit Types	123
Understanding Deposit Types	123
Page Used to Set Up Deposit Types	124
Defining Deposit Types	124
Setting Up Adjustment Reason Codes	124
Understanding Adjustment Reason Codes	124

Page Used to Set Up Adjustment Reasons	125
Creating Adjustment Reason Codes	125
Setting Up Reference Qualifiers	125
Understanding Reference Qualifiers	125
Page Used to Set Up Reference Qualifiers	126
Defining Reference Qualifiers	126
Setting Up Worksheet Reasons	127
Understanding Worksheet Reasons	128
Page Used to Set Up Worksheet Reasons	128
Setting Up Unpost Reason Codes	128
Understanding Unpost Reason Codes	128
Page Used to Set Up Unpost Reason Codes	129
Setting Up Credit Card Profiles	129
Page Used to Set Up Credit Card Profiles	129
Creating Credit Card Profiles	129
Setting Up Direct Debit Profiles	131
Page Used to Set Up Direct Debit Profiles	131
Creating Direct Debit Profiles	132
Setting Up EFT Reason Codes for Direct Debits	135
Understanding EFT Reason Codes	135
Page Used to Set Up EFT Reason Codes for Direct Debits	135
Setting Up EFT Reason Codes for EFT	136
Selecting EFT Layouts	137
Setting Up Rules for Overdue Charges	139
Understanding Overdue Charge IDs	139
Pages Used to Set Up Rules for Overdue Charges	140
Defining Overdue Charge IDs	140
Defining Exclusions from Overdue Charges	143
Setting Up Write-Off Approval Workflow	144
Pages Used to Set Up Write-Off Approval Workflow	156
Understanding the Financials Audit Framework for PeopleSoft Receivables	157
Understanding the Financials Audit Framework for PeopleSoft Receivables	157
Setting Up Item Audit Options	159
Understanding Audit History Options	160
Page Used to Define Item Audit Options	160
Selecting Fields for Auditing	160
Set up Collections Workbench Components	161
Understanding the Collections Workbench Setup Components	161
Pages Used to Define Collections Workbench Setup Components	162
Setting Up Collections Workbench Customer Details Fields	164
Setting Up Collections Workbench Tabs	164
Setting Up Collections Workbench Actions	165
Personalizing the Content of the Collections Workbench for All Users, by Role, or by User ID	167
(USF) Setting Up the Receivables Due From the Public Report	171
Understanding the Receivables Due From the Public Report	171

Pages Used to Set Up the Receivables Due from the Public Report	174
Defining Report Entity Codes	174
Defining Receivable Type Codes	175
Defining Delinquency Codes	175
(USF) Setting Up Agency Location Codes	175
Understanding Agency Location Codes	175
Pages Used to Set Up Agency Location Codes	175
Defining Agency Location Codes	176
Maintaining Business Activity Types and Reporter Category Codes	176
(USF) Setting Up Memo Status Codes	177
Understanding Memo Status Codes	177
Page Used to Set Up Memo Status Codes	179
Setting Up User-Defined Fields	179

Chapter 6

Setting Up Correspondence Options	181
Setting Up Statement Processing	181
Understanding Statement IDs	181
Page Used to Set Up Statement IDs	182
Setting Up Statement IDs	182
Adding Fields to Customer Statements	183
Setting Up Parallel Processing for Statements	184
Understanding Parallel Processing for Statements	184
Pages Used to Set Up Parallel Processing for Statements	186
Defining the Maximum Instances for PSAdmin	187
Defining the Maximum Concurrent Processes for the Server	187
Defining the Number of Parallel Processes	187
Adding More Parallel Processes to the AR_STMT Multiprocess Job	188
Adding Additional Statements Process Definitions	189
Setting Up Dunning Letter Processing	189
Understanding Dunning Letter Setup	189
Pages Used to Set Up Dunning Letter Processing	191
Defining Letter Codes and Letter Content	191
Defining Dunning IDs	192
Defining Dunning Levels	193
Changing Dunning Letter Layouts	195
Setting Up Follow-Up Letter Processing	197
Page Used to Set Up Follow-Up Letter Codes	198
Setting Up Follow-Up Letter Codes	198
Modifying the Sample Follow-Up Letter	198
Setting Up Delivery Information for Correspondence	199
Understanding Correspondence Delivery Setup	199

Pages Used to Set Up Delivery Information for Correspondence	200
Specifying the Preferred Delivery Method and the Email Address for a Contact	200
Entering Fax Information	200

Chapter 7

Setting Up Exception and Collection Processing	201
Understanding Exception and Collection Processing Options	201
Setting Up Action Owners	202
Understanding Action Owners	202
Prerequisite	202
Common Elements Used in This Section	203
Pages Used to Set Up Action Owners	203
Setting Up Sales People	204
Setting Up Workflow Notification for Action Owners	205
Understanding Workflow Notification Setup	205
Pages Used to Set Up Workflow Notification for Action Owners	206
Setting Up Exception Reasons and Collection Codes	206
Understanding Exception Reasons and Collection Codes	207
Pages Used to Set Up Exception Reasons and Collection Codes	208
Setting Up Deduction Reasons	208
Setting Up Dispute Reasons	209
Setting Up Collection Codes	210
Setting Up Hold and Message Codes for Credit Holds	210
Understanding Hold and Message Codes	211
Pages Used to Define Hold and Message Codes for Credit Holds	211
Defining Hold Codes	211
Defining Messages Codes for Credit Holds	211
Setting Up Conditions	213
Understanding Conditions	213
Pages Used to Set Up Conditions	216
Setting Up System-Defined Conditions	217
Setting Up User-Defined Conditions	220
Reordering Condition Priorities	220
Setting Up Actions and Action Templates	221
Understanding Actions and Action Templates	221
Prerequisites	223
Pages Used to Set Up Actions and Action Templates	223
Reviewing or Defining Action Codes	223
Defining Action Templates	225
Assigning Customers to a Collection Group	227
Setting Up Collection and Assessment Rules	227
Understanding Collection and Assessment Rules	227

Prerequisites	228
Common Element Used in This Section	229
Pages Used to Define Collection and Assessment Rules	229
Defining Schedules	230
Setting Up Collection Rules	230
Defining Assessment Rules Without SQL	233
Defining Assessment Rules Using SQL	236
Setting Up Promise Date Options for a Customer	239
Understanding Promise Date Options	239
Page Used to Define Promise Date Options	239
Defining Promise Date Options	239
Setting Up Risk Scoring Rules	241
Understanding Risk Scoring Rules	241
Pages Used to Set Up Risk Scoring Rules	242
Defining Risk Scoring Rules	242
Entering Risk Scoring Range Values	244
Implementing Self-Service Web Components	246
Understanding Self-Service Web Components	246
Setting Up Brokers and Customers for Self-Service Transactions	247
Setting Up Sales People for Self-Service Transactions	248

Chapter 8

Setting Up History and Aging	251
Understanding History Calculations	251
Customer History Calculations in the Receivable Update Process	251
Customer History Calculations in the Aging Process	255
Setting Up History IDs	256
Pages Used to Set Up History IDs	256
Reviewing System-Defined History IDs	256
Defining User-Defined History IDs	257
Setting Up Aging	258
Understanding Aging Setup	258
Page Used to Define Aging IDs	259
Setting Up Aging IDs	259
Setting Up SubCustomer Qualifiers	262
Understanding SubCustomer Qualifiers	262
Pages Used to Define SubCustomer Qualifiers	263
Setting Up Parallel Processing for Aging	263
Understanding Parallel Processing for the Aging Process	263
Pages Used to Set Up Parallel Processing for Aging	265
Defining the Maximum Instances for PSAdmin	266
Defining the Maximum Concurrent Processes for the Server	266

Defining the Number of Parallel Processes	267
Adding More Parallel Processes to the AR_AGE Multiprocess Job	267
Adding Additional Aging Process Definitions	268

Chapter 9

Setting Up Payment Predictor Processing	269
Understanding Payment Predictor Processing	269
Payment Predictor Process Flow	270
Algorithms and Methods	271
Payment Predictor and Multicurrency Processing	272
Item-Level Adjustments and Reference Values	273
Payment Predictor Multiprocess Job	274
Defining Algorithm Groups	275
Understanding Algorithm Groups	275
Understanding Payment Predictor Modes	276
Understanding Sample Algorithm Groups	278
Viewing Algorithm Groups	286
Deactivating an Algorithm in an Algorithm Group	290
Adding an Algorithm Group	290
Using #DETAIL and #DTL_TLR for Partial Payments and Deductions	291
Using #DTL_PM and #DTL_TPM to Handle Unmatched Payments	296
Using the #OVERDUE Algorithm Group	297
Reviewing Payment Predictor and Special Conditions	299
Defining Payment Predictor Methods	300
Understanding Payment Predictor Methods	301
Prerequisite	302
Pages Used to Define a Payment Predictor Method	303
Defining a Payment Predictor Method	303
Reviewing an Example of a Payment Predictor Method	306
Setting Up Parallel Processing	309
Understanding Parallel Processing for Payment Predictor	310
Pages Used to Set Up Parallel Processing	312
Defining the Maximum Instances for PSAdmin	313
Defining the Maximum Concurrent Processes for the Server	313
Defining the Number of Parallel Processes	313
Adding More Parallel Processes to the AR_PP Multiprocess Job	314
Adding Additional Payment Predictor Process Definitions	315
Selecting Payments for Payment Predictor Processing	315
Reviewing Payment Predictor Temporary Tables and Sections	317
Reviewing Temporary Tables	317
Reviewing Payment Predictor Sections and SQL Statements	320

Chapter 10

Setting Up Automatic Maintenance Processing	325
Understanding the Automatic Maintenance Process	325
Setting Up Automatic Maintenance Methods	326
Understanding Automatic Maintenance Methods	327
Pages Used to Set Up Automatic Maintenance Methods	328
Identifying Automatic Maintenance Methods	328
Defining Automatic Maintenance Method Details	330
Viewing a Sample Automatic Maintenance Method	334
Defining Automatic Maintenance Algorithm Groups	338
Understanding Automatic Maintenance Algorithm Groups	338
Adding a New Algorithm Group	339

Chapter 11

Setting Up Draft Processing	341
Understanding Draft Processing	341
Understanding the Draft Life Cycle	342
Draft Life Cycle Overview	342
Major Events in the Draft Life Cycle	343
Additional Draft Events	345
Understanding Draft Setup	346
Reviewing Business Events and Subevents	349
Understanding Business Events	350
Pages Used to Review Business Events and Subevents	352
Reviewing Business Events for Drafts	352
Reviewing Subevents for Drafts	355
Defining Draft Transaction Types	356
Page Used to Set Up Draft Transaction Types	356
Defining Draft Types	356
Understanding Draft Types	357
Pages Used to Define Draft Types	357
Setting Up Draft Types	358
Copying a Draft Type	365
Viewing Accounting Entry Setup	365
Assigning Distribution Codes to a Draft Type	366
Assigning System Functions to Subevents	366
Defining Where Draft Documents Are Stored	367
Page Used to Define Where Draft Locations Are Stored	368
Defining Draft Locations	368

Defining Draft Collection Methods	368
Page Used to Define Collection Methods	368
Defining Collection Information	368
Assigning Customers to Draft Groups	369
Pages Used to Assign Customers to Draft Groups	369
Creating a Draft Group	369
Assigning a Customer to a Draft Group	370
Setting Up Automatic Numbering for Draft Processing	370
Setting Up Draft Reference Qualifiers	370
Page Used to Set Up Reference Qualifiers	371
Setting Up Reference Qualifiers for Remitting Drafts	371
Defining EFT Reason Codes and EFT File Layouts	372
Understanding EFT Reason Codes	372
Page Used to Define Reason Codes	372
Adding Reason Codes	372
Setting Up EFT File Layouts	373

Chapter 12

Setting Up Receivable Update and Pending Group Generator	375
Understanding the Receivable Update Application Engine Process	375
Receivable Update Process	375
Receivable Update Multiprocess Job	377
Receivable Update Processing Options	378
Accounting History and Accounting Periods	381
Understanding the Pending Group Generator Application Engine Process	381
Setting Up Parallel Processing	382
Understanding Parallel Processing for Receivable Update	382
Pages Used to Set Up Parallel Processing	386
Defining the Maximum Instances in PSAdmin	386
Defining the Maximum Concurrent Processes for the Server	386
Defining the Number of Parallel Processes	387
Adding More Parallel Processes to the AR_PGG and AR_POST Multiprocess Jobs	387
Adding Additional Pending Group Generator and Posting Process Definitions	388
Setting Up Run Controls for Receivable Update	389
Understanding Run Control Setup	390
Pages Used to Set Up Run Controls for Receivable Update	390
Creating Run Control IDs for Receivable Update	391
Selecting Additional Processes to Run	392
Modifying Steps for AR_POST	392
Modifying Steps for AR_PGG	396

Chapter 13

Understanding Interunit and Intraunit Accounting and ChartField Inheritance	397
Interunit and Intraunit Accounting	397
Interunit and Intraunit Overview	397
Interunit and Intraunit Setup	398
Interunit Accounting Entries	399
Intraunit Accounting Entries	401
ChartField Inheritance	404
Inheritance Setup	404
Inheritance Accounting Entries	406
Anchor Lines for Transactions	406

Chapter 14

Performing Data Conversion	409
Understanding Customer Data Conversion	409
Understanding Pending Data Conversion	409
Understanding Posted Customer History Data Conversion	410
Understanding Item and Payment Conversion	411
Conversion of Open and Closed Items	411
Transaction Detail for Items	412
Payment Conversion	412
Line Item Feature	414
Key Dates	415
Reference Fields	415
User-Defined Fields	416
Your Accounting Entry Approach	418
Group Design and Size	420
Multiple Currencies	421
Performing Data Conversion Using the DC_PENDITEM_CI Component Interface	421
Understanding the DC_PENDITEM_CI Component Interface	422
Running the Component Interface Conversion Process	422
Verifying That the Data Conversion Is Successful	422
Posting the Items in PeopleSoft Receivables	423

Chapter 15

Developing Interfaces for Customers and Pending Items	425
Understanding Customer Data Integration	425

Receiving Information from a Billing System	426
Understanding PeopleSoft Receivables Pending Item Tables	427
Understanding Interface Tables	427
Understanding Accounting Entry Creation	429
Populating Group Control Table Fields	430
Populating Pending Item Table Fields	438
Populating User-Defined Fields	463
Populating Pending VAT Table Fields	464
(IND) Populating Pending Tax Table Fields for India	468
Preventing Distribution of Accounting Entries for External Groups	476
Creating Accounting Entries for External Groups	477
Troubleshooting Missing Accounting Entries	483
Troubleshooting Receivable Update Error Messages	484

Chapter 16

Developing Interfaces for Electronic Payments	485
Understanding Electronic Payment Processing	485
Receiving Information from a Lockbox	490
Understanding the Lockbox Interface	491
Header Record	492
Service Record	493
Lockbox Record	493
Batch Record (Record Type-1)	495
Payment Detail 2 (Check Information)	496
Payment Detail 3 (Customer Information)	496
Payment Detail 4 (Customer Information)	497
Payment Detail 5 (Customer Information)	498
Payment Detail 6 (Customer Information)	499
Payment Detail 7 (Invoice Information)	500
Payment Detail 8 (Invoice Information)	501
Payment Detail 9 (Invoice Information)	502
Receiving Payments in an EDI File	503

Chapter 17

Configuring Page Features	507
Prerequisites	507
Changing the Default Date on Customer Options Records	507
Increasing the Number of Rows in a Grid	508
Understanding Row Limits in Grids	509
Page Used to Increase the Number of Rows in a Grid	509

Increasing the Number of Rows in a Grid	509
Changing Activity Types	509
Adding User History IDs to SetID and Business Unit History	510
Modifying View Text for History IDs	510
Modifying Views for the Customer History Page	510
Modifying Views for the Unit History Page	513

Chapter 18

Entering Pending Items	515
Understanding Pending Item Entry	515
Billing Interfaces	516
PeopleSoft Purchasing and PeopleSoft Order Management Interface	516
Online Pending Item Entry	518
Overdue Charges Groups	518
Accounting Entry Creation	518
PeopleSoft Project Costing Integration	519
Prerequisites	520
Entering or Updating Pending Items	521
Understanding Pending Item Components	522
Pages Used to Enter or Update Pending Items	523
Entering or Updating Group Control Information	526
Completing the Pending Item 1 Page	529
Reviewing Summarized VAT Information	533
Reviewing VAT Header Defaults	536
Reviewing VAT Line Information	543
Completing the Pending Item 2 Page	550
Completing the Pending Item 3 Page	552
(IND) Entering Tax Information for India	553
(IND) Viewing Tax Detail for India	556
Creating and Reviewing Accounting Entries Online	557
Selecting a Group Action	560
Finding and Correcting Errors When Entering Receivables	563
Reviewing Pending Item Groups	563
Pages Used to Review Pending Item Groups	564

Chapter 19

Entering Payments	565
Understanding Payments and Deposits	565
Bilateral Netting	567
Payment Status	568

Prerequisites	569
Entering Regular Deposits	569
Understanding Regular Deposits	569
Pages Used to Enter Regular Deposits	570
Entering Regular Deposit Totals	571
Entering Regular Deposit Payment Information	572
Entering Payment Details for Items	576
Correcting Balancing Errors	576
Deleting a Deposit	577
Entering Express Deposits	577
Understanding Express Deposits	577
Pages Used to Enter Express Deposits	578
Entering Express Deposit Totals	578
Entering and Applying Payments with Express Deposit	579
Selecting an Express Deposit Action	581
Correcting Express Deposit Balancing Errors	583
Creating Cash Control Accounting Entries	583
Understanding Cash Control Accounting	583
Pages Used to Create Cash Control Accounting Entries	587
Running the Cash Control Application Engine Process	587
Reviewing Cash Control Accounting Entries	587
Journaling Payments Directly to the General Ledger	588
Understanding Direct Journal Payments	588
Common Elements Used in This Section	588
Pages Used to Journal Payments Directly to the General Ledger	589
Selecting Payments for Direct Journaling	589
Creating or Correcting Accounting Entries for Direct Journal Payments	590
Reviewing and Modifying Accounting Entries for Direct Journal Payments	594
Reconciling Payments on a Bank Statement	595

Chapter 20

Receiving Payments Electronically	597
Understanding Electronic Payment Processing	597
Prerequisites	600
Receiving Lockbox Deposits	601
Understanding Lockbox Processing	601
Understanding the Lockbox Deposit Process Flow	602
Pages Used to Receive Lockbox Deposits	603
Running the Lockbox SQR Process	603
Running the Payment Loader Application Engine Process	604
Reviewing Lockbox Deposit Control Information	604
Using Electronic Banking to Process Payments	604

Understanding Electronic Banking	605
Prerequisites	607
Pages Used to Process Payments Using Electronic Banking	607
Loading Unreconciled Payments for Individual Statements	607
Loading Unreconciled Payments for All Statements	608
Using EDI and Split Stream Processing	608
Understanding EDI Processing	608
Understanding Split Stream Processing	608
Understanding the EDI Payment Process Flow	611
Understanding Business Unit Determination	611
Prerequisites	611
Pages Used for EDI and Split Stream Processing	612
Loading Business Documents into Staging Tables	612
Confirming That Data Loaded Successfully	614
Running the Payment Loader Application Engine Process	614
Deleting Unmatched Customer or Item Remittances	616
Receiving Cash Drawer Payments	616
Understanding Cash Drawer Receipt Processing	616
Page Used to Receive Cash Drawer Payments	618
Updating Payment Application Tables	618
Receiving and Editing Spreadsheet Payments	618
Understanding Spreadsheet Payments	619
Prerequisites	626
Pages Used to Receive and Edit Spreadsheet Payments	627
Setting Up Spreadsheet Payments	628
Entering Spreadsheet Payments	630
Editing and Processing Spreadsheet Payments	631
Running the Payment Loader Process	631
Reviewing Errors in Spreadsheet Payments	631
Correcting Errors in Spreadsheet Payments	633
Correcting Errors in Spreadsheet Payment References	633
(JPN) Receiving EFT Payments	634
Understanding the EFT Payment Process Flow	634
Prerequisite	634
Pages Used to Receive EFT Payments	635
Loading EFT Payment Files	635
Running the Payment Loader Application Engine Process	635
Checking Electronic Payment Errors	636
Understanding Electronic Payment Errors	636
Pages Used to Check Electronic Payment Errors	636
Correcting Errors	637
Understanding Error Correction	637
Pages Used to Correct Errors	638
Correcting Duplicate Deposits	639

Chapter 21

Applying Payments	641
Understanding Payment Application Options	641
Prerequisites	641
Running the Payment Predictor Application Engine Process	642
Understanding Payment Predictor Processing	642
Prerequisites	643
Pages Used to Run the Payment Predictor Application Engine Process	644
Resetting the Payment Predictor Process	644
Restarting the Payment Predictor Process	644
Reviewing Payment Predictor Process Results	645
Understanding Payment Predictor Payment Status	645
Pages Used to Review Payment Predictor Process Results	645
Applying Payments Using Payment Worksheets	646
Understanding Worksheet Creation and Modification	647
Pages Used to Apply Payments Using Payment Worksheets	648
Building a Payment Worksheet	649
Entering Item References for the Payment	653
Using Payment Worksheets to Apply Payments	654
Reviewing Item List Detail 1 Summary Information	662
Reviewing Item List Detail 2 Summary Information	665
Reviewing Item List Detail 3 Summary Information	666
Reviewing Item List Detail 4 Summary Information	667
Reviewing Item List Detail 5 Summary Information	669
Reviewing Item List Detail 6 Summary Information	671
Distributing Amounts for Multiple Revenue Lines for Control Budgets	673
Viewing and Updating Item Details	675
Converting the Payment Amount to a Different Currency	677
Selecting a Payment Worksheet Action	678
Handling Returned Payments	680
Approving Write-Off Amounts Using Workflow	681
Pages Used to Approve Write-Off Amounts Using Workflow	684
Creating and Updating Accounting Entries	686
Page Used to Create and Update Accounting Entries	688
Looking Up Information About Payments	688
Pages Used to Look Up Information About Payments	688

Chapter 22

Managing Credit Card Payments	691

Understanding Credit Card Processing	691
Prerequisites	694
Creating Credit Card Payments Using Item Inquiries	694
Understanding Creating Credit Card Payments from Inquiries	695
Page Used to Enter and Transmit Credit Card Data	696
Entering and Transmitting Credit Card Data	697
Creating Credit Card Payments Using the Credit Card Worksheet	701
Understanding Credit Card Worksheet Creation and Modification	701
Pages Used to Create Credit Card Payments Using Credit Card Worksheets	702
Building a Credit Card Worksheet	704
Using Credit Card Worksheets to Select Items to Pay by Credit Card	707
Viewing and Updating Item Details	714
Selecting a Credit Card Worksheet Action	716
Creating Credit Card Payments in Batch	717
Understanding the Credit Card Processor	717
Page Used to Create Credit Card Payments in Batch	718
Running the Credit Card Processor	718
Resolving Credit Card Payment Exceptions	719
Page Used to Resolve Credit Card Payment Exceptions	720
Using the Credit Card Workbench	720
Handling Disputed Credit Card Charges	722

Chapter 23

Maintaining and Reviewing Item Information	725
Changing and Reviewing Item Information	725
Understanding Item Maintenance	725
Prerequisites	726
Common Elements Used in This Section	726
Pages Used to Change and Review Item Information	727
Changing Discount, Payment, and Draft Options and Customer Relationship Information	729
Updating Reference, Contact, and Shipping Information	734
Updating User-Defined Information	738
Reviewing Item Activity	739
Reviewing Item Activity for a Match Group	740
Reviewing VAT Entries	740
Reviewing Item Accounting Entries	741
Reviewing Audit History for an Item	743
Splitting Exception Items	743
Understanding Item Splitting	744
Pages Used to Split Items	744
Splitting an Item	744
Updating Multiple Items	746

Understanding the Multiple-Item Update Options	746
Pages Used to Update Multiple Items	748
Changing Field Values for Selected Items	748
Running the Mass Change Process	749
Adding a Reference Reason to a Posted Item	749
Page Used to Add a Reference Reason to a Posted Item	750
Adding a Reference Reason to an Item	750

Chapter 24

Maintaining Customer Account Balances	753
Understanding Customer Account Maintenance	753
Write-Off Tolerances	754
Write-Off Approvals	754
Process Flow	755
Prerequisites	755
Maintaining Customer Accounts Using the Automatic Maintenance Process (AR_AUTOMNT)	756
Understanding Automatic Maintenance	756
Common Elements Used in This Section	757
Pages Used to Maintain Accounts Using the Automatic Maintenance Process	757
Running the Automatic Maintenance Process	758
Running the Actual Matches Report	759
Running the Potential Matches Report	759
Maintaining Customer Accounts Using Worksheets	760
Understanding How to Use the Maintenance Worksheet	760
Common Element Used in This Section	761
Pages Used to Maintain Customer Accounts Using Worksheets	762
Building a Maintenance Worksheet	764
Specifying Matching Criteria	768
Using the Worksheet to Maintain Items Individually	770
Maintaining Items in Match Groups	776
Viewing and Updating Item Details	780
Distributing Multiple Revenue Lines	780
Choosing a Worksheet Action	780
Reviewing Accounting Entries and Correcting Errors	782
Pages Used to Review Accounting Entries and Correct Errors	783
Processing Refunds	783
Understanding Refund Processing	784
Prerequisites	785
Pages Used to Process Refunds	785
Creating Refunds	786
Posting Refunds	786
Running the Receivable Refunds Process	787

Chapter 25

Transferring Receivables	789
Prerequisites	789
Common Elements Used in This Chapter	790
Transferring Items to Another Customer or Business Unit	790
Understanding Customer and Business Unit Transfers	790
Pages Used to Transfer Items to Another Customer or Business Unit	791
Building a Customer or Business Unit Transfer Worksheet	793
Selecting the To Customer, Business Unit, and Items	794
Modifying Item Information	797
Selecting a Transfer Worksheet Action	798
Transferring Doubtful Receivables	800
Understanding Doubtful Receivables Transfers	800
Pages Used to Transfer Doubtful Receivables	800
Building a Transfer Worksheet for Doubtful Receivables	801
Transferring Items to a Doubtful Receivables Account	801
Modifying the Distribution Code	801
Choosing an Action for a Doubtful Receivables Worksheet	802
Reviewing and Updating Accounting Entries	802
Understanding Accounting Entry Updates for Transfers	802
Pages Used to Review and Update Accounting Entries	803

Chapter 26

Managing Drafts	805
Understanding Draft Processing	805
Vendor-Initiated Draft Process Flow	806
Customer-Initiated Process Flow	807
EFT Draft Process Flow	808
Prerequisites	809
Common Elements Used in This Chapter	811
Entering Drafts into PeopleSoft Receivables	811
Understanding the Create Drafts Process	812
Common Elements in This Section	813
Pages Used to Enter Drafts	813
Creating Vendor-Initiated Drafts	814
Entering One Customer-Initiated Draft	815
Entering Multiple Customer-Initiated Drafts	817
Loading Drafts Using an EFT File	818
Correcting Errors in EFT Drafts	818

Using Worksheets to Approve or Reject Drafts	819
Understanding Draft Approval Worksheets	819
Pages Used to Approve or Reject Drafts	819
Building a Draft Worksheet	821
Using a Draft Worksheet to Approve One Draft	824
Distributing Multiple Revenue Lines	830
Viewing Item Details	830
Building a Draft Approval Worksheet for Approving Multiple Drafts	832
Using a Draft Approval Worksheet to Approve Multiple Drafts	834
Identifying Drafts Used as Collateral	834
Page Used for Identifying Drafts Used as Collateral	835
Using Drafts as Collateral	835
Endorsing Drafts to Another Party	835
Page Used for Endorsing Drafts	836
Endorsing Drafts	836
Remitting Drafts to the Bank	836
Pages Used to Remit Drafts	837
Building a Draft Remittance Worksheet	838
Using a Draft Remittance Worksheet to Select Drafts	841
Changing Remittance Details	843
Entering Bank Fees for Discounted Drafts	844
Creating EFT Files for Remitting Drafts	844
Creating an EFT File Cover Sheet	845
Canceling an EFT File for Draft Remittances	845
Receiving Confirmation from the Bank	845
Correcting Drafts Not Matched in the Bank EFT File	845
Running the EFT Draft Inbound Exception Report	846
Dishonoring Drafts	846
Understanding Dishonored Draft Processing	846
Pages Used to Dishonor Drafts	847
Building a Dishonor Draft Worksheet	847
Selecting Drafts to Dishonor	850
Handling the Outstanding Debt on a Dishonored Draft	851
Voiding Drafts	851
Understanding the Draft Void Process	851
Pages Used to Void Drafts	852
Building a Void Draft Worksheet	852
Using a Void Draft Worksheet to Void Drafts	852
Canceling Draft Remittances	853
Understanding the Cancel Remittance Process	853
Pages Used to Cancel Draft Remittances	853
Building a Cancel Remittance Worksheet	854
Using a Cancel Remittance Worksheet to Cancel Remittances	854
Reconciling Drafts on a Bank Statement	854
Unposting Drafts	855

Understanding How to Review and Correct Draft Accounting Entries	855
Reviewing Draft Information	857
Pages Used to Review Drafts	857
Reviewing All Drafts	858

Chapter 27

Managing Direct Debits	861
Understanding Direct Debit Processing	861
Remittance Methods	861
Direct Debit Process Flow	862
Prerequisites	863
Common Elements Used in This Chapter	864
Creating and Working with Direct Debits	865
Understanding the Create Direct Debits Application Engine Process	865
Understanding the Set Up and Processing of Direct Debits with Prenotes	866
Pages Used to Create and Work with Direct Debits	871
Creating Direct Debits	872
Using Direct Debit Worksheets to Manage Direct Debits	875
Maintaining Direct Debit Details	877
Canceling Direct Debits	880
Understanding Direct Debit Cancellations	880
Pages Used to Cancel Direct Debits	881
Selecting and Canceling Direct Debits	881
Remitting Direct Debits to the Bank	882
Understanding the Direct Debit Remit Process	883
Pages Used to Remit Direct Debits to the Bank	886
Entering Override Options for the Format EFT File Process	888
Generating an EFT File for Direct Debits on a Worksheet	888
Generating an EFT File for All Direct Debits	889
Generating a Cover Sheet for an EFT File	890
Canceling an EFT File	890
Receiving Confirmation from the Bank EFT File	890
Correcting Direct Debits Not Matched in the Bank EFT File	891
Running the EFT Direct Debit Inbound Exception Report (AR3750X)	891
Sending Direct Debit Remittance Advice By E-mail	892
Reviewing Accounting Entries and Correcting Errors	892
Reviewing Direct Debits	892
Pages Used to Inquire on Direct Debits	893
Reviewing Direct Debit Control Information	893

Chapter 28

Posting and Unposting Groups	897
Understanding Posting and Unposting	897
Posting Process Flow	898
Setting Groups to Post	899
Understanding How to Set Groups to Post	899
Pages Used to Set Groups to Post	900
Running Receivable Update	901
Understanding How to Restart or Reset Receivable Update	901
Prerequisites	902
Pages Used to Run Receivable Update	903
Viewing the Job Message Log Summary	903
Restarting the Receivable Update Multiprocess Job	904
Resetting the Receivable Update Multiprocess Job	904
Reviewing Posting Results	904
Understanding Posting Result Inquiry Pages	904
Pages Used to Review Posting Results	907
Correcting Posting Errors	908
Unposting Groups	917
Understanding Unposting and the Unpost Components	918
Prerequisite	919
Pages Used to Unpost Groups	919
Selecting Groups to Unpost	920
Reviewing Group Control Information	922
Specifying Unpost Options	922
Selecting an Unpost Action	923
Running the AR Rebate Notification Process	924
Understanding the AR Rebate Notification Process	924
Page Used to Run the AR Rebate Notification Process	925

Chapter 29

Using Commitment Control Processing in PeopleSoft Receivables	927
Understanding Revenue Estimate Processing	927
Revenue Estimate Processing	927
The Revenue Estimate Application Engine Process	929
Special Condition Handling During the Revenue Estimate Process	929
Prerequisites	934
Performing Commitment Control Processing	935
Understanding the Commitment Control Process Flow	935

Understanding Budget Checking Error Correction and Warnings	936
Common Elements Used in This Section	937
Pages Used for Commitment Control Processing	940
Reviewing Revenue Estimate Entries	942
Correcting Revenue Estimate Entries	942
Running the Revenue Estimate Process	944
Running the Budget Processor	945
Viewing Budget Checking Exceptions for Revenue Estimate Source Transactions	945
Viewing Direct Journal Exceptions	946

Chapter 30

Processing Multiple Currencies in PeopleSoft Receivables	947
Understanding Multicurrency Processing	947
Types of Currency	947
Currency Calculations	948
Understanding Multicurrency Processing for Items	949
Item Entry	949
Maintenance Worksheets	950
Automatic Maintenance	950
Transfer Worksheets	950
Understanding Multicurrency Processing for Payments	950
Deposit and Payment Entry	951
Payment Worksheets	951
Payment Predictor	951
Draft Worksheets	952
Understanding Realized Gain and Loss Processing	952
Understanding Multicurrency Processing for Statements, Dunning Letters, and Overdue Charges	953
Understanding Multicurrency Processing in History and Aging	953
Understanding Accounting Entries for Multicurrency Transactions	954
Multibook Processing	954
Prerequisites	958
Revaluing Transactions	959
Understanding the Revaluation Application Engine Process	959
Prerequisites	962
Pages Used to Revalue Transactions	963
Running the Revaluation Application Engine Process	963
Reviewing Revaluation Accounting Entries	964

Chapter 31

Using Document Sequencing in PeopleSoft Receivables	965

Understanding Document Sequencing	965
PeopleSoft Receivables Document Types	966
PeopleSoft Receivables Group Types and Document Types	966
Document Types and Receivables Accounting Entries	966
Understanding Document Sequencing with PeopleSoft Receivables Transactions	967
Overdue Charges	967
Payments	967
Drafts	968
Direct Debits	968
Maintenance Worksheets and Transfer Worksheets	969
Posting and Unposting	969
Interunit Accounting Entries	970
Changing Document Types and Document Sequence Numbers	970
Changing or Deleting Documents with Document Sequence Numbers	970

Chapter 32

Understanding Tax Processing in PeopleSoft Receivables	973
VAT in PeopleSoft Receivables	973
VAT Information and Defaults	974
VAT Accounting Entries	975
VAT Validation	976
Transaction Processing and Reporting	977
VAT Transaction Table	978
VAT Reports	978
Domestic Reverse Charge Goods VAT	978
PeopleSoft Billing Integration for VAT Processing	979
VAT Calculation Types and Declaration Points	980
Gross or Net Calculation Type	980
Invoice, Delivery, Accounting Date, or Payment Declaration Point	980
Calculation Type and Declaration Point Combinations	981
VAT Calculations for Advance Payments and On-Account Payments	983
VAT Declaration Point Set to Payment, Prepayment Applied on Payment Worksheet	983
VAT Declaration Point Set to Payment, Prepayment Offset on Maintenance Worksheet	985
VAT Declaration Point Set to Payment, Prepayment Applied on Direct Debit Worksheet	987
VAT Declaration Point Set to Payment with VAT Rate Changes	995
VAT Declaration Point Set to Accounting Date	999
VAT Declaration Point Set to Invoice	1000
VAT Declaration Point Set to Delivery	1002
VAT Adjustment for Advance Payments and On-Account Payments	1003
Applying VAT Adjustment for Prepayments	1003
Recording the Transfer of Prepayments Between Business Units	1009
VAT Calculations for Drafts and Direct Debits	1017

VAT Calculations for Discounts	1018
VAT Declaration Point Set to Invoice with the VAT Recalculation Flag On	1018
VAT Declaration Point Set to Invoice with the VAT Recalculation Flag Off	1019
VAT Calculations for Write-Offs	1020
VAT Declaration Point Set to Invoice for Debit and Credit Items	1020
VAT Declaration Point Set to Payment	1022
VAT Declaration Point Set to Invoice for Underpayments and Overpayments	1023
VAT Calculations for Credits That Offset Debits	1025
VAT Calculations for Credit Item Refunds	1026
VAT Declaration Point Is Set to Invoice	1026
VAT Declaration Point Is Set to Payment	1028
Prerequisite Setup for VAT Processing	1030
(IND) Excise Duty, Sales Tax, and VAT Processing for India	1031
(IND) Prerequisite Setup for Excise Duty, Sales Tax, and VAT Processing in India	1032

Chapter 33

Researching Customer Accounts	1033
Common Elements Used in This Chapter	1033
Maintaining Customer Contact Information	1034
Reviewing Customer Account Information	1034
Understanding the Account Overview Component	1035
Common Elements Used in This Section	1035
Pages Used to Review Customer Account Information	1035
Reviewing Customer Balances	1038
Excluding Exception and Collection Items from Balances	1042
Viewing Aging Information in a Chart	1042
Reviewing a Customer's Profile	1043
Reviewing Customer Trends	1045
Viewing Trend Information in a Chart	1046
Reviewing Additional Customer Account Information	1047
Common Elements Used in This Section	1047
Pages Used to Review Additional Customer Account Information	1047
Reviewing Customer History	1049
Reviewing Customer History in a Chart	1050
Reviewing the Customer Hierarchy	1050
Reviewing Draft Information	1051
Reviewing Aged Customer Accounts	1051
Viewing Activities for Customers	1052
Viewing Customers' Direct Journal Payments	1052

Chapter 34

Researching Receivables	1055
Common Elements Used in This Chapter	1055
Reviewing Item Information	1055
Understanding Item Searches and Item Lists	1056
Pages Used to Review Item Information	1056
Researching a Customer's Items	1056
Entering Search Criteria	1061
Reviewing Item Activity Information	1064
Pages Used to Review Item Activity Information	1064
Reviewing Receivables Activity for a Business Unit	1065
Pages Used to Review Receivables Activity for a Business Unit	1066
Viewing Activity by Business Unit	1067
Viewing Business Unit History in a Chart	1069
Generating the Receivables Activity Report	1070
Reviewing the Source Accounting Entries for Journal Lines	1071
Understanding How to Drill Down from Journal Lines	1071
Pages Used to Review Accounting Entries from General Ledger	1071
Linking Drilldown Pages with Accounting Entry Definitions	1072

Chapter 35

Understanding Exception and Collection Processing	1075
Deduction Processing	1075
Process Flow	1076
PeopleSoft Promotions Management Integration	1080
Dispute Processing	1081
Default AR Specialist Hierarchy	1082
Deduction and Disputed Item Splits	1083
Collection Processing	1083
Entering and Reviewing Conversations	1085
Delivery of Correspondence	1085
Item Inclusion and Exclusion	1088
Process Scheduling	1088

Chapter 36

Managing Credit, Collections, and Exceptions	1089
Prerequisites	1089

Common Elements Used in This Chapter	1090
Monitoring Conditions	1090
Understanding the Condition Monitor Application Engine Process	1090
Page Used for Condition Monitoring	1092
Running the Condition Monitor Process	1093
Assigning Actions and Sending Notification	1093
Understanding Action Assignments and Notification	1093
Pages Used to Assign Actions and Send Notification	1094
Assigning Actions to Items	1094
Managing Action Owner Assignments	1096
Understanding Management of Action Owner Assignments	1096
Prerequisites	1097
Pages Used to Manage Action Assignments	1097
Running the Owner Action Status Report	1098
Running the Condition Status by Owner and Customer Report	1098
Reassigning Actions	1098
Working with Actions	1101
Understanding Action Processing	1101
Pages Used to Work with Actions	1102
Working with Actions Received By E-mail	1104
Working with Actions on the PeopleSoft Worklist	1104
Working with Actions on the Owner Action List	1104
Working with Actions on the Customer Action List	1109
Working with Actions on the Item Action List	1111
Performing an Action	1111
Entering Correspondence Parameters	1114
Managing Future Actions	1115
Reviewing Action History for a Customer	1116
Generating Additional Workflow Notifications	1117
Understanding Additional Workflow Notifications	1117
Prerequisites	1118
Page Used to Generate Additional Workflow Notifications	1118
Running the Workflow Notification Application Engine Process	1118
Generating Risk Scores	1118
Risk Score Definitions	1119
Understanding the Risk Scoring Process (RUN_AR_RISK)	1119
Understanding How Risk Scoring Elements Are Derived	1121
Page Used to Run the Risk Scoring Process	1128
Running the Risk Scoring Process	1128
Reviewing Conversations and Promises	1129
Pages Used to Review Conversations and Promises	1130
Viewing and Updating Conversations and Promises in PeopleSoft Receivables	1131
Reviewing Conversations with Incomplete Follow-ups	1132
Reviewing, Adding, or Updating Conversations with Follow-Up Dates That Need Review	1134
Reviewing or Modifying Promise Date Conversations	1134

Reviewing Broken Promises	1135
Reviewing, Adding, or Changing Promises That Require Supervisor Review	1135
Searching By Keywords	1135
Inquiring on Promise Date Conversations	1135
Obtaining Dun & Bradstreet Information for a Customer	1139

Chapter 37

Aging Receivables Items	1141
Understanding the Aging Application Engine Process	1141
The Commit Cycle	1142
In Use Customers	1142
Prerequisites	1142
Common Element Used in This Chapter	1143
Running the Aging Process	1143
Understanding Aging Run Controls	1143
Pages Used to Run the Aging Process	1144
Creating a Run Control ID for Aging	1144
Adding Parameters to an Aging Request	1144
Generating Aging Reports	1146
Understanding Aging Reports	1147
Common Element Used in This Section	1147
Pages Used to Generate Aging Reports	1147
Running the Aging Summary By ChartField Report	1149
Running the Summary Aged by Reason Code Report	1149

Chapter 38

Generating Correspondence	1151
Understanding Correspondence Generation	1151
(NLD) Understanding Acceptgiro Form Printing	1152
Generating Customer Statements	1152
Understanding the Statement Generation Process	1153
Prerequisites	1154
Pages Used to Generate Customer Statements	1156
Running the Statements Multiprocess Job	1156
Selecting the Currency for Open Item Statements	1159
Printing Statements	1160
Running Balance Forward Statements the First Time	1161
Generating Dunning Letters	1162
Understanding the Dunning Letter Process	1162
Prerequisites	1168

Common Element Used in This Section	1169
Pages Used to Generate Dunning Letters	1170
Defining Run Parameters for the AR Dunning Application Engine Process	1171
Defining the Display Currency for Dunning Letters	1173
Reviewing and Deleting Dunning Letters Before Printing	1174
Reviewing and Modifying Dunning Letters Before Printing	1174
Reviewing and Removing Items from Dunning Letters Before Printing	1175
Printing Dunning Letters	1175
Generating and Printing Follow-Up Letters	1176
Understanding Follow-Up Letter Processing	1177
Prerequisites	1177
Common Element Used in This Section	1178
Page Used to Generate and Print Follow-Up Letters	1178
Running the Follow Up Letters Multiprocess Job	1178
Running the Follow Up Letter Extract Application Engine Process	1179
Generating the Follow Up Letter Report	1179
Reprinting Invoices	1180
Understanding Invoice Reprinting	1180
Prerequisite	1180
Pages Used to Reprint Invoices	1181
Selecting Items for Reprinting	1181
Printing Invoices and Overriding Print Parameters	1181

Chapter 39

Generating Overdue Charges	1183
Understanding Overdue Charges	1183
Prerequisites	1183
Generating Overdue Charge Invoices	1184
Understanding Overdue Charges Processing	1184
Pages Used to Generate Overdue Charge Invoices	1185
Entering Overdue Charges Process Parameters	1186
Running the Overdue Charge Print Report	1187

Chapter 40

Using the Collections Workbench	1189
Understanding the Collections Workbench	1189
Collections Workbench Access and Population	1190
The Action List	1193
Customer Details	1193
Using the Collections Workbench	1198

Pages Used to Use the Collections Workbench	1198
Populating the Collections Workbench	1204
Personalizing Content	1206
Using the Action List	1210
Reviewing the Customer's Credit Profile	1215
Reviewing Customer Payment Information	1218
Researching Customer Item Information	1221
Managing Customer Conversations and Promises	1223
Reviewing Customer Correspondence	1227
Reviewing Customer Aging	1230
Reviewing the Customer Hierarchy	1232

Chapter 41

Interfacing with U.S. Federal Systems	1235
(USF) Referring Delinquent Items to the DMS	1235
Understanding the Delinquent Debt Referral Process	1235
Prerequisites	1236
Common Elements Used in This Section	1236
Pages Used to Refer Delinquent Items to the DMS	1237
Selecting Items for Referral	1238
Creating a DMS Referral File	1239
Creating a Debt Adjustment File	1239
Processing DMS Receipts	1239
(USF) Submitting Transactions Between Agencies Using the IPAC System	1240
Understanding IPAC Processing	1240
Prerequisites	1241
Pages Used to Submit Transactions Between Agencies Using IPAC	1243
Entering IPAC Information for an Item	1244
Entering Additional IPAC Information	1249
Entering Override Options for the Format EFT File Process	1250
Running the Format EFT File Process	1251
(USF) Reclassifying Receivables Accounting Entries, Direct Journal Accounting Entries, and Open Items	1251
Understanding Partial SF224 Reporting	1252
Pages Used to Reclassify Accounting Entries and Items	1253
Reclassifying Receivables Accounting Entries	1253
Reclassifying Direct Journal Accounting Entries	1254
Reclassifying Open Receivables Items	1255
(USF) Tracking Memo Status Changes	1256
Understanding the Track Memo Status Changes Process	1257
Prerequisites	1257
Pages Used to Track Memo Status Changes	1257

Checking an Item's Current Memo Status	1258
Changing an Item's Memo Status	1258
Running the Memo Status Changes Report	1259
Writing Off By ChartFields	1259
Understanding the Write-Offs By ChartField Application Engine Process	1260
Page Used to Write Off By ChartField	1260
Running the Write-Offs By ChartField Process	1260
Treasury Report on Receivables (TROR) and Debt Collection Activities	1260
Understanding TROR and Debt Collection Activities	1261
Adding a TROR Template	1264
Updating a TROR Template	1265
Setting Up the Reporting Entity Code	1269
Generating the Treasury Report on Receivables	1270
Generating the 1099-C Report	1273
Understanding 1099-C Report Generation	1273
Prerequisite	1273
Pages Used to Generate the 1099-C Report	1273
Setting Up System Control Values	1274
Defining Creditor 1099-C Details	1275
Setting Up 1099-C Customers	1277
Using Customer Groups for 1099-C Reporting	1278
Running the 1099-C Process	1279
Reviewing the 1099-C Processing History	1283
(USF) Creating Federal Customer Statements	1283
Understanding Federal Customer Statements	1283
Prerequisites	1284
Page Used to Create Federal Customer Statements	1285
Generating Federal Customer Statements	1285

Chapter 42

Archiving Transactions	1287
Understanding Data Types Available for Archiving	1287
Data Types	1288
Pending Item Data	1291
Payment Data	1292
Posted Item Data	1293
Direct Debit Data	1294
Action List Data	1294
Statement Information, Dunning Letter Information, and Overdue Charge Information	1294
Posted Customer Data	1295
Conversation Data	1295
Customer Definition Data	1296

Message Log Data	1297
Suggested Order of Data Removal	1297
Understanding Archive Objects Definitions, Query Definitions, and Template Definitions	1297
Archiving Data	1299
Understanding the Archive Process Flow	1299
Understanding History Tables	1300
Pages Used to Archive Data	1302
Generating Archive Candidate Reports	1303
Understanding Archive Candidate Reports	1303
Common Elements Used in This Section	1303
Pages Used to Generate Archive Candidate Reports	1304
Restoring Archived Data	1304
Understanding Data Restoration	1305
Page Used to Restore Archived Data	1305
Clearing PeopleSoft Receivables Transaction Tables	1305
Using PeopleSoft Receivables Tables	1305
Using SQL to Clear PeopleSoft Receivables Transaction Tables	1310

Chapter 43

Using OLAP Tools to Analyze Receivables Data	1313
Understanding OLAP Cubes	1313
Planning the OLAP Database	1314
Preparing Trees and Queries	1314
Building the Cube	1314
Understanding Cube Building	1314
Page Used to Build a Receivables Cube	1315
Building an Aging Analysis Cube	1315
Analyzing Cube Data	1316

Appendix A

Configuring Batch Processes	1317
Configuring Temporary Tables for Batch Processing	1317

Appendix B

PeopleSoft Receivables Web Libraries	1319
Understanding Web Libraries	1319
PeopleSoft Receivables Web Libraries	1319

Appendix C

Delivered Workflows for PeopleSoft Receivables	1321
Delivered Workflows for PeopleSoft Receivables	1321
Action Notification	1321
New Debits or Credits	1322
Payment Predictor On Account Flag	1322

Appendix D

PeopleSoft Receivables Reports	1325
PeopleSoft Receivables Reports: A to Z	1325
PeopleSoft Receivables Selected Reports	1347
AR01006/ARX01006 - Predictor Method by Customer Report	1347
AR11001P - Group Control By Entry Date Point in Time Report	1347
AR11002 - Pending Item By Entry Date Report	1348
ARX20006 - Form 1099-C for Cancellation of Debt	1348
AR21001 - Payment Predictor Detail Report	1348
AR21002 - Payment Predictor Summary Report	1349
AR21003 - Unmatched MICR Identifiers Report	1349
AR30005 - Cash Forecast Report	1349

Index	1351

PeopleSoft Receivables Preface

This preface discusses:

- PeopleSoft products.
- PeopleSoft application fundamentals.
- Pages with deferred processing.
- Common elements used in this PeopleBook.
- PeopleBooks and the Online PeopleSoft Library

Note. This PeopleBook documents only page elements that require additional explanation. If a page element is not documented with the process or task in which it is used, then it either requires no additional explanation or is documented with the common elements for the section, chapter, or PeopleBook.

Oracle's PeopleSoft Products

This PeopleBook refers to these Oracle products:

- PeopleSoft Billing.
- PeopleSoft Cash Management.
- PeopleSoft Contracts.
- PeopleSoft General Ledger.
- PeopleSoft Order Management.
- PeopleSoft Payables.
- PeopleSoft Project Costing.
- PeopleSoft Promotions Management.
- PeopleSoft Purchasing.
- PeopleSoft Receivables.

PeopleSoft Application Fundamentals

The *PeopleSoft Receivables PeopleBook* provides you with implementation and processing information for the PeopleSoft Receivables system. However, additional, essential information describing the setup and design of the system resides in companion documentation. The companion documentation consists of important topics that apply to many or all Oracle applications across the PeopleSoft Financials, PeopleSoft Enterprise Service Automation, PeopleSoft Asset Lifecycle Management, and PeopleSoft Supply Chain Management product lines. You should be familiar with the contents of these PeopleBooks.

The following companion PeopleBooks apply specifically to PeopleSoft Receivables:

- *PeopleSoft Application Fundamentals PeopleBook.*
- *PeopleSoft Global Options and Reports PeopleBook.*
- *PeopleSoft Order to Cash Common Information PeopleBook.*
- *PeopleSoft Banks Setup and Processing PeopleBook.*
- *PeopleSoft Commitment Control PeopleBook.*

Pages with Deferred Processing

Several pages in PeopleSoft Receivables operate in deferred processing mode. Most fields on these pages are not updated or validated until you save the page or refresh it by clicking a button, link, or tab. This delayed processing has various implications for the field values that are on the page—for example, if a field contains a default value, any value that you enter before the system updates the page overrides the default. Another implication is that the system updates quantity balances or totals only when you save or otherwise refresh the page.

See the guidelines for designing pages in the *PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide*.

PeopleBooks and the PeopleSoft Online Library

A companion PeopleBook called *PeopleBooks and the PeopleSoft Online Library* contains general information, including:

- Understanding the PeopleSoft online library and related documentation.
- How to send PeopleSoft documentation comments and suggestions to Oracle.
- How to access hosted PeopleBooks, downloadable HTML PeopleBooks, and downloadable PDF PeopleBooks as well as documentation updates.
- Understanding PeopleBook structure.
- Typographical conventions and visual cues used in PeopleBooks.

- ISO country codes and currency codes.
- PeopleBooks that are common across multiple applications.
- Common elements used in PeopleBooks.
- Navigating the PeopleBooks interface and searching the PeopleSoft online library.
- Displaying and printing screen shots and graphics in PeopleBooks.
- How to manage the locally installed PeopleSoft online library, including web site folders.
- Understanding documentation integration and how to integrate customized documentation into the library.
- Application abbreviations found in application fields.

You can find *PeopleBooks and the PeopleSoft Online Library* in the online PeopleBooks Library for your PeopleTools release.

Common Elements Used in This PeopleBook

Account	ChartField that identifies the nature of a transaction for corporate accounts.
Activity ID	ChartField value that represents the activity ID for an individual task or event in a project in PeopleSoft Project Costing that is associated with the item. This field is available only if you have PeopleSoft Project Costing.
Accounting Date	Date for accounting entries for an activity.
Affiliate	ChartField used to map transactions between business units when using a single interunit account.
(NLD) AG Number (acceptgiro reference number)	Acceptgiro reference number assigned to the item or invoice when you ran the Statements process (AR_STMTS) or the AR Dunning process (AR_DUNNING) for business units enabled for acceptgiro processing. When you print an invoice in Billing, the system also assigns an acceptgiro reference number to the invoice.
	Note. Each time that you run the Statements process or the AR Dunning process, the system overwrites the reference number if the item is included on a new statement or dunning letter. So, it is possible that the bank could pay for the item using a different reference number.
Alt Acct (alternate account)	ChartField that identifies the nature of a transaction for statutory accounts. This field appears only if you enable the Alternate Account option for your organization and for the general ledger business unit.
Analyst or Credit Analyst	Individual who is assigned to an item or customer to manage credit.

AR Dist (Receivables distribution code)	Distribution code that defines the Receivables account for a transaction's distribution lines.
AR Specialist (Receivables specialist)	Individual who is assigned to manage deduction and disputed items.
Attachment	Click this link to add, delete, and view attachments. When adding large attachments, you should save the transaction before adding the attachment.
Balance	Amount of an item that is still open (unpaid).
Bill of Lading	Bill of lading number for a shipment.
Broker ID	Identifier code for the individual who negotiates a promotion deal. A broker is a customer to whom you assign the broker role.
Budget Ref (budget reference)	ChartField that identifies unique control budgets when individual budgets share budget keys and overlapping budget periods.
Business Unit	An identification code that represents a high-level organization of business information. You can use a business unit to define regional or departmental units within a larger organization.
Carrier ID	Unique identifier for the shipping carrier.
Category	ChartField value that represents the category for a project transaction in PeopleSoft Project Costing. A category further defines a source type. For example, if you have a source type of labor, you might have categories for architect labor, carpenter labor, and plumber labor. This field is available only if you have PeopleSoft Project Costing.
Chartfield 1 to Chartfield 3	ChartFields that you configure to meet your organization's requirements.
Claim Number	Debit memo number that the customer sent you for a deduction.
Class	ChartField that identifies a particular appropriation when you combine it with a Fund, DeptID, Program Code, and Budget Reference ChartFields. Group of customers in a trade, such as grocers or mass merchandisers.
Collection Code	Code to identify a collection agency or reason.
Collector	Individual assigned to a customer or item to manage collections.
Contract Number	Contract number that is associated with an invoice. For deduction items, it is the contract number that is associated with the original invoice.
Currency	Code that identifies the type of currency for an amount, such as USD or EUR.
Customer	Customer ID and name for an item or payment.

Days Late	Displays the difference between the due date and the current date, not including grace days.
Deduction Reason	Code that identifies the reason that a customer took a deduction.
Dept (department)	ChartField that indicates who is responsible for or affected by the transaction.
Description	Freeflow text up to 256 characters.
Dispute Reason	Code that identifies the reason that an item is in dispute.
Division	Geographic area within an organization.
Document Sequence or Document Sequencing	Click to open a page where you can enter document sequencing information. This option is available only if you enable the document sequencing feature for the General Ledger business unit.
Effective Date	Date on which a table row becomes effective; the date that an action begins. For example, if you want to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages and batch processes that use the information use the current row. <i>See PeopleTools PeopleBook: PeopleSoft Applications User's Guide.</i>
Entry Event	Code that identifies the entry event definition that is used to create supplemental accounting entries for the transaction. You define these codes on the Entry Event Code Def'n page.
Entry Reason	The reason that is associated with an item that defines which accounting entries to generate and can be used for reporting purposes.
Entry Type	ID that identifies the type of activity, such as invoice or pay an item.
Exchange Rate	Rate that is used for currency conversion.
Family	Identifier that defines inventory items at a high level. Examples include computer items and office furniture.
Fund	ChartField that represents structural units for education and government accounting. Can also represent a divisional breakdown in your organization.
Fund Affiliate	ChartField that is used to correlate transactions between funds when using a single intraunit account.
Group ID	ID that is used to identify a group of items. The system assigns the ID when you generate the group.
Group Type	ID that identifies the transaction type for a group of items, such as a payment group or a billing group.

Invoice	Original invoice that is associated with the item in the billing system.
Item ID	Unique ID to identify an item.
Item Status	Current status for an item. Valid values are: <i>Closed</i> : The item is paid in full. <i>Open</i> : The item has a balance due.
Language or Language Code	The language in which you want the field labels and report headings of the reports to print. The field values appear as you enter them. Language also refers to the language that is spoken by a customer or user.
Letter of Credit ID	Identifier for a letter of credit that is associated with an item.
Line	Line number of a separate item that is associated with a single invoice in the billing system. It also may be an item that was split from a deduction or disputed item in Receivables.
Merchandising Type	A type of activity for a promotion that is funded from discretionary funds. You must specify the merchandising type for a promotion to update the fund in Promotion Management.
Oper Unit (operating unit)	ChartField that is used to identify a location, such as a distribution warehouse or sales center.
Operating Unit Affiliate	ChartField that is used to correlate transactions between operating units when using a single intraunit account.
Order Number	Order number that is associated with the original invoice in the billing system.
Payment ID	Identifier for the payment. If the payment ID is on an item page, it is the ID of the payment that paid for the item.
Payment Method	The default payment method for items. Options are: <i>Cash</i> , <i>Credit Card</i> , <i>Electronic Funds Transfer</i> , <i>Check</i> , <i>Direct Debit</i> , <i>Draft</i> , and <i>Giro - EFT</i> .
PC Bus Unit (Project Costing business unit)	Code that is used to identify the PeopleSoft Project Costing business unit for a project that is associated with an item. This field is available only if you have PeopleSoft Project Costing.
PO (purchase order number)	Purchase order number that is associated with the original invoice in the billing system.

Process Frequency or When	Designates the appropriate frequency in the Process Frequency group box: <i>Once:</i> Executes the request the next time that the batch process runs. After the batch process runs, the process frequency is automatically set to <i>Don't Run</i> . <i>Always:</i> Executes the request every time that the batch process runs. <i>Don't Run:</i> Ignores the request when the batch process runs. See <i>PeopleTools PeopleBook: PeopleSoft Process Scheduler</i> .
Process Monitor	This link takes you to the Process List page, where you can view the status of submitted process requests. See <i>PeopleTools PeopleBook: PeopleSoft Process Scheduler</i> .
Product	ChartField that captures additional information that is useful for profitability and cash flow analysis by product sold or manufactured.
Program	ChartField that identifies groups of related activities, cost centers, revenue centers, responsibility centers, and academic programs. Tracks revenue and expenditures for programs.
Project	ChartField that captures information for project or grants accounting.
Promotion Code	Identifier that you assign to the promotion deal in your promotion application.
Rate Type	Rate type that is used to convert item or payment amounts.
Region Code	Sales region that the item belongs to.
Report ID	The report identifier.
Report Manager	This link takes you to the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list).
Revalue Flg (revaluation flag)	Indicates whether the Revaluation Application Engine process (AR04000) revalues the item. Deselect the check box if you do not want to revalue the item.
Run Control ID	A request identification that represents a set of selection criteria for a report or process.
Run	This button takes you to the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format. See <i>PeopleTools PeopleBook: PeopleSoft Process Scheduler</i> .
Sales Person 1	Primary salesperson who is associated with the item.

Sales Person 2	Secondary salesperson who is associated with the item.
SetID	An identification code that represents a set of control table information or TableSets. A TableSet is a group of tables (records) that are necessary to define your company's structure and processing options.
Short Description	Freeflow text up to 15 characters.
Source Type	ChartField value that represents the source type for a project transaction in Project Costing. A source type identifies the purpose of the transaction, for example labor. This field is available only if you have Project Costing.
Statistics Code	ChartField that identifies nonmonetary statistical amounts.
Status	Indicates if a row in a table is active or inactive. You cannot display inactive rows or pages or use them for running batch processes. Use to inactive rather than delete data that you no longer use to maintain an audit trail.
Subcategory	ChartField value that represents the subcategory for a project transaction in Project Costing. A subcategory further defines a category. For example, if you have a category of carpenter labor, subcategories might be standard hours and overtime hours. This field is available only if you have Project Costing.
Terms	Payment terms that define the due date and discount days and amount for an item.
Trade	Type of industry market, such as groceries or hardware.
Unit	Business unit for an item or transaction.
User Amount 1 through User Amount 8	User-defined amount fields.
User Date 1 through User Date 4	User-defined date fields.
User ID	The system identifier for the individual who generates a transaction.
User Text 1 through User Text 10	User-defined text fields.
	Click the Conversations Exist button for an item to review conversation entries that are associated with the item.

Chapter 1

Getting Started with PeopleSoft Receivables

This chapter provides an overview of PeopleSoft Receivables and discusses:

- PeopleSoft Receivables business processes.
- PeopleSoft Receivables integration touch points.
- PeopleSoft Receivables implementation tasks.

PeopleSoft Receivables Overview

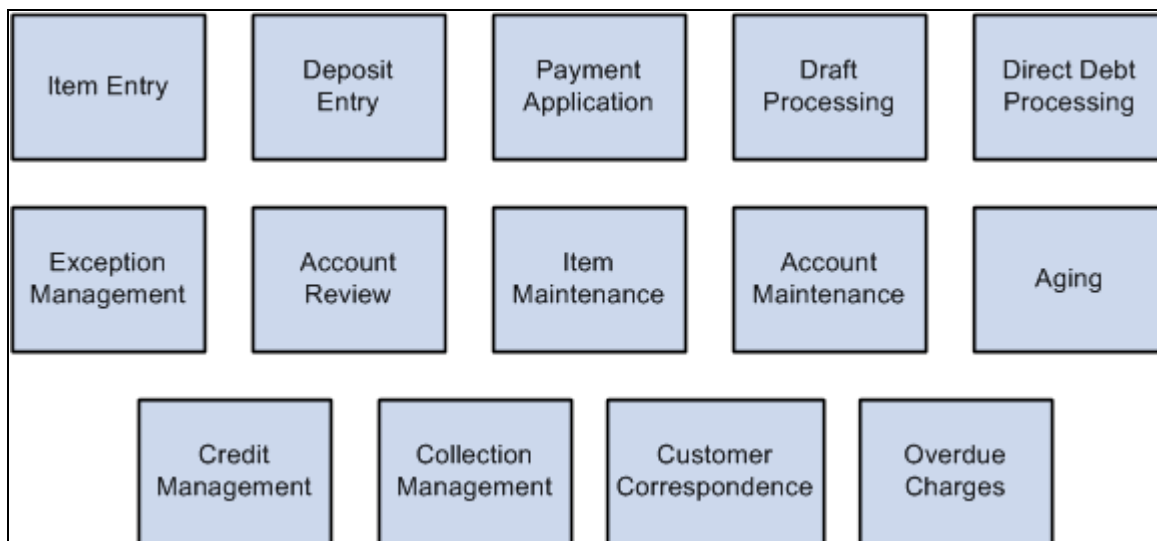
Selling on credit enables a company to maximize sales, yet it also increases the cost of working capital and exposes an organization to additional risk. Effective management of receivables is essential to improve the overall quality of your receivables asset and decrease the cost of working capital for your company.

PeopleSoft Receivables enables you to:

- Enter and track all of your receivables.
- Receive and apply payments.
- Manage outstanding receivables enabling your organization to collect money quickly.
- Manage payment disputes and deductions that have a negative impact on days sales outstanding (DSO).

PeopleSoft Receivables Business Processes

The following diagram lists PeopleSoft Receivables business processes. We discuss these business processes in the business process chapters in this PeopleBook. These processes are Item Entry, Deposit Entry, Payment Application, Draft Processing, Direct Debit Processing, Exception Management, Account Review, Item Maintenance, Account Maintenance, Aging, Credit Management, Collection Management, Customer Correspondence, and Overdue Charges.



PeopleSoft Receivables business processes

PeopleSoft Receivables Integration Touchpoints

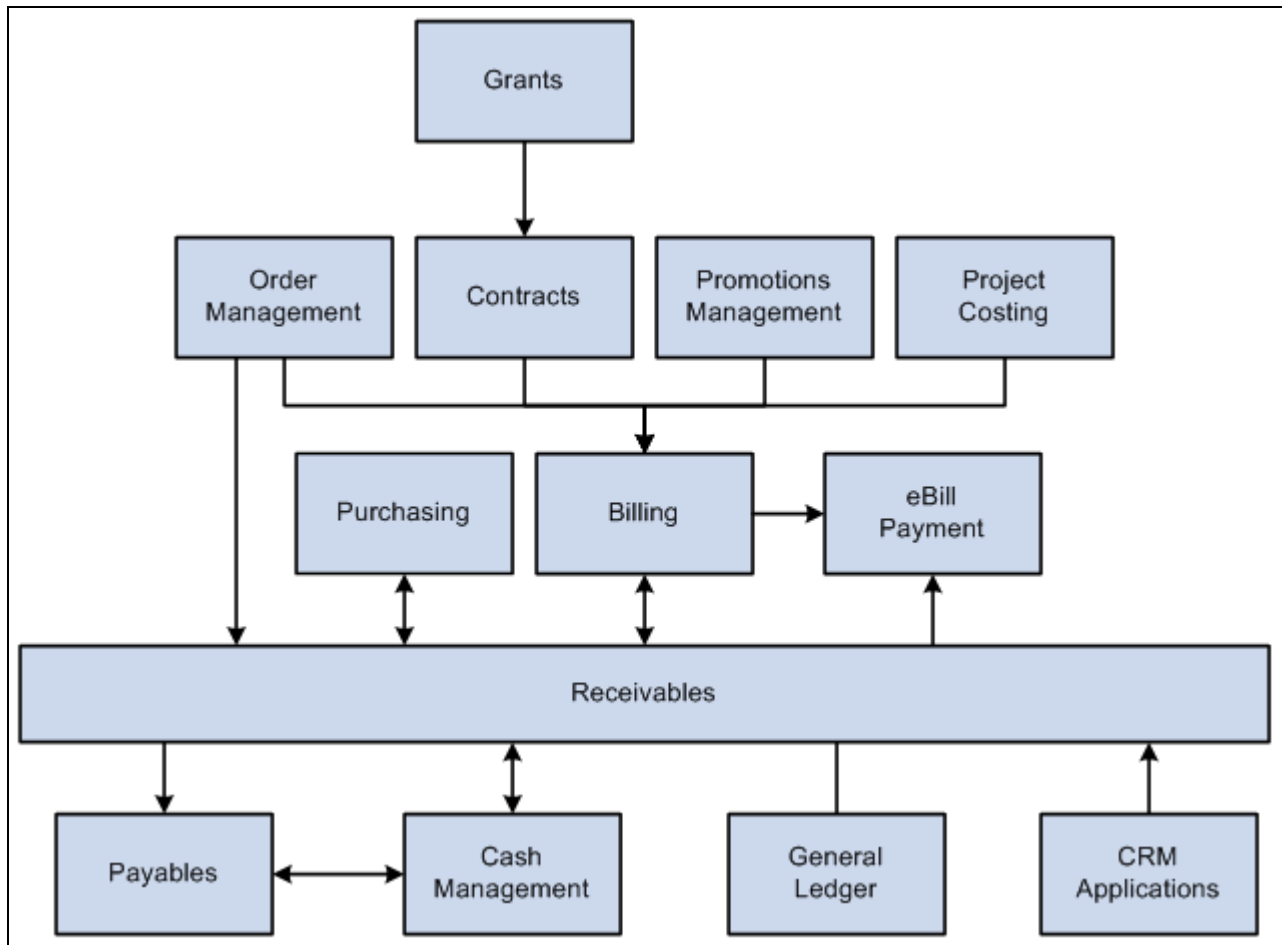
To use PeopleSoft Receivables to full advantage, it is important to understand the points of integration between PeopleSoft Receivables and the other PeopleSoft applications that you have purchased, such as:

- PeopleSoft General Ledger.
- PeopleSoft Billing.
- PeopleSoft Order Management.
- PeopleSoft Promotions Management.
- PeopleSoft Purchasing.
- PeopleSoft Project Costing.
- PeopleSoft Contracts.
- PeopleSoft Real Estate Management.
- PeopleSoft Grants.
- PeopleSoft Payables.
- PeopleSoft Cash Management.
- PeopleSoft Customer Relationship Management (CRM) applications.

Because applications share information, you must plan to work closely with the implementation teams that install other PeopleSoft applications to ensure that Oracle provides the full functionality and efficiency that your company requires.

We discuss integration considerations in the implementation chapters in this PeopleBook. Supplemental information about third-party application integrations is on Oracle's My Oracle Support website: <https://support.oracle.com>.

This diagram shows the integration of PeopleSoft Receivables with other PeopleSoft applications: Grants integrates down to Contracts, which integrates down to Billing. Order Management integrates down to Billing, and then down to Receivables. Order Management also integrates directly down to Receivables. Promotion Management and Project Costing also integrate down to Billing and then down to Receivables. Billing also integrates horizontally with eBill Payment, and Receivables integrates up to eBill Payment. Purchasing also integrates up to Receivables. Payables, Cash Management, General Ledger, and CRM applications integrate up to Receivables. Payables also integrates horizontally with Cash Management, which integrates up to and away from Receivables.



PeopleSoft Receivables integrations

PeopleSoft General Ledger

PeopleSoft Receivables sends accounting entries to PeopleSoft General Ledger through the Journal Generator Application Engine process (FS_JGEN).

PeopleSoft Billing

If you have PeopleSoft Billing, you enter invoices and credit memos in PeopleSoft Billing and interface them to PeopleSoft Receivables. You can choose to have PeopleSoft Billing create the accounting entries or to have PeopleSoft Receivables create them. You can drill down to see invoice details for an item in PeopleSoft Billing.

PeopleSoft Order Management

PeopleSoft Receivables receives information that is entered in sales orders and interfaced to PeopleSoft Billing. PeopleSoft Receivables enables you to drill down to see sales order details from an item. PeopleSoft Receivables also receives claimback items directly from PeopleSoft Order Management, and sends PeopleSoft Order Management notification when the open balance for a claimback changes due to payment or maintenance activity. In PeopleSoft Order Management, you use the claim management workbench to send the claimbacks to PeopleSoft Receivables and reconcile payment activity for the claimbacks.

The Load Cash Drawer Receipts Application Engine process (CDR_LOADPMT) updates the payment staging tables in PeopleSoft Receivables when you enter payments and deposits for orders using the Cash Drawer feature. The Payment Loader Application Engine process (AR_PAYLOAD) updates the payment application tables with the payment data.

PeopleSoft Purchasing

PeopleSoft Receivables receives vendor rebate claims and vendor rebate reversals directly from PeopleSoft Purchasing, and sends PeopleSoft Purchasing notification when the open balance for a vendor rebate item changes due to payment or maintenance activity. In PeopleSoft Purchasing, you use the claim management workbench to send the vendor rebate claims to PeopleSoft Receivables and reconcile payment activity for the claims.

PeopleSoft Promotions Management

You create customer promotions in PeopleSoft Promotions Management. When a customer takes a promotion, you enter a customer claim for a promotion and create a credit memo to offset an authorized deduction. The credit memo is interfaced from PeopleSoft Billing so that you can apply it to the deduction in PeopleSoft Receivables. You can drill down to see promotions details for a promotion that is associated with a deduction item. If you choose to write off an authorized deduction that is associated with a promotion, PeopleSoft Promotion Management can update the fund for the promotion.

PeopleSoft Project Costing

When you enter pending item information in PeopleSoft Receivables, you can also enter information that is picked up by PeopleSoft Project Costing ChartField values. A project manager using PeopleSoft Project Costing can review outstanding revenue to keep complete financial control of a project. Resources rows that you enter in PeopleSoft Project Costing can be interfaced to PeopleSoft Billing to create invoices, which become items in PeopleSoft Receivables by using the billing interface.

PeopleSoft Contracts

PeopleSoft Billing plan lines that you enter in PeopleSoft Contracts are interfaced to PeopleSoft Billing to create invoices. These invoices become items in PeopleSoft Receivable by using the Billing interface. You can drill down to see contract details for an item in PeopleSoft Receivables.

PeopleSoft Real Estate Management

PeopleSoft Real Estate Management bills are sent through PeopleSoft Contracts and enter PeopleSoft Receivables through the Billing interface.

However, if PeopleSoft Contracts is not installed, PeopleSoft Real Estate Management bills are sent to PeopleSoft Billing through the PeopleSoft Transaction Billing Processor. These bills enter PeopleSoft Receivables through the Billing Interface. You do not have to install PeopleSoft Contracts to use the PeopleSoft Transaction Billing Processor.

PeopleSoft Grants

Invoices can originate in PeopleSoft Grants and then be interfaced through PeopleSoft Contracts and PeopleSoft Billing into PeopleSoft Receivables.

PeopleSoft Payables

The refund process in PeopleSoft Receivables adds rows to tables that are used by PeopleSoft Payables to build a voucher.

PeopleSoft Cash Management

PeopleSoft Cash Management integrates with PeopleSoft Receivables through the Treasury Netting Center. You must use PeopleSoft Cash Management with PeopleSoft Payables to use the bilateral netting functionality that offsets open items with open vouchers in PeopleSoft Payables. This functionality is useful when you have customers that are also vendors.

PeopleSoft Cash Management also provides the Financial Gateway feature, which enables you to communicate directly with the bank for direct debit payments. Financial Gateway creates the electronic funds transfer file (EFT) after receiving the direct debit information from PeopleSoft Receivables, and sends the transmission to the bank. It also provides acknowledgement statuses to PeopleSoft Receivables from the bank.

PeopleSoft CRM

PeopleSoft CRM integrates with PeopleSoft Receivables to obtain financial information for a customer. The CRM 360-Degree View displays the information under nodes in the 360-Degree View tree. PeopleSoft CRM provides the GET ACCOUNT RECEIVABLES FOR 360 DEGREE VIEW enterprise integration point (EIP) to request the information. PeopleSoft CRM sends a request application message (AR_CRM_REQUEST) to PeopleSoft Receivables requesting information for a specific setID, customer, and date range. Within the request application message, PeopleSoft CRM may request up to nine different data sets:

1. Customer status and balances (AR_STATUS_REQ)
2. Payments (AR_PAYMENT_REQ)
3. Dunning notices (AR_DUNNLTR_REQ)
4. Statements (AR_STATEMNT_REQ)
5. Follow-up notices (AR_FOLLWLTR_REQ)
6. Disputes (AR_DISPUTES_REQ)

7. Deductions (AR_DEDUCTNS_REQ)
8. Conversations (AR_CONVERS_REQ)
9. Overdue charges (AR_OVERDUE_REQ)

PeopleSoft Receivables sends a response application message (AR_CRM_RESPONSE) back to PeopleSoft CRM, returning as many data sets as are requested. The CRM 360-Degree View displays summary information for those requested data sets. The user can click on the links to drill down and view more detailed financial information in PeopleSoft Receivables.

See the section on managing enterprise integration for PeopleSoft CRM in the *PeopleSoft CRM Application Fundamentals PeopleBook*.

PeopleSoft Receivables Implementation

PeopleSoft Setup Manager enables you to review a list of setup tasks for your organization for the products that you are implementing. The setup tasks include the components that you must set up, listed in the order in which you must enter data into the component tables, and links to the corresponding PeopleBook documentation.

PeopleSoft Receivables also provides component interfaces to help you load data from your existing system into PeopleSoft Receivables tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables. This table lists all of the components that have component interfaces:

Component	Component Interface	Reference
Account (GL_ACCOUNT)	ACCOUNT_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Account Values.
Alternate Account (ALTACCT)	ALTACCT_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Using Alternate Account."
Operating Unit (OPERATING_UNIT)	OPER_UNIT_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Operating Unit Values.
Department (DEPARTMENT)	DEPT_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Department Values.
Project ID (PROJECT)	PROJECT_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Project Values and Grant Values.

Component	Component Interface	Reference
Product (PRODUCT)	PRODUCT_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Product Values.
Fund Code (FUND_DEFINITION)	FUND_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Fund Code Values.
Statistics Code (STATISTICS_TBL)	STATISTICS_CODE	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Statistics Code Values.
Class Field (CLASS_PNL)	CLASS_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Class Field Values.
Budget Reference (BUDREF_PNL)	BUDGET_REF_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Budget Reference Values.
Program Code (PROGRAM_DEFINITION)	PROGRAM_CF	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Program Code Values.
Scenario (BD_SCENARIO)	BUDGET_SCENARIO	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Scenario Values.
Chartfield 1 (CHARTFIELD1)	CHARTFIELD1	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Values for Expansion ChartFields 1, 2, and 3.
Chartfield 2 (CHARTFIELD2)	CHARTFIELD2	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Values for Expansion ChartFields 1, 2, and 3.
Chartfield 3 (CHARTFIELD3)	CHARTFIELD3	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining and Using ChartFields," Adding Values for Expansion ChartFields 1, 2, and 3.

Component	Component Interface	Reference
InterUnit Template (IU_INTER_TMPLT)	IU_INTER_TMPLT	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Using Interunit and Intraunit Accounting and ChartField Inheritance," Defining Interunit Templates.
IntraUnit Template (IU_INTRA_TMPLT)	IU_INTRA_TMPLT	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Using Interunit and Intraunit Accounting and ChartField Inheritance," Defining Intraunit Templates.
InterUnit Pair Maintenance (IU_INTER_PR_BASIC)	IU_INTER_PR_BASIC	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Using Interunit and Intraunit Accounting and ChartField Inheritance," Interunit Pairs.
Ledgers for a Unit (BUSINESS_UNIT_LED)	EM_BUS_UNIT_LED	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Setting Up Ledgers," Defining Ledgers for a Business Unit.
Value Added Tax Code (TAX_CODE_VAT)	TAX_CODE_VAT	See <i>PeopleSoft Global Options and Reports 9.1 PeopleBook</i> , "Working with VAT," Defining VAT Codes Using the Value Added Tax Code Page.
VAT Accounts by Business Unit (TAX_BU_CODE_VAT)	TAX_BU_CODE_VAT	See <i>PeopleSoft Global Options and Reports 9.1 PeopleBook</i> , "Working with VAT," (Optional) Defining VAT Accounts by General Ledger Business Unit.
VAT Entity (VAT_ENTITY_ID)	VAT_ENTITY_ID	See <i>PeopleSoft Global Options and Reports 9.1 PeopleBook</i> , "Working with VAT," Setting Up VAT Entities.
VAT Defaults CI Component (VAT_DEF_CI)	VAT_DEF_CI	See <i>PeopleSoft Global Options and Reports 9.1 PeopleBook</i> , "Working with VAT," Establishing VAT Defaults.
Bank Branch Information (BANK_BRANCHPNL)	TR_BANK_BRANCH_CI	See <i>PeopleSoft Banks Setup and Processing 9.1 PeopleBook</i> , "Setting Up Banks," Defining Bank Information.

Component	Component Interface	Reference
Team Member Types (MEMBER_TYPE_TABLE)	MEMBER_TYPE_TABLE_CI	See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining Additional Customer Information," Setting Up Customer Support Personnel.
Team Member Personal Data (MEMBER_PERSON1)	MEMBER_PERSON1_CI	See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining Additional Customer Information," Setting Up Customer Support Personnel.
Support Team Members (TEAM_MEMBER_TABLE)	TEAM_MEMBER_TABLE_CI	See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining Additional Customer Information," Setting Up Customer Support Personnel.
Customer Group Table (CUST_GROUP_TBL)	CUSTOMER_GROUP	See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining Additional Customer Information," Establishing Customer Group Tables.
Sales - Use Tax Authority (TAX_AUTHORITY)	TAX_AUTHORITY	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining Financials and Supply Chain Management Common Definitions," Defining Sales and Use Tax Authorities and Codes.
Sales - Use Tax Code (TAX_CODE)	TAX_CODE_CI	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining Financials and Supply Chain Management Common Definitions," Defining Sales and Use Tax Authorities and Codes.
Contact Info (CONTACT_INFO)	CONTACT	See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining Contacts," Setting Up Contacts.
General Information (CUSTOMER_GENERAL)	CUSTOMER_MAIN_CI CUSTOMER_BILLTO_CI CUSTOMER_SOLDTO_CI CUSTOMER_SHIPTO_CI CUSTOMER_MISC_CI	See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining General Customer Information," Adding General Customer Information.

Component	Component Interface	Reference
User Preferences (OPR_DEFAULT)	OPR_DEFAULT_FIN	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Defining User Preferences," Defining Cross-Application User Preferences.
Unit Security by Perm List (SEC_BU_CLS)	SECURITY_BU_CLS	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Securing Your System," Defining Row-Level Security.
Unit Security by User ID (SEC_BU_OPR)	SECURITY_BU_OPR	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Securing Your System," Defining Row-Level Security.
Ledger Security by Perm List (SEC_LEDGER_CLS)	SECURITY_LEDGER_CLS	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Securing Your System," Defining Row-Level Security.
Ledger Security by User ID (SEC_LEDGER_OPR)	SECURITY_LEDGER_OPR	See <i>PeopleSoft Application Fundamentals 9.1 PeopleBook</i> , "Securing Your System," Defining Row-Level Security.

Other Sources of Information

In the implementation planning phase, take advantage of all PeopleSoft sources of information, including the installation guides, data models, business process maps, and troubleshooting guidelines. A complete list of these resources is in the preface of *PeopleBooks* and the *PeopleSoft Online Library*, with information on where to find the most up-to-date version of each.

See Also

PeopleTools PeopleBook: PeopleSoft Setup Manager

PeopleTools PeopleBook: PeopleSoft Component Interfaces

PeopleTools PeopleBook: PeopleBooks and the PeopleSoft Online Library

Chapter 2

Understanding Implementation Issues

This chapter discusses:

- Implementation planning.
- Business unit structure.
- Customer structure.
- Business unit sharing.
- Customer groups.
- Entry types and reasons.

Implementation Planning

Getting ready for production entails a lot of planning. You must analyze your receivables requirements according to your business and organizational needs, review your current environment, and think about the changes that you can make now and in the future. Although you might decide to simply transfer your current receivables structure, you will find that PeopleSoft Receivables can provide new avenues for receivables processing and design.

Here are the high-level steps for implementing a new system:

1. Determine receivables requirements.
2. Configure PeopleSoft Receivables to meet your requirements.
3. Set up PeopleSoft Receivables tables.
4. Set up PeopleSoft security.
5. Set up PeopleSoft Receivables ChartField security.
6. Convert data from the existing system.

Determination of PeopleSoft Receivables Requirements

Consider the best way to map your new system to your existing business structures, practices, and procedures. Closely examine the way that your business operates, how organizations and subsidiaries are divided, and what your customer structure is like. Consider the level of reporting detail and aging criteria that you need to age customer accounts. Consider if the delivered functionality is sufficient for your business needs or if you need to specially configure the system. If special configuration is required, then you must decide to what degree.

Configuration of PeopleSoft Receivables to Meet Your Requirements

You must establish the business units and the various control tables that the system uses for processing. At this stage, you decide how many business units you need, what your customer structure will be, and what parameters you want the system to use for processing items, payments, reporting, and so on.

Setup of PeopleSoft Receivables Tables

Setting up the PeopleSoft Receivables tables can be divided into three phases: global, core, and additional. You set up tables to enable the system to support PeopleSoft Receivables features. Use PeopleSoft Setup Manager to determine the order in which you should set up tables.

Setup of PeopleSoft Security

To establish security, you need to decide how your internal job functions relate to the functionality of the PeopleSoft Receivables application. Which pages must cash processors access? Which pages do collection managers need, and which pages does the management team need? PeopleSoft Receivables enables you to define page access according to job function.

Setup of ChartField Security for PeopleSoft Receivables Components

PeopleSoft ChartField security provides a flexible, rule-based approach to administer security at a data level. ChartField security is supported in PeopleSoft Receivables and across other PeopleSoft Financials and Supply Chain Management (FSCM) applications. The ChartField security feature prevents unauthorized employees and contractors from viewing and editing sensitive financial data by restricting access to data stored with specific ChartField values.

The primary features for ChartField security are:

- Enforce security rules by user, role, or permission list.
- Enable ChartField security for all products or selectively by product.
- Enable or disable ChartField security selectively by component.
- Define rules to accommodate end-user areas of responsibility.
- Refine access rules by product feature or component.
- Support super user access to minimize setup.
- Define components as exceptions to override security rules.

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Securing ChartFields."

Conversion of Data From an Existing System

When you convert your receivables data from your existing system to the PeopleSoft Receivables system, you need to consider how much history to retain from the old system. The new system displays only as much information as you convert into it.

See Also

Chapter 14, "Performing Data Conversion," page 409

PeopleTools PeopleBook: Security Administration

PeopleTools PeopleBook: PeopleSoft Setup Manager

Business Unit Structure

In PeopleSoft Receivables, a business unit is an organization or a subset of an organization that is independent with regard to one or more accounting or operational functions.

Deciding how many business units to use and when to use them depends on how you want to report on and track the transactions within your organization. Before you can define business units and start entering data into the system, you need to decide how you want to retrieve information from the system. The way that you retrieve information determines how you set up the business units.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," page 19

Current System Structure

When you decide on the business unit structure, examine the structure in your current system. What types of organizational categories do you use? Do you use company codes, organization codes, and division codes? How do you categorize customers?

Consider how existing codes and IDs might map to business units. Determine if you can map existing structures to business units or if you need to modify existing structures.

In PeopleSoft Receivables, a business unit typically represents a grouping of customer balances. Suppose that an organization has multiple companies or subsidiaries within it. Each of those companies is run as a separate business with its own set of products and customers and its own set of rules for handling those customers from a receivable point of view. Consequently, you would set up separate PeopleSoft Receivables business units for each company.

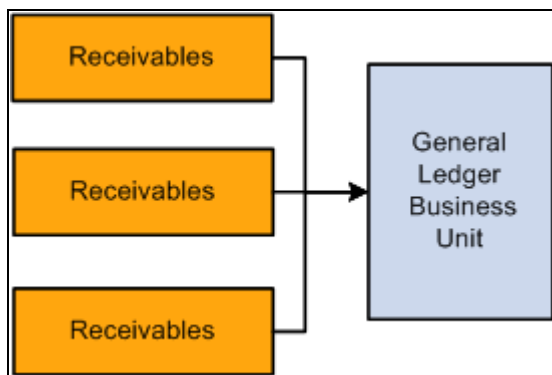
Consider reporting requirements and maintenance of balances when you decide how to group receivables in a business unit. Familiarize yourself with what data is defined at the business unit level. For example, if you use one method to age a customer's open items in business A and another method in business B, you must handle customers in business A differently from those in business B. It would make sense to set up separate business units for business A and business B.

As you determine the optimal business unit structure for your organization, remember that in some circumstances you must set up multiple business units. If you do not, you will be restricted from using certain features.

You may decide to set up separate business units even if you do not need them for processing. For example, one department in your organization may handle a particular group of customer balances, and you may want to use a separate receivables business unit for those customer balances. You may want to group certain customers together for analytical reasons even though other customers may be processed the same way. You may want to maintain accounting control and balances at a lower level than that of the total organization.

General Ledger Distribution

You must associate each PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit. The association does not need to be one-to-one. You can consolidate multiple PeopleSoft Receivables business units under one PeopleSoft General Ledger business unit. However, you cannot split a PeopleSoft Receivables business unit to associate it with multiple PeopleSoft General Ledger business units. Consider general ledger distribution when determining how many business units you need.



Associating Receivables business units with a General Ledger business unit

If you use PeopleSoft applications for all financial business processes, typically the PeopleSoft Receivables business units are the same as the PeopleSoft General Ledger business units. You set up PeopleSoft General Ledger first and then set up PeopleSoft Receivables to mirror PeopleSoft General Ledger. If you use a different general ledger system, you may not use the business unit concept. In this case, think carefully about how you will distribute from PeopleSoft Receivables to your general ledger.

Customer Structure

A significant part of implementing PeopleSoft Receivables involves converting existing data. Before you set up customers, familiarize yourself with the options for defining customer structures.

To ensure that your customer setup and maintenance is as simple and non-redundant as possible, PeopleSoft Receivables stores customer information at the business unit level and at the TableSet level.

Business Units

PeopleSoft Receivables stores customer accounting and receivables information by customer within a business unit. This type of information includes:

- Customer's balance.
- Customer's open items.
- Amount the customer owes in each aging category.
- Payment performance indicators, such as average days late and day's sales outstanding.

The combination of a business unit and a customer ID determines where the system stores customer accounting and receivables information. Once you set up your business units, the system stores accounting and receivables data by customer within a business unit (or at a subcustomer level, if enabled). The Receivable Update Application Engine process (ARUPDATE) creates and stores this information.

TableSets

PeopleSoft Receivables stores a variety of identifying and descriptive customer information by TableSet, such as:

- Customer's name and address.
- Customer's credit profile.
- Certain processing options.
- Correspondence options.
- Team member (sales person) assigned to the customer.

Any number of business units can share customer information stored under a setID. With customer information keyed by setID, the advantages are similar to control tables keyed by setID. You enter the information once and then link it to as many business units as you want. Each of these business units can process invoices, payments, and other receivables transactions for the customer.

Business Unit Sharing

Business units can share certain customer information through setIDs. Consequently, you should consider how you are going to set up your customers to optimize processing in your organization. How much do you want to share data among business units? Are the business units separate organizations that need to maintain completely separate customer records, even if they share some of the same customers with other business units in the parent organization?

Does a particular customer exist in more than one business unit under the same customer ID? Do business units share customer information, such as name and address, or does each business unit have its own customer information?

Different organizations answer these questions differently. For example, suppose that organization X has two different business units that do business with Rambling Motors Company. Both business units want to maintain their own customer information on Rambling Motors, so they set up two different customer IDs, both referring to Rambling Motors. In this situation, the two business units would most likely have setIDs that correspond to the business units, and they would maintain completely separate records.

Other organizations may want to take advantage of the power of setIDs. For example, suppose that Rambling Motors account 100 does business with all 10 business units of organization Y. Therefore, organization Y may want to set up its customer information only once and share that data among all its business units.

Customer Groups

You may decide to divide some of your business relationships among separate customers in the system, yet still maintain reports and inquiries to capture customers as a group. PeopleSoft Receivables offers the following grouping methods so that you can maintain separate information for individual customers but combine customers when you need to evaluate your overall exposure to a large customer group or identify payment trends for a large conglomerate:

- Bill to, ship to, and sold to.
- Corporate.
- Remit from.
- Correspondence.
- Magnetic ink character recognition (MICR) ID.
- Dun & Bradstreet (D&B) number and other reporting or classification codes.
- Subcustomer levels.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information"

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information"

Entry Types and Reasons

Items are individual receivables that make up a customer's balance. Organizations may refer to items in a variety of ways, such as invoices, obligations, open items, receivables, and documents.

PeopleSoft Receivables distinguishes between items (the receivables that comprise a customer's balance) and *pending items* (information in the system but not yet updated in the customer's balance). During the Receivable Update process, the system uses pending items to update customer balances, either by creating new items or by adding item activity lines to existing items.

An entry type categorizes the pending items that create or update posted items within the system. The Receivable Update process uses the pending items to create or update items and to maintain customer balances. Examples of entry types are invoices, debit memos, credit memos, payments, prepayments, on account payments, deductions, adjustments, and write-offs.

When a pending item enters the system, the Entry Type field defines the type of pending item that it is. An entry type can be qualified by an entry reason, which is a method of further categorizing pending items.

Some pending items, such as invoices and credit memos, enter the system from a billing system. You create others (for example, on-account payments and deductions) behind the scenes as the result of commands performed during online processing. When you apply a payment, for example, the system generates several different kinds of pending items each with its own entry type.

Some organizations can manage their receivables adequately with simple entry types and entry reasons; other companies require a more elaborate coding structure. The complexity of setup depends on how you run your business and the level of detail with which you track items.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Entry Types and Reasons, page 70

Entry Type and Reason Use

In addition to the required entry types and entry reasons, you may need additional ones for:

- More detailed reporting.
- Further qualification of your aging.
- Accounting entry templates for distribution to the general ledger.
- Special customer history capabilities.
- Exclusion capabilities for customer statements, dunning letters, overdue charges, direct debits, and drafts.

Use of Entry Types and Entry Reasons for Reporting

Any report that summarizes the status of open items or that lists all activity from the system includes the entry type and associated entry reason. To distinguish between credit memos that correct billing errors and credit memos that are issued because of shipping damages, for example, you can qualify the credit memo entry types with appropriate entry reasons.

Carefully analyze the types of reports that you use to see what sorts of categorization you use in your existing system. When you implement the new system, you may want to refine the reporting by making it more detailed. Conversely, you may decide to streamline your reporting by using fewer entry types and entry reasons.

Use of Entry Types to Qualify Aging

In traditional aging reports, each column normally represents a time period, such as 0 to 30 days or 31 to 60 days. Some organizations include certain entries in the same column.

You may want to age everything by time periods except credit memos, for example, and have the system display credit memos in one column. To accomplish this, set up an entry type that describes the items that the system moves to a specific column.

Definition of Accounts Receivable Templates With Entry Types and Entry Reasons

When you enter a pending item into the system, you predetermine its accounting distribution: what it is going to debit and credit in the general ledger. You create an accounting entry template so that, when you create the accounting entries online (or when the system creates them during background processing), the system populates the accounting information. The details that are included in the template varies by entry type and entry reason.

Use of Entry Types and Entry Reasons to Track Customer History

PeopleSoft Receivables includes a customer history feature that calculates activity totals on a calendar basis. The entry type directs the system to accumulate a total. You might decide, for example, to track sales by month for each customer. You then specify which entry types and entry reasons to include in that category.

You might decided to track deductions by month, according to a certain entry reason. The Receivable Update process uses the entry type and entry reason combination to determine which categories to update.

Chapter 3

Defining PeopleSoft Receivables Business Units

This chapter provides an overview of PeopleSoft Receivables business units and discusses how to:

- Create a receivables business unit.
- Define business unit defaults by setID.
- Define business unit defaults for individual business units.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement PeopleSoft Receivables.

Understanding PeopleSoft Receivables Business Units

A business unit represents a high-level organization of business information that can be shared across a set of applications. You can use a business unit to define regional or departmental units in an organization.

To understand how PeopleSoft Receivables uses business units, consider how PeopleSoft General Ledger uses them. A business unit in PeopleSoft General Ledger is a subset of your organization that keeps its own set of books or ledgers. A receivables business unit is a subset of your organization that has its own set of customer balances. Each receivables business unit has its own defined group of valid customer balances, its own way of aging and reporting on those customers, and its own item and payment processing guidelines.

The system stores each business unit's financial transactions, such as invoices and payments, in tables that are keyed by business unit ID. This ensures that the data for one business unit remains separate from the data for other business units—even though the data exists in the same physical database table.

This section discusses:

- Types of business units.
- PeopleSoft Tree Manager.
- TableSets.
- Default hierarchies.
- Business unit setup process flow.

See Also

Chapter 2, "Understanding Implementation Issues," Business Unit Structure, page 13

Types of Business Units

How you define a business unit depends on your industry, statutory requirements, regulatory reporting demands, and operating responsibilities. For example, a bank might treat different branches as separate business units, but a manufacturer might segregate the finances of each plant or division. Multinational organizations might separate their operations into geographic business units because of the necessities of conducting business globally. Highly diversified organizations might define each subsidiary or cost center as a business unit.

PeopleSoft Tree Manager

You use a tool called Tree Manager to group business units together into a hierarchical structure. Tree Manager and your business unit structure provide a mechanism for defining reporting parameters.

A business unit is the smallest structural unit that can be represented in Tree Manager. This is important because certain reports use the relationships defined in Tree Manager to sort and sum amounts. These amounts can include:

- PeopleSoft Receivables subtotals for each business unit at the lowest level.
- Further subtotals for each grouping of business units—that is, for each level of the tree.
- A grand total of an organization's receivables.

Example

Suppose that an organization consists of 12 different companies, each represented by a business unit. You group these companies into three lines of business. Each business line is a subsidiary of the organization. In addition, you have a separate corporate business unit. All of these units—the 12 in 3 subsidiaries and the corporate business unit—roll up into the organization at the top of the hierarchy. You can report at any level of the hierarchy.

Tree Manager enables you to establish hierarchical structures called *trees*. Using this tool, you can group business units together and define the relationships between them.

Note. PeopleSoft Receivables uses trees to define corporate customer structures and to summarize information for aging reports.

See Also

PeopleTools PeopleBook: PeopleSoft Tree Manager

TableSets

When you plan your business unit structure, you need to be familiar with TableSets, which are used in all PeopleSoft Financials products.

The accounting structure and processing rules for each PeopleSoft application are defined in a series of control tables. A *TableSet* is a group of rows across control tables, identified by the same setID, on which you define the accounting structure for each of your business units, aging rules, entry types and reasons, payment terms, credit and receivables personnel, and so forth. For a business unit to process transactions, it must have an associated TableSet.

You can think of business units and TableSets in the following simplified terms:

- A business unit contains all the actual data.
- A TableSet contains the rules by which the data is processed.

A setID identifies each TableSet. You can have as many setIDs as you want. However, using numerous setIDs creates complex TableSet sharing. You must create at least one setID, even if you do not use TableSet sharing.

Default Hierarchies

A business unit is the highest level in the hierarchy and you must set default values for business units. All other entities fall beneath them in the hierarchy. Some of the attributes set at the business unit level may be set at lower levels in the hierarchy, such as the customer or item level, but are not required.

Default hierarchies exist throughout the system. Any time that a default hierarchy exists, you can:

- Leave information blank at lower levels, because defaults are inherited from the next higher level.
- Override information set at higher levels by entering different information at the lower levels.

Example

To understand default hierarchies, consider the example of payment terms. When you enter a pending item, you can specify payment terms on the Pending Item 1 page. If you do not specify payment terms there, the system checks the customer level to see if payment terms are defined for the customer. If payment terms do not appear at the customer level, the system uses the payment terms that you defined at the business unit level on the Receivables Options - Payment Options page.

Business Unit Setup Process Flow

Follow these steps to set up business units:

1. Create the receivables business unit and its associated TableSet on the Receivables Definition - Business Unit Definition page.
2. Set up a general ledger business unit.
3. Set up an Accounts Payable business unit if you use refund processing.

4. Set up the common application tables and core PeopleSoft Receivables tables.
5. Define the default processing values for each business unit at the setID level and for individual business units.

Use the Receivables Options component (BUS_UNIT_OPT_AR1) to define defaults at the setID level. All business units assigned to a setID use the defaults that you provide there. Use the Receivables Definition component (BUS_UNIT_TBL_AR) to define defaults for specific business units.

Creating a PeopleSoft Receivables Business Unit

You must define a business unit and associate it with a setID before you set up other tables.

This section lists prerequisites and discusses how to create a business unit.

Prerequisites

Before you set up business units, you must decide on your TableSet structure and set up setIDs.

See the documentation on planning records and TableSets in the *PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide*.

Page Used to Create a PeopleSoft Receivables Business Unit

Page Name	Definition Name	Navigation	Usage
Business Unit Definition	BUS_UNIT_TBL_AR1	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition	Create a new business unit.

Creating a Business Unit

Access the Business Unit Definition page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition).

Default SetID

Enter the value of an existing business unit whose setID you want to copy, or enter a new business unit ID to establish a new generic setID that has the same name as the business unit that you are adding.

Create BU (create business unit)

Click to create the receivables business unit and setID.

Defining Business Unit Defaults by SetID

To define business unit defaults, use the Receivables Options component (BUS_UNIT_OPT_AR1).

This section discusses how to:

1. Define general options.
2. Define additional general options.
3. Define payment options.
4. Define value-added tax (VAT) defaults.
5. Define Payment Predictor options.
6. Select default currency options.
7. Define defaults for customer historical trends.

Pages Used to Set Up Business Unit Defaults by SetID

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Receivables Options - General 1	BUS_UNIT_OPT_AR1	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, General 1	Define history options, aging options, correspondence information, Intra-Governmental Payment and Collection (IPAC) Systems information, write-off tolerances for customer account maintenance, and other general information.
Receivables Options - General 2	BUS_UNIT_OPT_AR3	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, General 2	Enter options for payment interfaces, commitment control accounting, and ChartField combination editing.
Receivables Options - Payment Options	BUS_UNIT_OPT_AR2	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Payment Options	Define defaults for payment processing, grace days, deduction dates, revaluation, and worksheets.
Receivables Options - VAT Defaults	BUS_UNIT_OPT_AR5	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, VAT Defaults	Define the defaults for VAT processing.

Page Name	Definition Name	Navigation	Usage
Receivables Options - Predictor Detail Options	BUS_UNIT_OPT_AR6	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Predictor Detail Options	Define the maximum write-off amounts and discount tolerances for the #DTL_TLR algorithm group. Specify the default entry type and reason that the Payment Predictor process (ARPREDCCT) uses to create accounting entries for partial payments and discounts when it executes the algorithm group.
Receivables Options - Currency Display Options	BUS_UNIT_OPT_AR7	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Currency Display Options	Specify the default currency that appears on some of the inquiry pages, the maintenance and transfer worksheets, and the run control pages for dunning letters and statements.
Receivables Options - Customer Trend Options	BUS_UNIT_OPT_AR8	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Customer Trend Options	Define the historical statistics that you want to appear on the Customer Trend 1 page, Customer Trend 2 page, and Customer Trend 3 page.

Defining General Options

Access the Receivables Options - General 1 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, General 1).

General 1		General 2		Payment Options		VAT Defaults		Predictor Detail Options		Currency Display Options	
SetID: SHARE CORPORATE SETID											
Calendar and Aging Options						General Options					
*Aging ID:		STD		Standard Aging		*AR Specialist:		ARS1			
*Calendar ID:		01		Monthly		Automatic Maintenance Method:					
DSO Calculations											
Year:		2000		Period:		1					
Correspondence											
Statement ID:		MODEL		Model Statement		Admin ID:		ADMIN		Administrative	
Dunning ID:		MODEL		Model Dunning		Finance ID:		FIN		Finance	
						Penalty ID:		PNLTY		Penalty	
Remit To Address											
Bank:		USBNK		Bank Account:		CHCK					
Write-off Tolerances											
Maximum Write-Off Amount:		999999999.000				Minimum Days Until Write-Off:		0			
Maximum Write-Off Percent:		100									

Receivables Options - General 1 page

Aging ID

Select an aging ID that you set up on the Aging page. The Aging Application Engine process (AR_AGING) uses this identifier for the aging rules for all business units associated with the TableSet.

Calendar ID

Select the calendar ID used to perform history calculations. You define the calendars on the Calendar Periods page.

AR Specialist (accounts receivable specialist)

Select the AR specialist who you want to be the initial owner for deduction and disputed items. The system assigns the specialist when you create a deduction on the payment worksheet and when you mark an item as disputed or as a deduction on the View/Update Item Details - Detail 1 page. You can override the default specialist for individual customers on the Bill To Options page and for the deduction or dispute reasons on the Deduction Reason page and the Dispute Reason page.

Note. You must assign an AR specialist to each business unit. To assign all deductions or disputed items initially to a specific AR specialist, such as a manager, use the same specialist for each business unit and do not override the specialist for individual customers or reasons. Managers can use the Item List page to search for items assigned to them and drill down to the items to assign them to someone else. Alternatively, you can set up an assessment rule to create an action for the AR specialist when you run the Condition Monitor Application Engine process (AR_CNDMON). The manager can then assign each deduction or disputed item to individual AR specialists on the Reassign Action page.

Automatic Maintenance Method	Select the automatic maintenance method containing the rules that you want to use by default to match items when you run the Automatic Maintenance Application Engine process (AR_AUTOMNT). You can override the method for individual run controls if needed.
Year and Period	Enter dates that the Receivable Update Application Engine process (ARUPDATE) uses to determine which period to update for days sales outstanding history. These dates appear on the Receivables Update - Request page. The system calculates, summarizes, and stores all monetary transactions that fall in the date range for the defined periods.
Statement ID and Dunning ID	Select the IDs that determine the conditions and parameters that the system uses to prepare customer statements and dunning letters. The statement ID also defines the default statement type to generate. You define these IDs in the Statement (STATEMENT_TABLE) and Dunning (DUNNING_TABLES) components.
Admin ID (administrative ID), Finance ID, and Penalty ID	Select an overdue charge ID for each of these fields whose overdue charge type matches the field name. These IDs determine the conditions and parameters that the system uses to generate overdue charge invoices. The system also uses these IDs to determine when not to prepare an overdue charge invoice. You define these IDs in the Overdue Charging component (OVRDUE_CHG_TABLE2).
Note. Override the identifiers for statements, dunning letters, and overdue charges for individual customer on the Correspondence Options page.	
Bank	Select the bank of the business unit whose remit to address will appear on correspondence.
Bank Account	Enter the bank account number of the business unit whose remit to address will appear on correspondence.
(USF) Billing ALC (billing agency location code)	Enter the agency location code for the billing agency that is sending data. The federal IPAC interface uses the business unit agency location code when transmitting data.
(USF) Sender DO (sender disbursing office)	Enter the disbursing office symbol for the agency location that is sending the transaction using the IPAC interface. This is the five-character ID assigned by the U.S. Department of Treasury.

Note. The Billing ALC and Sender DO fields are available only if you select the AR IPAC Interface check box on the Installation Options - Receivables page.

Write-off Tolerances

You must specify the tolerances that the maintenance worksheet and Automatic Maintenance process use to write off items.

Maximum Write-Off Amount Enter the maximum amount that you can write off for either an individual item or for the remaining balance for a match group. The process writes off an amount less than or equal to the maximum amount if the amount does not exceed the percentage of the original amount for the item. For example, if you enter an amount of 25.00, the process writes off amounts up to 25.00. However, if you enter a maximum write-off percent of 10 and the total original amount of an item is 240.00, the system will not write off more than 24.00.

For no limit, enter all 9s.

Maximum Write-Off Percent For the maintenance worksheet, enter the maximum percentage of the item amount that the system can write off. The write-off percent applies only to write-offs for individual items, not for remaining amounts for items or match groups.

For the Automatic Maintenance process, enter the maximum percentage that the remaining balance can be for a match group. The process adds the total debits or totals credits and divides the higher amount by the remaining balance for the match group to determine the percentage that can be written off.

The maximum percentage that you can enter is 100. For no limit, enter 100.

Minimum Days Until Write-Off Enter the minimum age of items before you can write them off on the worksheet or the process automatically writes them off. For example, if you enter 30, you cannot write off an item until it has been in the system for 30 days. For no limit, enter 0.

You can also define the tolerances for each customer on the Bill To Options page. The default tolerances for customers is no limit. You must define tolerances for each entry reason on the Automatic Entry Type - Selection page for the following entry types:

- Write off a credit (MT-02).
- Write off a debit (MT-03).
- Write off remaining credit (MT-06).
- Write off remaining debit (MT-07).

Because the system always uses the most restrictive tolerance requirement regardless of the level for which you define tolerances, you will probably want to use the least restrictive tolerance at the business unit level. For example, suppose that you set up the following write-off tolerances for the deduction write-off amount:

<i>Level</i>	<i>Amount</i>
Business unit: FRA06	100.00
Customer: FRA08	50.00
Entry reason: PROMO	75.00

In this example, the system uses the write-off tolerance for the customer to determine the maximum write-off amount because it is the most restrictive.

Defining Additional General Options

Access the Receivables Options - General 2 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, General 2).

Receivables Options - General 2 page

Bank Holiday Options

Holiday Options

Select the default rules for the setID that the system uses to change the due date when it falls on a bank holiday. Options are:

Not Applicable: Does not change the due date.

Due After Holiday: Changes the due date to a day after the holiday.

Due Before Holiday: Changes the due date to a day before the holiday.

The system uses the bank account assigned to the correspondence customer to determine bank holidays. Override this default for an individual business unit on the Bank/Payment Options page, or override this default for an individual customer on the Bill To Options page.

Note. Define holidays on the Business Calendar page; then assign a calendar to a bank account on the External Account - Account Information page.

Days

Enter the number of days to move the due date to accommodate the holiday.

Allow due date in next month If you select *Due After Holiday* as the holiday option, select this check box to permit the new due date to be in the next month. If you do not select this option, the system adjusts the due date to the last business day before the original due date.

Accounting Date Option

Accounting Date Option Select to have the system issue a warning if the user enters a date other than the current date for transactions in this business unit.

Revenue Estimate Options

Synchronize Budget Date Select to use the same date for entries in the collected budget as the date in recognized budget. Otherwise, the system uses the accounting date for the source transaction.

Budget Date Override Select to enable users to override the BUDGET_DT field when creating online accounting entries. You must have Commitment Control activated at the installation level and at the ledger group for the business unit.

Transaction Type Specify the default source transaction template for the Budget Processor Application Engine process (FS_BP) to read the source data and to perform budget checking. The Budget Processor uses the default for transactions that the Revenue Estimate Application Engine process (AR_REV_EST) generates. Override the default when you run the Revenue Estimate process or the Budget Processor process.

Misc Payment Transaction Type (miscellaneous payment transaction type) Specify the source transaction template for the Budget Processor to use to read the source data and to perform budget checking for directly journaled payments. You cannot override this value when you run the process from the Direct Journal Entry - Accounting Entries or Directly Journalled Payments pages. However, you can override this value when you run the process from the Budget Processor - Request page.

Note. Define source transaction templates in the Source Transaction Definition component (KK_SOURCE_TRAN).

Multiple Revenue Line Specify whether to perform manual multiple revenue line distribution for the items in the business unit. If you select *Allow Manual Distribution*, a user can manually distribute the revenue amounts for control budgets in the worksheets if a partial payment is applied to items with multiple revenue lines. If you select *No Manual Distribution*, the system distributes the revenue amount automatically.

You can choose to synchronize the budget date and allow users to override the budget date independently. The following table describes the actions of the system in each case:

<i>Synchronize Budget Date Field</i>	<i>Override Budget Date Field</i>	<i>Description</i>	<i>Actuals and Reporting Ledgers (PENDING_DST, ITEM_DST)</i>	<i>Revenue Estimate Ledger (AR_CC_TRAN)</i>
Cleared	Cleared	You cannot override the budget date. The system uses the accounting date as the budget date on all transactions.	The accounting date is used as the budget date on all transactions.	The accounting date is used as the budget date on all transactions.
Cleared	Selected	You can override the budget date for any transaction.	The accounting date is used as the budget date on all transactions, but the user can override the budget date.	The accounting date and the budget date match their values in ITEM_DST.
Selected	Cleared	Use the same date for entries in the collected budget as the date in the recognized budget. Note. This selection only affects the budget ledger.	The accounting date is used as the budget date on all transactions.	The system uses the original budget date from the recognized revenue for the budget date related to entries affecting the collected revenue. Note. The budget and reporting ledgers are not synchronized, only the budget date for the recognized revenue and collected revenue.

Synchronize Budget Date Field	Override Budget Date Field	Description	Actuals and Reporting Ledgers (PENDING_DST, ITEM_DST)	Revenue Estimate Ledger (AR_CC_TRAN)
Selected	Selected	You can only override the budget date for pending item entry transactions.	The accounting date is used as the budget date, but you can override the date as required for: • Pending item entry transactions. • Transactions that create new items on worksheets. • The transfer to item in transfer worksheet transactions. For all other transactions, the budget date is populated based upon the recognized revenue budget date.	The accounting date and the budget date match their values in ITEM_DST. The system uses the original budget date from the recognized revenue for the budget date related to entries affecting the collected revenue. Note. The budget ledger and actuals ledger dates are the same.

ChartField Editing

Edit Combinations

Select to enable ChartField combination editing for business units with this setID and select one of two methods for handling errors.

Recycle

Select to display an error message for accounting entries that you create online. You can save the accounting entries, but you cannot post them until you correct the errors or fix the combination edit rule on the Rule Definition page. The system changes the posting action for the group to *Do Not Post* and sets the edit status to *Error*. If you generate accounting entries by running the Receivable Update process, the process creates an entry in the message log. You must use the error correction pages to correct the errors before you can post them.

Warning

Select to display a warning message for accounting entries that you create online. You can choose whether to correct the accounting entries or to post them without correction. The Receivable Update process adds a warning message to the message log for batch accounting entries and posts the group.

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Editing ChartField Combinations."

Item Entry Display Options

Order Number Update, PO Number Update (purchase order number update), and Contract Number Update	Select to enable users to update the Order Number,Purchase Order, and Contract Number fields on the View/Update Item Details - Detail 2 page.
	Note. You can update these fields only if you are working with Item Entry Type transactions that are typically interfaced from external billing systems. You cannot update these fields for other transactions.

Defining Payment Options

Access the Receivables Options - Payment Options page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Payment Options).

General 1General 2Payment OptionsVAT DefaultsPredictor Detail OptionsCurrency Display OptionsCustomer Trend Options

SetID: SHARECORPORATE SETID

Payment Options

*Payment Method

Check

Payment Predictor Method:

PP-REFS

References Algorithm

*Format Currency:

USD

US Dollar

Rate Type:

CRRNT

Current Rate

Payment Terms ID:

21030

2%10 Net30

Due Grace Days:

*Item Transfer Date:

Item Date

Reference Qualifier Code:

Item

*Partial Payment Disabled:

N

Discount Grace Days:

Deduction Due Date:

Acctng Dt

*Deduction Reason:

PROMO

Revaluation Process Level:

C

☒ Enable Write-Off Workflow

Direct Debit Prenotes

Confirm After:

Days

Receivables Options - Payment Options page

Payment Method	Select the default payment method for items. Options are: <i>Check, Credit Card, Direct Debit, Draft, Electronic Funds Transfer, or Giro - EFT.</i>
	Override the value for individual customers, items or payments.
	Note. If you receive payments using a payment interface, such as an electronic data interchange (EDI), lockbox, or bank statement, select <i>Check</i> or <i>Electronic Funds Transfer</i> . If you receive electronic payments for acceptgiro attachments, select <i>Giro - EFT</i> .

Payment Predictor Method	Select the method that the Payment Predictor process uses if you do not specify a method at the customer level. The payment predictor method defines the rules that the process uses to apply payments and to make adjustments such as write-off items. See Chapter 9, "Setting Up Payment Predictor Processing," Defining Payment Predictor Methods, page 300. If you want to use Payment Predictor to apply all payments from a particular bank account, select the Payment Predictor check box on the External Accounts - Account Information page. Override this default, and select or deselect Payment Predictor for individual payments, using the deposit entry pages.
Format Currency	Select the default currency that the system uses for receivables processing.
Rate Type	Select the exchange rate type that the system uses to perform currency conversion. Override the default at the customer level or when you enter pending items, enter deposits, create maintenance worksheets, or create customer-initiated drafts.
Payment Terms ID	Select the default payment terms for the business unit. Override the default at the customer level or when you enter pending items. Define payment terms on the Payment Terms page. The payment terms determine the item due date and discount information.
Partial Payment Disabled	Enter a value that determines whether you can modify the amount on the payment worksheet to create a partial payment. The default is <i>N</i> , which enables users to create partial payments. Enter <i>Y</i> if you do not want users to create partial payments.
Due Grace Days	Enter the number of days beyond the due date that a customer can pay without the payment being considered late. The Overdue Charges Application Engine process (AR_OVRDUE) uses due grace days to determine whether an item is overdue. If the item's due date is May 1, 2003 and you run the process on May 2, 2003, the process does not create an overdue charge if you enter 5 for the due grace days. However, after the grace days pass, the system calculates overdue charges from the item's due date. The Aging process uses grace days to determine in which aging category to place an item. For example, you enter 5 days and an item is 22 days old. You have aging categories for 10, 20, and 30 days. The item would be in the aging category for 10 days, because the system subtracts five days from the age.
Discount Grace Days	Enter the number of days beyond the discount date that a customer is still eligible for an earned discount. Payment worksheets, express deposits, and the Payment Predictor process use discount grace days to calculate discounts. Override the due grace days and discount grace days for a customer on the Bill To Options page and for individual items during pending item entry or item maintenance.

Enable Write-Off Workflow	Select this check box to activate approval workflow for write-offs entered on the payment worksheet, maintenance worksheet, or draft worksheet. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted. See Chapter 5, "Defining Additional Processing Options," Setting Up Write-Off Approval Workflow, page 144.
Item Transfer Date	Select the option that the system uses to determine the accounting date for transfer activities when you transfer items from one customer to another. Options are: <i>Item Date:</i> The accounting date of the original item. <i>System:</i> The current system date.
Deduction Due Date	Select the type of date that the system uses to determine the due date of the new item created for a referenced deduction. Select <i>Acctng Dt</i> (accounting date) if the due date is to be the accounting date of the payment. Select <i>Item Dt</i> (item date) to carry over the original item due date.
Deduction Reason	Select the default deduction reason to assign to new deductions that the Payment Predictor process or payment and draft worksheet create. Users can override the reason when they create the deduction on the payment worksheet or on the View/Update Item Details - Detail 1 page. Use a generic reason as the default reason and override it as needed. Note. You can also create unique deduction reasons for each entry reason for the Deduction entry type. If you do this, the system assigns the appropriate deduction reasons for deductions that you create on the payment or draft worksheet. See Chapter 7, "Setting Up Exception and Collection Processing," Understanding Exception Reasons and Collection Codes, page 207.
Reference Qualifier Code	Select the type of remittance information generally provided by customers, such as document, item, or bill of lading. This is the default value for identifying items to include in the payment, draft, maintenance, and transfer worksheets. You can override the value at the customer level.
(USF) Entity Code and Receivable Type	Enter the default code that identifies the government agency to which you submit the Receivables Due from the Public report and the code that categorizes the types of receivables that are included on the report. This value is the default for items. These fields are available only if you select the Receivables Due From Public check box on the Installation Options - Receivables page.

Revaluation Process Level

Select the level where the revaluation process occurs. Options are: *B* (business unit), *C* (customer ID), or *I* (item). You must specify a revaluation level to summarize revaluation information by a specific level according to these rules:

- If you summarize at the business unit level, the values for customer ID and item ID are 0.
- If you summarize at the customer level, the value for the item ID is 0.
- If you summarize at the item level, each field contains a value.

Confirm After *n* Days

Enter the default number of days that a prenote will be automatically confirmed by the system.

- When Prenote Required check box on the Bill To Options page for the customer (Customers, Customer Information, General Information) is selected and *New* is selected for the Prenote Status on the same page.
- If Prenote Required check box is not selected for a customer on the Bill To Options page, and it is selected for the bank or in the Direct Debit Profile, the Create Direct Debit process will update the Confirm After *n* Days field on the Bill To Options page for the customer with the default days entered in this Confirm After *n* Days field on the Payment Options page of the Receivable Business Unit.

Defining VAT Defaults

Access the Receivables Options - VAT Defaults page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, VAT Defaults).

General 1 General 2 Payment Options **VAT Defaults** Predictor Detail Options Currency Display Options

SetID: SHARE CORPORATE SETID

VAT Defaults

[VAT Default](#)

[VAT Service Treatment Setup](#)

*Physical Nature: Physical Goods ▼

*Where Service Performed: Buyer's Location ▼

Receivables Options - VAT Defaults page

VAT Default

Click this link to access the VAT Defaults Setup page.

The VAT Defaults Setup page is a common page used to set up VAT defaulting for all PeopleSoft applications processing VAT transactions. On this page you can define PeopleSoft Receivables VAT business unit defaults as applicable.

Use the VAT Defaults Setup page to identify this PeopleSoft Receivables business unit as subject to the domestic reverse charge provision by selecting Yes in the Domestic Reverse Charge field. In addition, use the Domestic Reverse Charge Sales field to enter a VAT Transaction Type code and enter a value in the VAT Driver field. The domestic reverse charge fields are displayed on various receivable transactions for pending item entry, draft entry, and payment entry.

See [Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," Domestic Reverse Charge Goods VAT, page 978.](#)

VAT Service Treatment Setup

Click to access the Services VAT Treatment Defaults Setup page.

The Services VAT Treatment Defaults Setup page is a common page used to set up VAT services treatment defaults for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify PeopleSoft Receivables VAT service treatment defaults on this page as applicable.

When defining service VAT treatment defaults for a specific service, you specify the defaults applicable to that service. When defining defaults for a driver higher in the hierarchy, such as a vendor, customer, or business unit, you specify the defaults that apply to the services most often supplied by or for that driver.

Note. The VAT Defaults Setup and Services VAT Treatment Defaults Setup pages are described in detail in the *PeopleSoft Global Options and Reports PeopleBook*.

Physical Nature Select the default physical nature for transactions. Options are: *Physical Goods* or *Intangible/Services*.

Where Service Performed Select the default location for where a service is most often physically performed. Options are: *Buyer's Location*, *Ship From Location*, *Ship To Location*, or *Supplier's Location*.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Working with VAT," Establishing VAT Defaults

Selecting Payment Predictor Options

Access the Receivable Options - Predictor Detail Options page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Predictor Detail Options).

The screenshot displays the 'Predictor Detail Options' page. At the top, there are tabs for 'General 1', 'General 2', 'Payment Options', 'VAT Defaults', 'Predictor Detail Options', and 'Currency Display Options'. The 'Predictor Detail Options' tab is selected. Below the tabs, the 'SetID' is 'SHARE' and 'CORPORATE SETID' is 'CORPORATE SETID'. The 'Format Currency' is 'USD'. The 'Invoice Tolerance Amount' is '5.00' and the 'Discount Tolerance Amount' is '1.00'. The 'Last Entry Date' is '08/06/2009'. The 'Control Bus Unit and Customer' is 'First'. The 'Bus Unit' and 'Cust Id' are empty. Below these fields is a table titled 'Predictor Entry Types' with columns for 'Exception Type', 'Entry Type', 'Entry Reason', and 'Generate Worksheet'. The table lists five entry types: 'Discount Overage > Tolerance', 'Discount Overage <= Tolerance', 'Discount Underage > Tolerance', 'Discount Underage <= Tolerance', and 'Invoice Overage > Tolerance'. Each entry type has a corresponding 'Entry Type' (DED, WAU, OA, WAO, OA), 'Entry Reason' (DOET, DOIT, DUET, DUIT, IOET), and 'Generate Worksheet' checkbox (all checked). The table also includes a 'Find' button and a 'View All' button.

Exception Type	Entry Type	Entry Reason	Generate Worksheet
Discount Overage > Tolerance	DED	Deduction	WS-08
Discount Overage <= Tolerance	WAU	W/O Underpay	WS-11
Discount Underage > Tolerance	OA	On Account	WS-05
Discount Underage <= Tolerance	WAO	W/O Overpay	WS-10
Invoice Overage > Tolerance	OA	On Account	WS-05

Receivables Options - Predictor Detail Options

The Payment Predictor process uses the tolerances that you specify to write off or adjust an underpayment or overpayment or to adjust the discount amount when you run a payment predictor method that executes the #DTL_TLR or #DTL_TPM algorithm groups. The system uses these tolerances for underpayments to determine whether to write off or adjust the balance, or make a partial payment if the Partial Payment Switch check box on the Bill To Options page for the customer is selected. If you deselect the Partial Payment Switch check box, it only uses the tolerances to determine whether to write off or adjust the balance. The tolerances apply to individual items not to all invoices paid by the payment.

Invoice Tolerance Amount	Enter the maximum amount of an underpayment or overpayment that the Payment Predictor process can write off. The Payment Predictor process can write off an amount below the invoice tolerance amount if it does not exceed the percentage of the payment or item. For example, suppose that you receive a payment of 1,000.00 EUR. You enter 25.00 EUR for the invoice tolerance amount, and you enter .01 in the Percent field. The Payment Predictor process applies the payment to a 1,023.00 EUR item. It does not write off the remaining amount of the item because 23.00 EUR is larger than 1 percent of the 1,023.00 EUR item. Note. The currency is the format currency that you entered on the Payment Options page.
Percent	Enter the maximum percentage to write off. You can use decimals in the percentage. If you enter .25 this equals .0025. If you enter 1.00 this equals 1 percent.
Discount Tolerance Amount	Enter the maximum amount of an unearned discount that the Payment Predictor process can take. To take unearned discounts, users must select the Disc field on the Detail Reference Information page for the payment and enter the discount amount. Note. The currency is the format currency that you enter on the Payment Options page.
Percent	Enter the maximum percentage that the Payment Predictor process can add to the payment terms. You can use decimals in the percentage. If you enter .25 this equals .0025. If you enter 1.00 this equals 1 percent.
Last Entry Date	Displays the date on which the page was last changed.

Control Bus Unit and Customer (control business unit and customer)

Click the down arrow to display these values:

- *First*

Selecting this value creates WS-06 or WS-07 items for the first business unit and customer ID in the list of items being paid, which is ordered by customer ID.

- *Last*

Selecting this value creates WS-06 or WS-07 for the last business unit and customer ID in the list of items being paid, which is ordered by customer ID.

- *Specify*

When you select this value, you must enter or select a value for each of these fields:

- A specific control business unit.
- A specific customer ID.

If all of the items being paid for in a payment apply to the same business unit and customer, then the system creates adjustment items for that business unit and customer. However, if the items apply to multiple business units or multiple customers, then the system creates adjustment items for the business unit and customer that you specify in these two fields.

Assigning Default Entry Types and Reasons

Enter the entry type and entry reason codes that you want to use to override the defaults for the system function. The following table provides a list of conditions that are in the Exception Type field and the default system function that the Payment Predictor process uses for the condition. It also provides other system functions that you can use for the exception type and the entry type and reason to enter if you want the Payment Predictor process to use that system function.

<i>Condition</i>	<i>Default System Function</i>	<i>Possible System Functions</i>	<i>Entry Type and Reason</i>
Invoice amount or percent overage within tolerance	WS-10 (Write-off an Overpayment)	WS-09 (Write-off an Item) WS-06 (Adjust Remaining Overpayment) WS-10 (Write-off an Overpayment)	WO and IOIT AO and IOIT WAO and IOIT

Condition	Default System Function	Possible System Functions	Entry Type and Reason
Invoice amount or percent overage exceeds tolerance	WS-05 (Place Amount on Account)	WS-05 (Place Amount on Account) WS-04 (Prepay an Item) WS-06 (Adjust Remaining Overpayment)	OA and IOET PR and IOET AO and IOET
Invoice amount or percent underage within tolerance	WS-11 (Write-off an Underpayment)	WS-09 (Write-off an Item) WS-07 (Adjust Remaining Underpayment) WS-11 (Write-off an Underpayment)	WO and IUIT AU and IUIT WAU and IUIT
Invoice amount or percent underage exceeds tolerance	WS-08 (Create a Deduction)	WS-08 (Create a Deduction)	DED and IUET
Discount amount or percent overage within tolerance	WS-11 (Write-off an Underpayment)	WS-09 (Write-off an Item) WS-07 (Adjust Remaining Underpayment) WS-11 (Write-off an Underpayment)	WO and DOIT AU and DOIT WAU and DOIT
Discount amount or percent overage exceeds tolerance	WS-08 (Create a Deduction)	WS-08 (Create a Deduction)	DED and DOET
Discount amount or percent underage within tolerance	WS-10 (Write-off an Overpayment)	WS-09 (Write-off an Item) WS-06 (Adjust Remaining Overpayment) WS-10 (Write-off an Overpayment)	WO and DUIT AO and DUIT WAU and DUIT
Discount amount or percent underage exceeds tolerance	WS-05 (Place Amount on Account)	WS-05 (Place Amount on Account) WS-04 (Prepay an Item) WS-06 (Adjust Remaining Overpayment)	OA and DUET PR and DUET AO and DUET

Select Generate Worksheet on this page and in payment predictor methods where you use the #DTL_TLR algorithm group to generate a worksheet when the condition occurs. This enables you to review the payment application before you post it.

Note. If you use the #DTL_TLR algorithm group in a payment predictor method, the Payment Predictor process uses default entry types and reasons (for each system function) for underpayment, overpayment, and discount conditions. However, you can override the defaults by business unit based on their setID. You must assign these entry types and reasons to the system function on the Automatic Entry Type - Selection page.

See Also

[Chapter 9, "Setting Up Payment Predictor Processing," Using #DETAIL and #DTL_TLR for Partial Payments and Deductions, page 291](#)

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Automatic Entry Types, page 88](#)

Selecting Default Currency Options

Access the Receivables Options - Currency Display Options page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Currency Display Options).

General 1 General 2 Payment Options VAT Defaults Predictor Detail Options Currency Display Options

SetID: SHARE CORPORATE SETID

AR Display Currency

☐ Use an AR Display Currency ☒ Business Unit Currency

☐ Customer Default Currency

☐ Other

AR Display Currency in Worksheet Pages

Currency Code: USD Effective Date:

☒ As of Today

☐ Accounting Date

Rate Type: CRRNT

Receivables Options - Currency Display Options page

AR Display Currency

Use an AR Display Currency (use an accounts receivable display currency)

Select to enable the associated currency options. Use these options to determine which currency transaction and balance amounts appear in the PeopleSoft Receivables inquiry pages, and to determine the default currency that appears on the run control pages for statements and dunning letter processes. Options are:

Business Unit Currency: The system displays amounts in the format currency for the business unit that you defined on the Receivables Options - Payment Options page, and the system uses the exchange rate type for the business unit to convert the amount. The business unit currency is usually the same as the base currency.

Customer Default Currency: The system displays amounts in the default currency for the customer and uses the exchange rate type for the customer to convert the amount. You define customer currency defaults on the Miscellaneous General Info page for the customer.

Other: The system displays amounts in the currency that you specify, and the system uses the exchange rate type that you specify to convert the amounts. Only this option enables you to change the display currency for inquiry pages and the dunning letter and statement run control pages when you access them.

AR Display Currency in Worksheet Pages

The values that you enter here determine the default values that display on the Currency Conversion page for maintenance, payment, and transfer worksheets. You can override the values at the worksheet level if needed. The values are used to convert the item amounts to a different currency and they display in the Conversion Amount - Currency field if you use the Currency Conversion page to convert them.

Currency Code	Enter the default currency for converting item amounts.
Rate Type	Specify the exchange rate that the system uses to convert currency amounts on worksheets.
Effective Date	Specify whether the conversion date should be the current date (As of Today), or the Accounting Date for the item.

Defining Defaults for Customer Historical Trends

Access the Receivables Options - Customer Trend Options page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Customer Trend Options).

General 2 Payment Options VAT Defaults Predictor Detail Options Currency Display Options Customer Trend Options			
SetID: SHARE CORPORATE SETID			
Trend Page 1 (Monetary)			
Trend 1 History ID 1:	SALES	Trend 1 Heading Label 1:	SALES
Trend 1 History ID 2:	PASTDUE	Trend 1 Heading Label 2:	PAST DUE
Trend 1 History ID 3:	CURRENTDUE	Trend 1 Heading Label 3:	CURRENT DUE
Trend Page 2 (Monetary)			
Trend 2 History ID 1:	HI_BAL_AMT	Trend 2 Heading Label 1:	HIGH BALANCE AMOUNT
Trend 2 History ID 2:	HI_PAST	Trend 2 Heading Label 2:	HIGH PAST DUE
Trend 2 History ID 3:	HI_CURRENT	Trend 2 Heading Label 3:	HIGH CURRENT BALANCE
Trend Page 3 (Non-monetary)			
Trend Value 1 History ID 1:	DSO30	Trend Value 1 Heading Label 1:	30 DAYS SALES OUTSTANDING
Trend Value 1 History ID 2:	DSO90	Trend Value 1 Heading Label 2:	90 DAYS SALES OUTSTANDING
Trend Value 1 History ID 3:	AVGDAYS	Trend Value 1 Heading Label 3:	AVERAGE DAYS LATE
Trend Value 1 History ID 4:	WTAVGDAYS	Trend Value 1 Heading Label 4:	WEIGHTED AVERAGE DAYS LATE
Trend Value 1 History ID 5:	WTAVGPAID	Trend Value 1 Heading Label 5:	WEIGHTED AVERAGE PAID
Trend Value 1 History ID 6:	WTAVGTERMS	Trend Value 1 Heading Label 6:	WEIGHTED AVERAGE TERMS

Receivables Options - Customer Trend Options page

Enter the history ID that you want to use to calculate the historical data for each of the trend pages along with the heading label that you want to display for the data on the trend pages. You use the trend pages to compare historical data for different history IDs. Enter either system-defined or user-defined history IDs.

The Customer Trend 1 and Customer Trend 2 pages can display up to three historical statistics for history IDs that track amounts, such as High Balance Amount, and the Customer Trend 3 page can display up to six historical statistics for history IDs that track the number of days, such as average days late.

Defining Business Unit Defaults for Individual Business Units

To define business unit defaults, use the Receivables Definition component.

This section discusses how to:

- Establish the general ledger business unit defaults.
- Define multicurrency processing options, distribution codes, and journal templates.
- Define additional accounting options.
- Select bank and payment interface options.
- (USF) Define debt management information.

Important! Changing the GL business unit for a Receivables business unit when open items exist may result in an error during processing. Verify that there are no open items for the Receivables business unit before changing the GL business unit.

Pages Used to Define Defaults for Individual Business Units

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Receivables Definition - Business Unit Definition	BUS_UNIT_TBL_AR1	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition	Link a PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit and assign a location code to the unit. You also define the base currency and automatic numbering options for the business unit.
Receivables Definition - Accounting Options 1	BUS_UNIT_TBL_AR2	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 1	Define the open accounting periods for the business unit, assign a direct journal template to the unit, assign the accounts receivable distribution codes to the unit, and define multicurrency processing options.
Receivables Definition - Accounting Options 2	BUS_UNIT_TBL_AR3	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 2	Specify the distribution codes used to create accounting entries for draft processing and refund processing. Also, define defaults for direct debit and refund processing.
Receivables Definition - Bank/Payment Options	BUS_UNIT_TBL_AR4	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Bank/Payment Options	Specify business unit defaults for due dates that fall on holidays. If you use discounted drafts, specify the default entry type for bank fees.
DMS Definition	DMS_BU_SEC	Click the DMS Definition link on the Receivables Definition - Bank/Payment Options page. The link is available only if you selected the DMS Interface field on the Installation Options - Receivables page.	(USF) Map fields and specify outbound and inbound file processing requirements for the Debt Management Service (DMS) interface.

Establishing General Ledger Business Unit Defaults

Access the Receivables Definition - Business Unit Definition page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition).

Business Unit Definition		Accounting Options 1	Accounting Options 2	Bank/Payment Options
Unit: FRAE1				
Business Unit Definition				
Short Description:	FRAE1			
Description:	FRANCE - EURO BASE CURRENCY			
Location Code:	FRA01		France - Paris	
GL Unit:	FRAE1		FRANCE - EURO BASE CURRENCY	
Base Curr:	EUR	euro	ID Numbers	
Default InterUnit Doc Type:	AR-MISC		Receivables Miscellaneous	
Automatic Numbering				
Deposit ID:		6	Group ID:	
				2
			Receipt Number:	
				10

Receivables Definition - Business Unit Definition page

Location Code

Designate the address of the business unit by selecting a location from the locations that are defined on the Location Definition page.

GL Unit (General Ledger business unit)

Select the general ledger business unit to associate with the receivables business unit.

Important! Changing the GL business unit for a Receivables business unit when open items exist may result in an error during processing. Verify that there are no open items for the Receivables business unit before changing the GL business unit.

Base Curr (base currency)

Displays the base currency of the general ledger business unit that you associated with the receivables business unit.

ID Numbers

Click to assign the business unit to a reporting entity such as a country registration number. Select from a list of values available for various reporting entities.

Default InterUnit Doc Type (default interunit document type)

Select the document type to use for document sequence numbers for interunit accounting entries when you unpost a group. This field is available only if you enabled document sequencing on the Installation Options - Overall page and for the general ledger business unit associated with the receivables business unit.

Deposit ID

Enter the last number used for deposits.

Group ID

Enter the last number used for item and payment groups—items, payments, transfers, maintenance, drafts, and unpost. The number that you enter is one less than the ID that the system assigns to the first deposit or group. During processing, the system displays the ID *NEXT* until you click Save. Override the automatic numbering by entering your own ID in place of *NEXT*.

Receipt Number

Enter the last number used for cash receipts that you enter for orders in PeopleSoft Order Management. The number is one less than the next number that the system assigns to the next cash receipt when you record a payment for a counter sale in PeopleSoft Order Management.

See Also

[Chapter 2, "Understanding Implementation Issues," General Ledger Distribution, page 14](#)

Defining the Accounting Options 1 Page

Access the Receivables Definition - Accounting Options 1 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 1).

Business Unit Definition		Accounting Options 1		Accounting Options 2		Bank/Payment Options	
Unit: FRAE1 FRANCE - EURO BASE CURRENCY							
Update Open Periods							
Distribution Codes				Journal Templates			
AR Distribution Code:	AR		Accounts Receivable	Direct Journal:	AR_DIRJRI		AR Direct Cash Journal
Doubtful Distribution Code:	DOUBTFUL		Doubtful AR	Cash Control:	AR_CASHC		AR Cash Control Journal
Multicurrency Processing							
Realized Gain Code:	REALGAIN		Realized Gain				
Realized Loss Code:	REALLOSS		Realized Loss				
Unrealized Gain Code:	UNREALGAIN		Unreal Currency Gain				
Unrealized Loss Code:	UNREALLOSS		Unreal Currency Loss				
Translate Distribution Code:	TRSL-SUSP		Translate Suspense				
Translate Realized Gain Code:	REALGAIN		Realized Gain				
Translate Realized Loss Code:	REALLOSS		Realized Loss				
Default Revaluation Doc Type:	AR-REVAL		Receivables Revaluation				
Rounding Account Code:	ROUNDCNTR		Round Control				
Journal Template:	AR_REVALUE		AR Revaluation				

Receivables Definition - Accounting Options 1 page

Update Open Periods

Click to access the Open Period Update page, where you update the opening and closing period for a business unit. You can use same period dates for all transactions or use different dates for specific types of transactions. You link the transaction type to group types on the Group Type page.

The normal default opening and closing period dates for each PeopleSoft Receivables business unit are the same as the PeopleSoft General Ledger business unit with which it is associated. Use this option when you want an accounting period in PeopleSoft Receivables to close at a different time than an accounting period in PeopleSoft General Ledger.

The system automatically issues a warning message if the closing date for an application business unit and transaction type is later than the closing date for the PeopleSoft General Ledger business unit.

Note. You receive a warning message if unapplied payments or unposted pending items exist and the accounting date falls in a closed period.

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Defining Accounting Calendars," Defining and Updating Open Periods and Adjustment Periods.

AR Distribution Code
(accounts receivable distribution code)

Enter the default accounts receivable distribution code for the business unit. This code determines the ChartFields that the system uses when generating system-defined accounting entries for pending items.

For billing groups, override the default distribution code on the Pending Item 1 page, on the Item Entry Type - Selection page, or on the customer General Information - Bill To Options 1 page.

For payment, draft, maintenance, and overdue charge groups, override the business unit default on the Automatic Entry Type - Selection page or on the customer General Information - Bill To Options 1 page.

Doubtful Distribution Code

Select a distribution code for items for which you do not expect to receive payments and to transfer those items to the Doubtful Receivable account.

Direct Journal

Select the journal generator template that the Journal Generator Application Engine process (FS_JGEN) uses to create journal entries for directly journaled payments. Define the template on the Journal Generator - Defaults page.

Cash Control

Select the journal generator template that the Journal Generator process uses to create journal entries for cash control entries. Define the template on the Journal Generator - Defaults page.

Realized Gain Code

Enter a distribution code that maintenance and payment worksheets use to create adjusting entries for multicurrency processing. Each business unit can have only one realized gain code.

Realized Loss Code

Enter a distribution code that maintenance and payment worksheets use to create adjusting entries for multicurrency processing. Each business unit can have only one realized loss code.

Unrealized Gain Code	Enter a distribution code that the Revaluation Application Engine process (AR_REVAL) uses to create revaluation entries for unrealized gain.
Unrealized Loss Code	Enter a distribution code that the Revaluation process uses to create revaluation entries for unrealized loss.
Translate Distribution Code	Enter a distribution code that the Revaluation process uses to create accounting entries for adjustments to translation ledgers.
Translate Realized Gain Code and Translate Realized Loss Code	Enter distribution codes that the system uses to create accounting entries for multibook translation ledgers if there is a translation adjustment.
Default Revaluation Doc Type (default revaluation document type)	Enter the default revaluation document type for document sequencing.
Rounding Account Code	Enter the distribution code that the Receivable Update process uses when you: • Apply a payment to an item with a currency different from the currency of the item. • Apply a payment to an item with the same currency, but the payment and item currency differ from the base currency of the business unit. The process posts any leftover amount from the currency conversion to the ChartFields that are assigned to the distribution code.
Journal Template	Select the journal generator template that the Journal Generator process uses to create journal entries for the accounting entries that the revaluation process produces.

Defining the Accounting Options 2 Page

Access the Receivable Definition - Accounting Options 2 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 2).

Business Unit Definition		Accounting Options 1		Accounting Options 2		Bank/Payment Options	
Unit: FRAE1 FRANCE - EURO BASE CURRENCY							
Cash Control Processing				Direct Debit Processing		VAT Adjustment on Advance Pymt	
Cash Control Method: Payment Entry				☐ Auto-Remit Direct Debits		☒ VAT Adjustment on Advance Pymt	
Draft Processing							
Draft AR Distribution Code:		AR-DRFT		Draft Receivable			
Remitted Draft Receivable Code:		REMIT-DRFT		Remitted Draft Receivable			
Draft Discount Receivable Code:		AR-DISDRFT		Discounted Draft Receivable			
Draft Discount Liability Code:		LB-DISDRFT		Discounted Draft Liability			
Dishonored Draft Code:		DISHONOR		Dishonored Draft Receivable			
Maint Worksheet Processing							
Refund Distribution Code:		REF-CNTRL		Refund Control		AP Unit: FRAE1	
Control Distribution Code:		MAINTCTL		Maintenance Control		AP Origin ID: ONL	
Transfer Worksheet Processing							
Control Distribution Code:		TRANCTL		Transfer Control			

Receivables Definition - Accounting Options 2

Cash Control Method

Select a timing method, if you use cash control accounting, which records a debit to cash and a credit to cash control before the receipts are applied to accounts receivable.

The methods differ only in the timing of the creation of the initial accounting entry that debits cash. All other aspects of cash control accounting are treated the same way under the methods. Options are:

Bank Reconciliation: This method is used primarily in European countries. It requires the creation of the cash control entry when the payment is reconciled on a bank statement.

Payment Entry: The preferred method in the U.S. It creates the cash control entry when the payment is received.

None: The system always debits the cash account and credits the PeopleSoft Receivables account when you apply the payment. The system does not create cash control entries.

Auto-Remit Direct Debits

Select to have the Create Direct Debits Application Engine process (AR_DIRDEBIT) automatically change the status to *Remitted* for direct debits without exceptions in the run. If any of the direct debits that the process creates contain exceptions, their status is *Pending Approval* on the direct debit worksheet. Override this selection for each run request on the Request Parameters page.

VAT Adjustment on Advance Pymt	Select this check box to include the VAT amount of a prepayment in the Accounts Receivable Pre-Paid account. See Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," VAT Adjustment for Advance Payments and On-Account Payments, page 1003.
Draft AR Distribution Code (draft accounts receivable distribution code)	Select the distribution code that the system uses to move the draft item from the original PeopleSoft Receivables account to the Draft PeopleSoft Receivables account. See Chapter 11, "Setting Up Draft Processing," Understanding Draft Setup, page 346.
Remitted Draft Receivable Code	Enter the distribution code that the system uses to identify the PeopleSoft Receivables account when you remit a draft.
Draft Discount Receivable Code	Enter the distribution code that the system uses to identify the PeopleSoft Receivables account for a discounted draft.
Draft Discount Liability Code	Enter the distribution code that the system uses to identify the Liability account when you discount a draft with or without recourse.
Dishonored Draft Code	Enter the distribution code that the system uses to identify the Dishonored Receivables account when you dishonor a draft.
Refund Distribution Code	Enter the distribution code that the system uses to create accounting entries for refunds. Note. If you have PeopleSoft Payables installed, you must complete the Refund Distribution Code, AP Unit, and AP Origin ID fields before you can process refunds. If PeopleSoft Payables is not installed, these fields are optional.
Control Distribution Code	Select the default distribution code for the offset entry for transactions in maintenance and transfer groups. You can override the value on maintenance or transfer worksheets. Enter separate codes for maintenance and transfer worksheets. Important! You cannot build the worksheets if you do not assign a default value to the business unit.
AP Unit (Accounts Payable unit)	Select the PeopleSoft Payables business unit for which you want to create vouchers for credit items that you refund from the PeopleSoft Receivables business unit. For Payables refund processing, the receivables business unit and associated Payables business unit must share the same PeopleSoft General Ledger business unit.

AP Origin ID (Accounts Payable origin ID)

Enter the source of the voucher.

Note. Before you can enter values in the AP Unit and AP Origin ID fields, you must select a PeopleSoft General Ledger business unit on the Business Unit Definition page and click Save.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," [Setting Up Distribution Codes](#), page 80

Chapter 27, "Managing Direct Debits," [Understanding the Create Direct Debits Application Engine Process](#), page 865

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Journal Generator," Defining Journal Generator Template Defaults

Selecting Bank and Payment Interface Options

Access the Receivables Definition - Bank/Payment Options page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Bank/Payment Options).

Business Unit Definition		Accounting Options 1		Accounting Options 2		Bank/Payment Options	
Bank Holiday Options							
Holiday Options:		Not Applicable					
Days:		☐ ☒ Allow due date in next month					
Bank Fees Entry Type							
Entry Type:		FEES Bank Fees					
Payment Interface Options				Miscellaneous Payment Options			
Entry Type:		DED Deduction		*AcceptGiro Type:		None	
Entry Reason:							
System Function ID:		WS-08 Create A Deduction					
Credit Card Payment Profile							
Credit Card Profile:		BUSTANDARD Standard Processing Options					
Bank Code:		FRBNK FRENCH BANK					
Bank Account:		CHQ1 Checking Account					

Receivables Definition - Bank/Payment Options page

The Bank Holiday Options are the same as the ones on the Receivables Options - General 2 page. If you enter values for a specific business unit they override the values for the setID.

Bank Fees Entry Type

Entry Type

Select the default entry type to use for the bank fees or interest on discounted drafts, if you process discounted drafts. Discounted drafts are drafts for which you receive the funds prior to the due date. Define entry types on the Entry Type page. The Receivable Update process uses the entry type to create accounting entries for the bank fees on the discount date.

Payment Interface Options

Entry Type, Entry Reason, and System Function ID

Enter the information that provides the default values that the Payment Loader Application Engine process (AR_PAYLOAD) uses for adjustments reason translation. If the process cannot find the adjustment reason code in the lockbox, EDI file, or bank statement in the Adjustment Reason table (ADJ_REASON_TBL), it uses the values that you provide for the business unit for the entry type, entry reason, and system function.

Miscellaneous Payment Options

(NLD) AcceptGiro Type

Select *A/S Contract* to print statements and dunning letters on the acceptgiro form. Otherwise, select *None*. If you select *A/S Contract* and you enter this business unit on the run control pages, the system prints statements and dunning letters on the *A/S Contract Type* acceptgiro form. You can choose not to print the statements and dunning letters on the acceptgiro form when you run the Statements Application Engine process (AR_STMTS) or the AR Dunning process (AR_DUNNING).

(NLD) Payment Reference Sequence

Enter the payment reference number to print on the acceptgiro form. When you print statements or dunning letters on acceptgiro forms, the process increments this number by one and adds a check digit. The process also adds this reference number, including the check digit, to the Item table (PS_ITEM) for each item on the statement or dunning letter. If the item already has a payment reference number, the process overrides the number. The bank typically sends the payment reference number with the payment. This enables you to apply payments to items using Payment Predictor if you use detail algorithm groups or to match payments to items on the payment worksheet.

(USF) DMS Information (Debt Management Service information)

Click to access the DMS Definition page, where you map fields and specify the outbound and inbound file processing requirements. This link is available only if you have selected the DMS Interface check box on the Installation Options - Receivables page.

Credit Card Payment Profile

Credit Card Profile (Optional) Select the profile used to control batch processing of credit card payments. Any profile entered here may be overridden at the customer level on the Bill To Options page of the Customer component.

Bank and Account Identify which bank accounts receive deposits for credit card payments.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Defining Entry Types, page 76

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

(USF) Defining Debt Management Information

Access the DMS Definition page (click the DMS Definition link on the Receivables Definition - Bank/Payment Options page).

DMS Definition

Agency ID:

File Sequence Number:

Number of days:

Basis Date:

Primary private collection agency

Primary private collection agency

Secondary private collection agency

Judgement taken on debt

Source File - Entry Type Mapping				
Customize Find View All First 1 of 1 Last				
	Transaction Type	Entry Type	Entry Reason	
1	Offset	CR		+ -

Codes Exempt from Automatic Selection		
Customize Find View All First 1 of 1 Last		
	Collection Code	Description
1	COA	Co-Operative Settlement Agency

DMS Definition page

Agency ID Enter the agency identifier code assigned by the DMS for the organization.

File Sequence Number	Enter the original sequence number for the files that you submit to the DMS. The system increments the number after each successful process.
Number of days and Basis Date	Enter the number of days past the date in the Basis Date field that the system uses to determine whether to automatically send the outstanding debt to the DMS. The default is 180 days. Values for the basis date are <i>Accounting Date</i> , <i>As of Date</i> , <i>Due Date</i> , or <i>Item Date</i> .
Primary private collection agency, Secondary private collection agency, and Judgement taken on debt	Enter a collection code that you defined on the Collection Code page to identify the collection agencies to which you submit collections for this business unit. If you enter values in these fields, the system sends a supplemental record to the DMS that includes the date and the amount of the debt that was sent to the collection agency.
Transaction Type, Entry Type, and Entry Reason	Select each transaction type that you receive in inbound files from the DMS and associate it with the entry type and entry reason that you want used to create items for the transactions in the Pending Item table (PS_PENDING_ITEM). Options are: <i>Adjustment Transaction-Down</i>: Negative adjustment transaction for amounts less than 0. <i>Adjustment Transaction-Up</i>: Positive adjustment transaction that is greater than 0. <i>Offset</i>: An offset that is treated as a payment in PeopleSoft Receivables. <i>Payment</i>: Partial payment that is applied to the net balance.
Collection Code	Select the code for the collection agency that you assign to items that you do not send to the DMS.

Chapter 4

Defining PeopleSoft Receivables Processing Options

This chapter provides an overview of PeopleSoft Receivables processing options, lists prerequisites, and discusses how to:

- Set up system functions.
- Set up entry types and reasons.
- Set up distribution codes.
- Set up item entry types.
- Set up automatic entry types.
- Set up item and automatic entry types for revenue estimate processing.
- Set up group types and group origins.
- Set up ChartField combination editing.

Note. The tasks described in this chapter are required. You must complete them to implement receivables.

Understanding PeopleSoft Receivables Processing Options

Before you enter or process items and payments, you must set up the tables that form the foundation of your PeopleSoft Receivables system. Some of these tables apply to both receivables and payments; some apply to only one.

PeopleSoft Receivables creates and maintains the System Functions table (PS_ENTRY_USE_TBL), and you cannot modify it. The Entry Type table (PS_ENTRY_TYPE), Automatic Entry Type table (PS_AUTO_ENTRY_TBL), and Item Entry Type table (PS_ITEM_ENTRY_TBL) define subsets of the system functions and determine the structure for reporting, tracking, and general ledger processing.

System functions represent all the processes and actions that are possible for both receivables and payments. Entry types are set up for each sort of transaction that you anticipate. You associate system functions with entry types through subsets of automatic entry types and item entry types. Item entry types make up a subset of system functions that involve the entry of invoices, credit memos, and debit memos. Automatic entry types take care of all the rest—entry types for all of the worksheets and batch processes that generate pending items.

Note. You must set up entry types as either item entry types or automatic entry types before you can use them.

Prerequisites

Before you can set up receivables processing options, you must:

- Set up TableSets.

See *PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide*, "Planning Records, Control Tables, and TableSets."

- Define ChartFields.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining and Using ChartFields"

Setting Up System Functions

To define system functions, use the System Functions component (ENTRY_USE_TABLE).

This section provides an overview of system functions and discusses how to:

- Select system function attributes.
- Review rules for value-added taxes (VAT) processing.
- Review system function accounting entries.

Understanding System Functions

System functions are the activities that your PeopleSoft Receivables system supports. The System Functions table lists the system functions and describes how the system generates accounting entries for the general ledger. Each system function has an accounting entry definition that indicates how the system creates accounting entries. You cannot change these accounting entries—they are system-defined entries. Specify the user-defined entries either in an item entry or automatic entry template or during processing on the Accounting Entries pages.

Each system function is prefixed with a two-letter identifier describing the part of the system that uses the function:

<i>Identifier</i>	<i>Description</i>
DD	Direct debit management
DM	Draft management
FC	Overdue charges
IT	Item entry
MT	Maintenance worksheet, item splits, or Automatic Maintenance Application Engine process (AR_AUTOMNT)
TR	Transfer worksheet
WS	Payment worksheet or Payment Predictor Application Engine process (ARPREDCCT)

This table lists the system function parameters that may be helpful when you map entry types and automatic entry types to system functions:

<i>System Function ID</i>	<i>Description</i>	<i>Entry Function</i>	<i>Sign</i>	<i>Item</i>	<i>Reason</i>	<i>Auto Number</i>	<i>Accounting Entry</i>
DD-01	Direct Debit Remit - Clearing	Auto	Neg	NA	NA	NA	DR Cash Control CR Accounts Receivable
DD-02	Direct Debit Remit - Cash	Auto	Neg	NA	NA	NA	DR Cash Received CR Accounts Receivable
DD-03	Direct Debit Cancel - Clearing	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Control
DD-04	Direct Debit Cancel - Cash	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Received
DD-05	Direct Debit Cash Clearing	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DD-06	Direct Debit Cash Clearing	Auto	Un	NA	NA	NA	DR Bank Cash Received CR Cash Control
DD-07	Direct Debit Cancel - Clearing	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Control
DD-08	Direct Debit Cancel - Cash	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Received
DD-09	VAT at Due Date	Auto	Un	NA	NA	NA	DR VAT Output Intermediate CR VAT Output Final
DM-01	Pay an Item	Auto	Neg	NA	NA	NA	DR Draft Receivable CR Accounts Receivable
DM-02	Prepay an Item	Auto	Neg	New	X	X	DR Draft Receivable CR AR Distribution
DM-03	Place an Amount On Account	Auto	Neg	New	X	X	DR Draft Receivable CR AR Distribution
DM-04	Adjust Remaining Overpayment	Auto	Neg	New	X	X	DR Draft Receivable CR AR Distribution
DM-05	Adjust Remaining Underpayment	Auto	Pos	New	X	X	DR AR Distribution CR Draft Receivable
DM-06	Create a Deduction	Auto	Pos	New	X	X	DR AR Distribution CR Draft Receivable
DM-07	Write off an Item	Auto	Neg		X		DR User line CR AR Account(s)

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-08	Write off an Overpayment	Auto	Pos	2nd - DM-04	X	X	DR AR Distribution CR User line
DM-09	Write off an Underpayment	Auto	Neg	2nd - DM-05	X	X	DR User line CR AR Distribution
DM-20	Draft Remitted to Bank	Auto	Un	NA	NA	NA	DR Draft Cash Control CR Draft Receivable
DM-21	Draft Remitted with Discount	Auto	Un	NA	NA	Na	DR Discount Draft Cash Control CR Draft Receivable
DM-22	Draft Remitted to Bank	Auto	Un	NA	NA	NA	DR Cash Control CR Draft Receivable
DM-23	Draft Remitted to Bank	Auto	Un	NA	NA	NA	DR Remitted Draft Distribution CR Draft Receivable
DM-24	Draft Remitted with Discount	Auto	Un	NA	NA	NA	DR Draft Discount Receivable CR Draft Receivable
DM-30	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-31	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-32	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-33	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Draft Discount Liability
DM-40	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-41	Reverse Discount Liability	Auto	Un	NA	NA	NA	DR Draft Discount Liability CR Draft Discount Receivable
DM-42	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-43	Reverse Discount Liability	Auto	Un	NA	NA	NA	DR Draft Discount Liability CR Draft Discount Receivable
DM-44	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Draft Receivable
DM-45	Reverse Discount Liability	Auto	Un	NA	NA	NA	DR Draft Discount Liability CR Draft Receivable
DM-46	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Remitted Draft Distribution
DM-47	VAT on Discounted Draft	Auto	Un	NA	NA	NA	None (This function generates VAT accounting only for items with declaration point of payment.)

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-50	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Draft Receivable
DM-52	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Control
DM-53	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Control
DM-54	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Control
DM-55	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Remitted Draft Distribution
DM-56	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Discount Draft Receivable
DM-57	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Received
DM-58	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Received
DM-90	Draft Bank Fees	Auto	Pos	NA	X	X	CR Cash Received

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-98	Cancel Remitted Draft	Auto	Neg	NA	NA	NA	None (PeopleCode creates accounting entries based on the status of the draft.)
DM-99	Void Drafts	Auto	Neg	NA	NA	NA	None (PeopleCode creates accounting entries based on the status of the draft.)
FC-01 Overdue Charge	Create an Overdue Charge	Auto	Pos	New	NA	X	DR Accounts Receivable CR User line
IT-01 Item Entry	Create an Invoice/Debit Memo	Item	Pos	NA	X	NA	DR Accounts Receivable CR User line
IT-02 Item Entry	Create a Credit Memo	Item	Neg	NA	X	NA	DR User line CR Accounts Receivable
MT-01 Maintenance Worksheet	Offset an Item	Auto	Un	NA	X	NA	DR Maintenance Control CR Accounts Receivable
MT-02 Maintenance Worksheet	Write off a Credit	Auto	Pos	NA	X	NA	DR Accounts Receivable CR User line
MT-03 Maintenance Worksheet	Write off a Debit	Auto	Neg	NA	X	NA	DR User line CR Accounts Receivable
MT-04 Maintenance Worksheet	Create New Debit	Auto	Pos	New	X	X	DR AR Distribution CR Maintenance Control
MT-05 Maintenance Worksheet	Create New Credit	Auto	Neg	New	X	X	DR Maintenance Control CR AR Distribution

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
MT-06 Maintenance Worksheet	Write off Remaining Credit	Auto	Pos	2nd - MT- 05	X	NA	DR AR Distribution CR User line
MT-07 Maintenance Worksheet	Write off Remaining Debit	Auto	Neg	2nd - MT- 04	X	NA	DR User line CR AR Distribution
MT-08 Maintenance Worksheet	Refund Remaining Credit	Auto	Pos	2nd - MT- 05	X	NA	DR AR Distribution CR Refund Control
MT-09 Maintenance Worksheet	Refund a Credit	Auto	Pos		X		DR Accounts Receivable CR Refund Control
TR-01 Transfer Worksheet	Transfer Item From Customer	Auto	Un	NA	NA	NA	DR Transfer Control CR Accounts Receivable
TR-02 Transfer Worksheet	Transfer Item To Customer	Auto	Un	NA	NA	NA	DR Accounts Receivable CR Transfer Control
TR-03 Transfer Worksheet	Transfer Item to Doubtful Receivable Account	Auto	Un	NA	NA	NA	DR Doubtful Receivables Distribution Code CR Transfer Control
WS-01 Payment Worksheet	Pay an Item	Auto	Neg	NA	NA	NA	DR Cash Received CR Accounts Receivable
WS-02 Payment Worksheet	Take Earned Discount	Auto	Neg	NA	NA	NA	DR User line CR Accounts Receivable
WS-03 Payment Worksheet	Take Unearned Discount	Auto	Neg	NA	NA	NA	DR User line CR Accounts Receivable

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
WS-04 Payment Worksheet	Prepay an Item	Auto	Neg	New	X	X	DR Cash Received CR AR Distribution
WS-05 Payment Worksheet	Place An Amount On Account	Auto	Neg	New	X	X	DR Cash Received CR AR Distribution
WS-06 Payment Worksheet	Adjust Remaining Overpayment	Auto	Neg	New	X	X	DR Cash Received CR AR Distribution
WS-07 Payment Worksheet	Adjust Remaining Underpayment	Auto	Pos	New	X	X	DR AR Distribution CR Cash Received
WS-08 Payment Worksheet	Create a Deduction	Auto	Pos	New	X	X	DR AR Distribution CR Cash Received
WS-09 Payment Worksheet	Write off an Item	Auto	Neg	NA	X	NA	DR User line CR Accounts Receivable
WS-10 Payment Worksheet	Write off an Overpayment	Auto	Pos	2nd - WS- 06	X	X	DR AR Distribution CR User line
WS-11 Payment Worksheet	Write off an Underpayment	Auto	Neg	2nd - WS- 07	X	X	DR User line CR AR Distribution

Note. NA means not applicable.

Pages Used to Set Up System Functions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
System Functions 1	ENTRY_USE_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Options, System Functions, System Functions 1	View system function attributes, which enable the processing of a system function. PeopleSoft Receivables maintains these attributes, and you typically should not change them.
VAT Distribution Type	ENTRY_VAT_PNL	Click the VAT Distribution Type button on the System Functions 1 page.	View the rules for updating the VAT tables during the Pending Group Generator Application Engine process (AR_PGG_SERV).
System Functions 2	ENTRY_USE_TABLE2	Set Up Financials/Supply Chain, Product Related, Receivables, Options, System Functions, System Functions 2	Review the system-defined portion of the accounting entries.

Viewing System Function Attributes

Access the System Functions 1 page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, System Functions, System Functions 1).

System Functions 1		System Functions 2	
System Function ID:	WS-01	Payment Worksheet	
Description:	Pay An Item		
*Activity Type:	Cash Applied ▼		
*Activity Type And Origin:	Breakdown By Origin ▼		
Entry Function:	Auto Entry		
Natural Sign:	Negative		
Effect on VAT Processing:	Move Intermediate VAT to Final		VAT Distribution Type
Attributes			
☐ Automatically Creates New Item ☐ Automatically Creates 2nd Item ☐ Allow Entry Reason Prompting ☐ Supports Auto Numbering			

System Functions 1 page

Activity Type

Select an activity type that indicates how system functions are classified. You must associate each system function with an activity type. You can assign an activity type to more than one system function. This structure determines how the system presents data on the Unit Activity page and the Unit Activity report.

Activity Type And Origin

When you view the inquiry page by activity type and origin, the system uses the Activity Type And Origin field to determine whether to break the category down by origin or bank code. This determines how the system displays information on the Unit Activity page.

For example, suppose that you select *Billing* for the activity type and *Breakdown By Origin* for the Activity Type And Origin field. On the Unit Activity page, under Activity Type/Origin/Bank Code you will see that billing activity came from two different origins, *OBILL* and *XBILL*. The individual totals for each origin appear on the page.

If you choose *not* to break down by origin, select *Do Not Break Down By Origin* for system functions IT-01 and IT-02. The Unit Activity page lists billing without an origin—meaning that the system has bundled together all the billing transactions, rather than breaking them into totals under their associated origin IDs.

As another example, if you select *Breakdown by Origin* for the WS-01 system function, you will see a separate row for each bank account for the payment activity. If you select *Do Not Break Down By Origin*, all the payment activities are combined in one row.

Entry Function

Displays a system-defined value. It can be either *Auto Entry* (automatic entry) or *Item Entry*. Item entry types identify pending items created during online item entry or by an external interface. The system uses item entry types to handle processing when you directly build a pending item—during online entry or when an interface process constructs groups of pending items. When you enter or build pending items that make up a group, you use entry types that you have specifically enabled for use as item entry types. Item entry types take two forms:

- Positive amounts (IT-01, FC-01).
- Negative amounts (IT-02).

Automatic entry types work in the background to translate instructions for overdue charging, payments, maintenance, transfers, direct debits, and drafts into pending items. When you initiate an online or background process for these types of groups (such as selecting an item on one of the worksheets, or running the Payment Predictor process or the Automatic Maintenance process), the system creates the necessary pending item using the information that you defined on the automatic entry type for that action.

For example, every time you select an item for payment on the payment worksheet, the system uses the entry type, entry reason, and accounting entry information from the WS-01 (Pay An Item) automatic entry type to create the pending item. Automatic entry types fall into the following categories:

- Overdue charges (prefaced with FC).
- Maintenance worksheet (prefaced with MT).
- Payment worksheet (prefaced with WS).
- Transfer worksheet (prefaced with TR).
- Direct debit management (prefaced with DD).
- Draft management (prefaced with DM).

Natural Sign

Displays a positive (+) or negative (–) sign, which the system applies to pending items to determine the effect that a system function has on the customer balance. The only unsigned system functions are transfers, offsets, direct debits, and drafts (they can be said to offset an item), because their sign varies with the sign of the item being offset, transferred, or included in draft and direct debit processing. Debit memos must be positive, and credit memos must be negative.

Effect on VAT Processing
(effect on Value Added Tax processing)

Indicates how VAT balances are adjusted for the system function.

VAT Distribution Type
(Value Added Tax distribution type)

Click to view the account types that you selected for each declaration point for the system function.

Automatically Creates New Item	Displays the system setting. If this option is selected, the system creates a new item for activities that occur in the background. These system functions are all automatic entry types: new debits and credits, prepayments, on-account payments, deductions, and adjustments for overpayments and underpayments.
Automatically Creates 2nd Item	Displays the system-setting. If selected, it enables write-off of remaining debits and credits on the maintenance worksheet and by the Automatic Maintenance process, or write-off of overpayments and underpayments on the payment worksheet and draft worksheet, and by the Payment Predictor process.
Allow Entry Reason Prompting	Displays the system setting. If selected, it indicates that entry types tied to the system function can require an entry reason. Entry types define activity, and entry reasons enable you to further qualify the activity. So if a system function enables you to require an entry reason, you can generate reports, run aging, and view history at a greater level of detail.
Supports Auto Numbering (supports automatic numbering)	Displays the system setting. If selected, it enables you to enter a prefix and starting number for pending items. For example, these system functions could be assigned: <i>PR</i>: Prepayments. <i>AO</i>: Overpayment adjustments. <i>AU</i>: Underpayment adjustments. <i>DE</i>: Deductions. <i>OA</i>: On-account payments.

Reviewing Rules for VAT Processing

Access the VAT Distribution Type page (click the VAT Distribution Type button on the System Functions 1 page).

The values determine how to update the VAT tables for the system function. If more than one row is in the grid, the processing varies depending on the declaration point.

Declaration Point	Indicates when the system recognizes VAT transaction information for reporting purposes. Values are: <i>Invoice</i>: Recognize VAT at invoice time. <i>Payment</i>: Recognize VAT at the time of payment. <i>Delivery</i>: Recognize VAT at the time of delivery.
VAT Accounting Entry Type (Value Added Tax accounting entry type)	The accounting entry types, together with VAT codes and VAT transaction types, determine VAT accounting and reporting.

Effect on VAT Processing
(Value Added Tax processing)

Displays the action for VAT processing. Values are:

- *Adjust intermediate VAT liability.*
- *Include in item entry totals.*
- *None.*
- *Move intermediate VAT to final.*

Reviewing System Function Accounting Entries

Access the System Functions 2 page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, System Functions, System Functions 2).

System Functions 1		System Functions 2	
System Function ID:	WS-01	Payment Worksheet	
Description:	Pay An Item		
System Defined Entries Find View All First 1-2 of 2 Last			
Line	Percent	DR/CR	Distribution Type
1	100.00	DR	Bank Account On Payment (Cash Received)
2	100.00	CR	AR Account(s) Open For Original Item
Revenue Estimate Attributes			
Revenue Estimate Affected:	Yes		
User Definable:	No		
Revenue Estimate Updated:	Collected		

System Functions 2 page

System-Defined Entries

The system-defined entries fall into one of two categories:

- Two lines are defined: one for the accounts receivable entry and one for the cash entry.

In this case, the system generates a balanced accounting entry by itself. Cash system functions related to the payment worksheet, drafts, and direct debits fall into this category. Also, system functions related to the maintenance and transfer worksheet and the Automatic Maintenance process define two lines: one for the accounts receivable account and one for a control account.

- A single line is defined: either a debit or credit for the accounts receivable entry.

Write-offs, discounts, and item entry system functions require two-sided accounting entries to be posted; therefore, you must create user-defined lines for the offsetting entries on your templates or during processing.

Revenue Estimate Attributes

If you selected the Receivables check box in the Enabled Commitment Control group box on the Installation Options – Products page, the Revenue Estimate Attributes group box appears. The revenue estimate attributes define whether source transactions for the control budget should be generated and if so, how.

Revenue Estimate Affected	Determines whether the Revenue Estimate Application Engine process (AR_REV_EST) creates source transactions. <i>Yes</i> indicates that the process creates source transactions, and <i>No</i> indicates it does not.
User Definable	Indicates whether you must specify which revenue bucket to update for each entry type and reason combination for the automatic entry type or item entry type associated with the system functions. <i>Yes</i> indicates that you must specify the revenue buckets for the automatic entry type or item entry type, and <i>No</i> indicates that the system function defines them.
Revenue Estimate Updated	Indicates whether the accounting entries update the recognized or collected bucket or both buckets. If the bucket is user-defined for the automatic entry type or item entry type, the default bucket appears.

Setting Up Entry Types and Reasons

To define entry types and reasons, use the Entry Type component (ENTRY_TYPE_TABLE1).

This section provides overviews of entry types and entry reasons and discusses how to:

- Define entry types.
- Define entry reasons.

See Also

[Chapter 2, "Understanding Implementation Issues," Entry Types and Reasons, page 16](#)

Understanding Entry Types

Thinking through and defining a comprehensive set of entry types is second in importance only to defining business units and TableSets. An entry type categorizes your pending items and the system uses them to create or update items. The Receivable Update Application Engine process (ARUPDATE) uses pending items along with associated entry types and reasons to create or update items and to maintain customer balances.

During processing, you sometimes enter pending items directly—for example, when you enter an invoice, a debit memo, or a credit memo. Sometimes the system creates pending items for you based on commands that you provide. For example, it creates deductions and on-account payments in the background as you use the payment worksheet or the Payment Predictor process.

To use all of the PeopleSoft Receivables processing and payment features, at a minimum you must accommodate the following entry types. You can assign a single entry type to several functions and you can name them whatever you want.

- Adjust underpayment.
- Adjustment overpayment.
- Credit memo.
- Debit memo.
- Deduction.
- Earned discount.
- Overdue charge.
- Invoice.
- Maintenance credit.
- Maintenance debit.
- Offset customer's debits and credits.
- On-account.
- Payment.
- Prepayment.
- Refund credit.
- Refund remaining credit.
- Unapplied cash.
- Unearned discount.
- Write-off.
- Write off a credit.
- Write off overpayment.
- Write off remaining credit.
- Write off remaining debit.
- Write off underpayment.

This table lists the entry types that you must create if you process direct debits or drafts:

Direct debits	Drafts
Direct debit remitted to bank-cash clearing	Draft remitted to bank
Direct debit remitted to bank-cash	Draft remitted with discount
Direct debit canceled-cash	Collect cash on discount draft
Direct debit cash clearing	Collect cash on draft
Not applicable	Reverse discount liability
Not applicable	Dishonored draft
Not applicable	Cancel remitted draft
Not applicable	Void draft
Not applicable	Bank fees (for discounted drafts)

Note. You must create either an item entry type or automatic entry type for each entry type before you can use them.

If you use the vendor rebate claim functionality in PeopleSoft Purchasing or the claim back functionality in PeopleSoft Order Management, you might want to create unique entry types for the interface items to identify them on the payment worksheet or on inquiries and reports.

Entry Types and Reasons for Partial Payments

PeopleSoft Receivables delivers entry types and reasons in the sample database. If you use the Payment Predictor process to apply your payments, the #DTL_TLR algorithm group uses these entry types and reasons to determine how to create accounting entries for underpayment, overpayment, and discount conditions. You must use these entry types and reasons when you create your automatic entry types if you want to process partial payments and discounts correctly.

Important! If you cannot use these entry types and reasons due to your business practices, you need to change the SQL for the #DTL_TLR algorithm group. You should, however, avoid making these changes.

PeopleSoft delivers these entry types:

PR Prepay an Item.

OA On Account.

AU	Adjust Remaining Underpayment.
AO	Adjust Remaining Overpayment.
DED	Create a Deduction.
WO	Write-Off Item.
WAO	Write Off an Overpayment.
WAU	Write Off an Underpayment.

PeopleSoft delivers these entry reasons:

IOIT	Invoice Overage Within Tolerance.
IUIT	Invoice Underage Within Tolerance.
DOIT	Discount Overage Within Tolerance.
DUIT	Discount Underage Within Tolerance.
IOET	Invoice Overage Exceeds Tolerance.
IUET	Invoice Underage Exceeds Tolerance.
DOET	Discount Overage Exceeds Tolerance.
DUET	Discount Underage Exceeds Tolerance.

When you set up automatic entry types for these system functions, you must use these entry type and reason combinations:

<i>System Function</i>	<i>Entry Type and Reason</i>
WS-04	PR and IOET PR and DUET
WS-05	OA and IOET OA and DUET
WS-06	AO and IOET AO and IOIT AO and DUIT AO and DUET

<i>System Function</i>	<i>Entry Type and Reason</i>
WS-07	AU and IUIT AU and DOIT
WS-08	DED and IUET DED and DOET
WS-09	WO and IOIT WO and IUIT WO and DOIT WO and DUIT
WS-10	WAO and IOIT WAU and DUIT
WS-11	WAU and IUIT WAU and DOIT

The #DTL_TLR algorithm group uses a default system function for overpayments, underpayments, and unearned discounts. However, you can override the default system function for each business unit on the Predictor Detail Options page by assigning a different entry type and reason. The entry type and reason that you assign must be consistent with the intended usage of the system function. For example, adjust overpayment should not be used with an underpayment entry type and reason.

See Also

Chapter 9, "Setting Up Payment Predictor Processing," Using #DETAIL and #DTL_TLR for Partial Payments and Deductions, page 291

Understanding Entry Reasons

Use different entry reasons to set up different accounting entry templates for different conditions.

Some of the entry types that create entries in the background accommodate the use of an entry reason; others do not. Use entry reasons for:

- Invoice or debit memos.
- Credit memos.
- Overdue charges.
- Prepayments.

- On-account payments.
- Deductions.
- Write-offs (debits and credits, remaining debits and credits, underpayments, and overpayments).
- Adjustments for underpayments and overpayments.
- Remaining credit refunds.
- Credit refunds.
- Creating new debits.
- Creating new credits.
- Offsetting items.
- Draft bank fees.

Note. You specify whether entry reasons are required on the Item Entry Type - Selection page and the Automatic Entry Type - Selection page.

You can also use entry reasons for reporting or inquiry purposes to further identify items.

Entry Reasons for Vendor Rebate and Claimback Processing

You must set up entry reasons for any entry types that you use to pay or offset items for vendor rebate and claimback processing.

For the entry types that you associate with the Pay an Item (WS-01 and DM-01), and Offset an Item (MT-01) system functions, you must create a minimum of two entry reasons:

- An entry reason that is used to pay or offset the base amount of the item.
- An entry reason that is used to pay or offset the VAT amount for an item.

You can create as many entry reasons as you want, but you must create at least one for the base amount and one for the VAT amount for each entry type that you use to pay or offset items for vendor rebate and claimback processing. When you create automatic entry types for the WS-01, DM-01, and MT-01 system functions, you must enter all of these entry reasons on the Automatic Entry Type - Selection page. When you apply a payment to a vendor rebate claim or claimback item on the payment worksheet, you create two entries in the payment worksheet for each item if the business unit for the item requires VAT. One entry is for the base amount of the item and one entry is for the VAT amount. You assign the appropriate entry reason to each line. When you apply a draft to a claimback or vendor rebate claim on the draft worksheet or offset a claimback or vendor rebate claim on the maintenance worksheet, you follow the same procedure.

Note. If you have no business units that require VAT, you do not need to create an entry reason to record the VAT amount for an item and you do not need to create two entries on the worksheets.

Note. If the receivables business unit does not require VAT, you create only one entry for the base amount. You must enter the entry reasons to use for the business unit on the AR Integration page. The system enables you to select only the entry reasons associated with the item's business unit on the worksheets.

When you run the AR Rebate Notification Application Engine process (AR_REBATE) to update the claim management workbench, the process sends the base amount and the VAT amount for each item paid or offset. When you run the Claim Settlement process for AP Application Engine process (PO_CLMSETTLE_AP) on the claim management workbench, the process uses this information to generate the base and VAT distribution lines when it creates adjustment vouchers or claimback vouchers.

See [Chapter 28, "Posting and Unposting Groups," Running the AR Rebate Notification Process, page 924.](#)

See *PeopleSoft Order Management 9.1 PeopleBook*, "Working with Claimbacks."

See *PeopleSoft Purchasing 9.1 PeopleBook*, "Understanding Vendor Rebates."

See *PeopleSoft Source-to-Settle Common Information 9.1 PeopleBook*, "Defining Procurement Options," Defining Account Receivables Integration Options for Vendor Rebates.

Pages Used to Set Up Entry Types and Reasons

Page Name	Definition Name	Navigation	Usage
Entry Type	ENTRY_TYPE_TABLE1	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Entry Type, Entry Type	Create and define entry types.
Entry Reason	ENTRY_TYPE_TABLE2	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Entry Type, Entry Reason	Specify the appropriate entry reasons for an entry type.

Defining Entry Types

Access the Entry Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Entry Type, Entry Type).

Entry Type

Entry Reason

SetID: SHARE

Entry Type: PR

*Description:

Prepayment

Short Description:

Prepayment

☐ Don't Post Duplicate Entries

☐ Exclude From Days Late Calcs

Aging Exceptions

Aging Category:

Summary Category:

Correspondence

☒ Include in Dunning

☒ Include In Overdue Charging

☒ Include in Statements

Payment Methods

☒ Include in Drafts

☒ Include in Direct Debits

Profile ID:

Entry Type page

Don't Post Duplicate Entries This check box handles:

- **Timing:** An adjustment to an invoice is posted before the invoice.
- **Duplication:** Two entries with the same entry type attempt to update an item.

Select when you post a subsequent event—such as a debit memo or a credit memo—that has the same business unit, customer ID, item ID, and item line as the invoice before you post the invoice. This occurs if:

- You are converting closed item detail from your previous receivables system.
- The feeder billing systems cannot guarantee sequencing.
- Your business often generates related transactions such as an invoice and a credit memo together.

Normally, the system creates an Item record for each new item with its entry type. Subsequent entries create item activity lines but do not alter the entry type on the Item table (PS_ITEM). If the original item is a debit or credit memo instead of an invoice, then the debit or credit memo entry type will be on the Item record. What you really want is the invoice entry type.

You need to have the appropriate entry type on the Item record, because entry types determine aging redirection, correspondence inclusion, and weighted average days late calculations. If a prepayment or credit memo posts first and the invoice posts second, you need to update the Item record with the entry type and date of the invoice.

Selecting the Don't Post Duplicate Entries check box for an entry type means that:

- The entry type takes precedence over whatever entry type exists on the Item record (unless the entry type on the Item record also has the option selected).

Selecting this check box enables you to use the invoice entry type as the controlling entry type, even though the invoice was not posted first. Select only for those entry types that represent an invoice.

- After you post a pending item, other pending items with this selected option are not posted against this item, because any given item can have only one dominant pending item.
- The system catches duplicate invoices for a particular business unit or customer combination.

The Receivable Update process does not post a second pending item that also has the option selected against the same business unit, customer ID, item ID, and item line combination.

Note. Be sure that you select this check box only for invoice type or dominant transaction types and that only dominant entry types can be posted against an item.

Exclude From Days Late Calcs (exclude from days late calculations)	Select to exclude items with this entry type from history calculations for average days late and weighted average days late.
Aging Category	Enter an aging category in which to place items, rather than aging them normally. Note. If you define a rule for aging deductions, disputes, or collections in an aging ID other than aging normally, that rule takes precedence over a category that you select here.
Summary Category	Select a summary category to place items in a different summary category from the one associated with the aging category.
Include in Dunning, Include in Overdue Charging, and Include in Statements	Select to include items with the entry type in dunning letters, on overdue charge invoices, and on statements. In the delivered system, all entry types are included; deselect the check boxes to exclude those that you do not want to appear in correspondence. This applies only to the entry type on the item itself, not to item activities.
Include in Drafts, Include in Direct Debits, and Profile ID	Select to include items of this entry type in drafts and direct debits. If you select Include Direct Debits, enter a profile ID to use a specific direct debit profile for all items using this entry type. Otherwise, leave Profile ID blank to use the profile ID assigned to the customer. If you enter a profile ID, you must select the Use Entry Type field on the Direct Debit Profile page.

See Also

[Chapter 5, "Defining Additional Processing Options," Setting Up Direct Debit Profiles, page 131](#)

[Chapter 8, "Setting Up History and Aging," Understanding Aging Setup, page 258](#)

Defining Entry Reasons

Access the Entry Reason page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Entry Type, Entry Reason).

Entry Type

Entry Reason

SetID: SHARE Entry Type: PR Prepayment

Entry Reason Detail					Customize	Find	View All	First	1-2 of 2	Last
	*Entry Reason	*Description	Short Description							
1	DUET	Disc under exceeds tolerance	Disc under	+	-					
2	IOET	Inv overpymt exceeds tolerance	Inv overpy	+	-					

Entry Reason page

For each entry type that you define, you can set up as many valid entry reasons as needed.

Setting Up Distribution Codes

Distribution codes simplify the process of generating accounting entries by defining a valid combination of ChartField values.

To define distribution codes, use the Distribution Code component (DST_CODE_TABLE).

This section discusses how to:

1. Define distribution codes.
2. Link draft distribution codes to AR distribution codes.

Pages Used to Set Up Distribution Codes

Page Name	Definition Name	Navigation	Usage
Distribution Code	DST_CODE_TABLE	Set Up Financials/Supply Chain, Common Definitions, Distribution Accounting, Distribution Code, Distribution Code	Define or review distribution codes.
Draft Details	DST_CODE_DRAFT_SEC	 Click the Draft Distribution Codes button on the Distribution Code page.	Specify the draft distribution codes to associate with the AR (accounts receivable) distribution code.

Defining Distribution Codes

Access the Distribution Code page (Set Up Financials/Supply Chain, Common Definitions, Distribution Accounting, Distribution Code, Distribution Code).

Distribution Code

SetID: SHARE Distribution Code: AR

Distribution Code Definition

*Effective Date: 01/01/1900

*Status: Active

*Description: Accounts Receivable

Short Description: AR

*Distribution Type: AR Unbilled AR Distribution Code: AR-UNBILL

ChartField Values

	*Account	Alt Acct	Oper Unit	Fund	Dept	Program	Class	Bud Ref	Product	PC Business Unit	Project
1	120000										

Distribution Code page

Distribution Type

Select a value that indicates how the system will use the account. Values are:

AR (accounts receivable): The system uses this value for pending items. You must assign default distribution codes for pending item groups. The system obtains the default distribution codes using the following hierarchy:

1. From the entry reason on the Item Entry Type - Selection page for billing groups or the entry reason on the Automatic Entry Type - Selection page for payment, draft, maintenance, and overdue charges groups.
2. From the customer on the General Information - Bill To Options page.
3. From the business unit on the Receivables Definition - Accounting Options 1 page.

The Revaluation Application Engine process (AR_REVAL) also uses the AR distribution type to create accounting entries. Create a separate distribution code if you use translation ledgers.

Disc Draft (discounted drafts): The receivable account for discounted drafts. Select or enter this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page.

Dishonor: The receivable account for dishonored drafts. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page.

Doubtful: The receivable account for doubtful receivables. Specify this code on the Receivables Definition - Accounting Options 1 page.

Draft Liab (draft liability): The draft liability account for drafts discounted with recourse. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page.

Draft: The receivable account for items that have been applied to any draft. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page.

Maint Ctrl (maintenance control): Used to create the offsetting entry for transactions in maintenance groups. Specify this code on the Receivables Definition - Accounting Options 2 page.

Real G/L (realized gain/loss): Used behind the scenes by the maintenance and payment worksheets and draft processing to create adjusting entries for multicurrency processing. You can define as many distribution codes as you choose, but each business unit can have only one realized gain and one realized loss code.

Translation for a realized gain or loss for translation ledgers also uses this value. If you want to track realized gains and losses separately you must create separate distribution codes for realized gains and realized losses.

Specify these codes on the Receivables Definition - Accounting Options 1 page and the Receivables Definition - Options 2 page.

Refund Ctrl (refund control): This value is the ChartField combination used to record the liability for a refund. Specify this code on the Receivables Definition - Accounting Options 2 page. If you use the commitment control option, the system does not update either the Recognized or Collected budget if you use an expense account. Instead, the system updates an Expense budget.

Remit Drft (remitted drafts): The receivable account for nondiscounted drafts that have been remitted to the bank. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page.

Round: The system uses this value when you apply a payment to an item on the payment worksheet for which the currency differs from the currency of the item or when the payment and item are in the same currency, but differ from the base currency of the business unit. The Receivable Update process posts any remaining amount from the currency conversion to this rounding account. Specify this code on the Receivables Definition - Accounting Options 1 page.

Trans Ctrl (transfer control): The system uses this value to create the offsetting entry for transactions in transfer groups. Specify this code on the Receivables Definition - Accounting Options 2 page.

Unreal G/L (unrealized gain and loss): Used only during revaluation. This code enables you to summarize gains and losses into one line that updates the unrealized gain and loss account. If you want to track unrealized gains and losses separately, you need to create separate distribution codes for unrealized gains and unrealized losses. Specify these codes on the Receivables Definition - Accounting Options 2 page.

Unbilled AR Distribution Code

Select if the distribution type is AR and you have unbilled accounts receivables. This field is available only when the distribution type is AR.

Note. PeopleSoft Receivables does not directly use these distribution types: *Corp Vchr, Cust Dep, Dfr Disc, Dfr Rev, Dfr Surch, Discount, DM New Opr, DM Orig CR, DM Orig De, DM Orig Op, Dst no GL, GST, Match Ctrl, IU Pay, IU Rec, Reim, Coll, Revenue, Reverse, Reverse CR, Reverse DR, Sales/Use, Send Back, Surcharge*, and *Unbill AR, Unbill Dsc, and UnflCOWAdv*. PeopleSoft Receivables also does not use these distribution types: *Cash, Cash Ctrl, Disc Ctrl, and Draft Ctrl*. PeopleSoft Receivables uses the ChartFields that you assign to the bank account on the External Accounts page for cash and cash control accounting entries.

ChartField Values

Enter the combination of ChartField values that the general ledger uses to process activity with the distribution code unless your inheritance setup overrides the distribution code.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Business Unit Defaults for Individual Business Units, page 43

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

Linking Draft Distribution Codes to AR Distribution Codes

Access the Draft Details page (click the Draft Distribution Codes button on the Distribution Code page).

If you link draft distribution codes to an accounts receivable distribution code, the system uses that code to create accounting entries. Otherwise, it uses the codes that you assign to a draft type and business unit combination.

Draft AR Distribution Code	Enter the code that defines the receivable account for approved drafts.
Remitted Draft Receivable Code	Enter the code that defines the receivable account for remitted drafts.
Draft Discount Receivable Code	Enter the code that defines the receivables account for the discounted drafts.
Draft Discount Liability Code	Enter the code that defines the liability account for drafts discounted with recourse.
Dishonored Draft Code	Enter the code that defines the receivable account for dishonored drafts.

Setting Up Item Entry Types

The system uses item entry types for items that you enter online or receive through an interface. By mapping entry types to system functions, you create item entry types.

To define item entry types, use the Item Entry Type component (ITEM_ENTRY_TABLE2).

This section discusses how to:

1. Define item entry types.
2. Define accounting templates for item entry types.

Pages Used to Set Up Item Entry Types

Page Name	Definition Name	Navigation	Usage
Item Entry Type - Selection	ITEM_ENTRY_TABLE1	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Item Entry Type, Selection	Set up item entry types, specify whether to distribute accounting entries to the general ledger, and assign entry reasons to the item entry type.
Item Entry Type - Accounting Template	ITEM_ENTRY_TABLE2	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Item Entry Type, Accounting Template	Define how the system creates accounting entries for the general ledger.

Defining Item Entry Types

Access the Item Entry Type - Selection page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Item Entry Type, Selection).

The screenshot displays the 'Item Entry Type - Selection' page. At the top, there are tabs for 'Selection' and 'Accounting Template'. Below the tabs, the 'SetID' is 'SHARE', 'Entry Type' is 'DR', and 'Debit Memo' is selected. The 'Entry Type' section includes fields for '*Effective Date' (02/01/2002), '*Status' (Active), and '*System Function ID' (IT-01). There are also checkboxes for 'Distribute to GL' (checked) and 'Require Reason' (unchecked). Below this is a table titled 'Entry Reasons' with columns for 'Entry Reason', 'AR Distribution Code', and '*Rev Estimate'. The table lists four entry reasons: ARCC1, ARCC2, ARCC3, and ARCC4, all with 'AR' as the distribution code and 'Recognized' as the estimate.

Entry Reason	AR Distribution Code	*Rev Estimate
ARCC1 AR COMMIT CONTROL1	AR	R Recognized
ARCC2 AR COMMIT CONTROL2	AR	R Recognized
ARCC3 AR COMMIT CONTROL3	AR	R Recognized
ARCC4 AR COMMIT CONTROL4	AR	R Recognized

Item Entry Type - Selection page

System Function ID

Enter the system function to associate with the entry type. You can have more than one item entry type per system function. For example, system function IT-02 defines the process for entering a credit memo. You can map multiple entry types—CR1 and CR2—to IT-02, representing different kinds of credit memos.

Distribute to GL	Select to distribute accounting entries for this item type to the general ledger. Your accounting entry design determines whether you use this feature.
Require Reason	Select to require users to enter a value in the Entry Reason field every time they use this item entry type during pending item entry and on the maintenance and payment worksheets. If you deselect this check box, the system automatically adds a row to the Entry Reason Detail grid that has no entry reason. If Require Reason is selected, every row in the grid must have an entry reason.
AR Distribution Code	Select a distribution code if the accounts receivable ChartField combination is different for each combination of entry type and entry reason. The distribution code governs the default ChartFields used in generating system-defined accounting entries for items bearing the item entry type and the specified type and reason combination. If the accounts receivable account is the same for all combinations, set a default accounts receivable distribution code on the Account Options 1 page. If the accounts receivable account varies by item, you can enter it on the Pending Item 1 page for individual pending items.
Rev Estimate (revenue estimate)	If you selected the Receivables check box in the Enable Commitment Control group box on the Installation Options – Products page, and the system function that you selected for the item entry type indicates that the revenue bucket is user-defined, you must specify whether to update the collected or recognized bucket or both buckets. If the bucket that you update varies under certain circumstances, create two entry reasons and select a different bucket for each entry reason. If the system function defines the bucket, the field is unavailable.

Defining Accounting Templates for Item Entry Type Accounting Templates

Access the Item Entry Type - Accounting Template page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Item Entry Type, Accounting Template).

Selection Accounting Template

SetID: SHARE Entry Type: DR Debit Memo

Effective Date: 02/01/2002 Status: Active

Entry Type / Reason: Entry Type: DR Debit Memo

☒ Entries Must Balance

System Controlled Entries

Line	Percent	DR/CR	Dst Use Description
1	100.00	DR	AR Distribution Code On New Item

User Defined Entries

Line	Percent	DR/CR	Account	Alternate Account	Operating Unit	Fund Code	Department	Program Code	Class Field	Budget Reference	Product	PC Bu Un
2	100.00	CR	400000									

Lines: 2 DR Percent: 100.00 CR Percent: 100.00 Net: 0.00

Item Entry Type - Accounting Template page

Entries Must Balance

If this check box is selected, you must define 100 percent of the accounting entries and enter an account for every line in the User Defined Entries grid. You can override the default account after the lines are created during processing. Deselect this check box to leave the user-defined entries blank and complete them during processing.

If you have defined ChartField inheritance options on the Receivables Revaluation (AR Reval) and Billing (AR/BI) groups as *Always Inherit* or *Inherit within BU*, you cannot insert multiple user-defined lines for the following system functions:

MT-02: Write off a credit.

MT-03: Write off a debit.

WS-02: Take earned discount.

WS-03: Take unearned discount.

WS-09: Write off an item.

System Controlled Entries

The information for system-defined accounting entries comes from the system function table and the distribution codes. It also stipulates that the system distributes the entire amount to AR either as a credit (–) or a debit (+).

User-Defined Entries

User-defined entries are specific to your particular organization and are not always required. You provide defaults for the template, but you can change any information on the user-defined entries after you generate accounting entries. Enter the ChartField values for the revenue line, as needed. You cannot specify a statistical account for any item entry accounting templates.

Note. If you selected the Receivables check box in the Enable Commitment Control group box on the Installation Options - Products page, you must use ChartFields that are in the control budget ledger as well.

If you want to vary the ChartField combinations entered at a level lower than the entry type and entry reason, you have two options:

- Enter a number of user-defined lines without a percentage (unbalanced) with all of the possible accounts that you might use.

Once these lines are created, delete the ones that you do not want and add monetary amounts to the remaining lines.

- Do not enter user-defined lines on the template, and deselect Entries Must Balance.

Users can enter these lines on the appropriate Accounting Entries page after the system-defined lines are created.

Setting Up Automatic Entry Types

To define automatic entry types, use the Automatic Entry Type component (AUTO_ENTRY_TABLE2).

This section provides an overview of automatic entry types and discusses how to:

1. Define automatic entry types.
2. Define accounting templates for automatic entry types.

Understanding Automatic Entry Types

Automatic entry types define how the system assigns entry types to pending items created in the background. When you use online pages to tell the system what to do—for example, create a deduction or place a payment on account—the system uses automatic entry types. Batch processes that generate pending items also use entry types.

Automatic entry types are related to the subset of system functions that includes transfers, drafts, direct debits, overdue charges, and worksheet functions. To enable the use of an underlying system function, you must:

- Map the system function to an entry type.

You can assign only one entry type to a system function, but you can associate the same entry type with multiple system functions. For example, you can associate the Dishonor Draft entry type with different system functions based on your organization's needs.

- Define how the system creates accounting entries.

Pages Used to Set Up Automatic Entry Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Automatic Entry Type - Selection	AUTO_ENTRY_TABLE1	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Automatic Entry Type, Selection	Set up new automatic entry types. Specify whether you distribute accounting entries to the general ledger and assign entry reasons to the automatic entry type.
Automatic Entry Type - Accounting Template	AUTO_ENTRY_TABLE2	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Automatic Entry Type, Accounting Template	Define how the system creates accounting entries for the general ledger.

Defining Automatic Entry Types

Access the Automatic Entry Type - Selection page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Automatic Entry Type, Selection).

Selection Accounting Template

SetID: SHARE System Function ID: MT-03 Write-off A Debit

Entry Type Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900 *Status: Active

Entry Type: WO Write-off

☒ Distribute to GL

☒ Require Reason Automatic Maintenance Reason: SMALL

Rev Estimate

Entry Reason	Description	Description	Maximum Write-Off Amount	Currency	Maximum Write-Off Percent	Days Until Write-Off	*Rev Estimate	Description
BADDI	Bad Debt		5000.00	USD	100	0	B	Both
BANK	Customer Went Bankrupt		50000.00	USD	100	0	B	Both
DISAT	Customer Dissatisfied w/ Work		100.00	USD	100	0	B	Both
DISCT	Discount Not Collectible		0.00	USD	0	0	B	Both
FRT	Freight Not Collectible		0.00	USD	0	0	B	Both
SMALL	Small Balance Write-off		25.00	USD	100	0	B	Both
TAX	Sales Tax Not Collectible		0.00	USD	0	0	B	Both

Automatic Entry Type - Selection page

Entry Type

Select the entry type that is appropriate for pending items that the system creates for the system function. Each automatic entry type assigns only one entry type to a pending item.

Distribute to GL

Select to distribute accounting entries for this item type to general ledger. Your accounting entry design determines whether you use this feature.

Require Reason

Select this check box if you want the system to require an entry reason when it uses this automatic entry type. For example, if a cash applier creates a write-off on the payment worksheet, this setting determines whether the cash applier must supply an entry reason.

Predictor Reason

If you selected Require Reason, enter the entry reason that the Payment Predictor process assigns to all items that it creates using the system function for the automatic entry type.

When a payment predictor method specifies conditions under which it creates an item, the method itself contains the system function it uses for the item, but does not specify an entry reason. It uses the entry reason that you supply. This applies only to these system functions:

WS-04: Prepay an item.

WS-05: Place an amount on account.

WS-06: Adjust remaining overpayment.

WS-07: Adjust remaining underpayment.

WS-08: Create a deduction.

WS-10: Write off an overpayment.

WS-11: Write off an underpayment.

Automatic Maintenance Reason

If you selected Require Reason, enter the entry reason that the Automatic Maintenance process assigns to all items that it creates using the system function. This applies only to these system functions:

MT-02: Write off a credit.

MT-03: Write off a debit.

MT-04: Create new debit.

MT-05: Create new credit.

MT-06: Write off remaining credit.

MT-07: Write off remaining debit.

Entry Reasons

The Entry Reasons grid contains the valid entry type and entry reason combinations.

Sequence

Enter a sequence number to prioritize the order in which the Payment Predictor process applies payments to overdue charge line items.

See [Chapter 9, "Setting Up Payment Predictor Processing," Using the #OVERDUE Algorithm Group, page 297.](#)

Entry Reason

Each automatic entry type can have more than one entry reason. To enable an entry type to be used without an entry reason, you must have one row in the grid that contains just the entry type with a blank reason. You must include the entry reason specified for the Payment Predictor or Automatic Maintenance processes in the grid.

Important! If you use vendor rebate claim processing in PeopleSoft Purchasing or claimback processing in PeopleSoft Order Management, you must enter the entry reasons for the WS-01 and DM-01 system functions that you set up for VAT processing. Also you must enter entry reasons for the MT-01 system function.

See [Chapter 4, "Defining PeopleSoft Receivables Processing Options," Understanding Entry Reasons, page 74.](#)

Entry Event

Enter the entry event that is used to generate supplemental accounting entries for each entry reason if you create one overdue charge for all of a customer's eligible items. This option is available only for the Create an Overdue Charge (FC-01) system function and if you enabled the entry event option for your organization.

AR Distribution Code

Select a different code to vary the accounting entries that the system creates for an automatic entry type.

Maximum Write-Off Amount

Enter the maximum amount that you can write off for either an individual item or for the remaining balance for a normal group or match group on the maintenance worksheet or in the Automatic Maintenance process. This enables write-offs for an amount below the maximum amount as long as it does not exceed the percentage of the original amount for the item. For example, if you enter an amount of 25.00, the process allows write-off amounts up to 25.00. However, if you enter a maximum write-off percent of 10, and the total original amount of an item is 240.00, the system does not write off more than 24.00.

For no limit, enter all 9s.

See [Chapter 24, "Maintaining Customer Account Balances," Write-Off Tolerances, page 754.](#)

Maximum Write-Off Percent For the maintenance worksheet, enter the maximum percentage of the item amount that the system can write off. The write-off percent applies only to write-offs for individual items, not for remaining amounts for items or match groups.

For the Automatic Maintenance process, enter the maximum percentage that the remaining balance can be for a match group. The process adds the total debits or total credits and divides the higher amount by the remaining balance for the match group to determine the percentage that can be written off.

The maximum percentage that you can enter is *100*. For no limit, enter *100*.

Note. Because the calculation for the Automatic Maintenance process and the maintenance worksheet are different, you might want to create a unique entry reason for automatic maintenance write-offs. If you do this, select the Require Reason check box and enter the entry reason in the Automatic Maintenance Reason field.

Days Until Write-Off Enter the minimum age of items before you can write them off on the maintenance worksheet or during automatic maintenance. The system calculates the age by subtracting the accounting date from the current date. For no limit, enter *0*.

Note. The write-off tolerance fields are available only for the MT-02, MT-03, MT-06, and MT-07 system functions.

Rev Estimate (revenue estimate)

If you selected the Receivables check box in the Enable Commitment Control group box on the Installation Options - Products page, and if the system function associated with the automatic entry type indicates that the revenue bucket is user-defined, specify whether you must update the *Collected* or *Recognized* bucket, *Both* buckets, or none of the buckets. The options vary by system function. If the system function defines the bucket, the field is unavailable.

See [Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Item and Automatic Entry Types for Revenue Estimate Processing, page 95.](#)

If the bucket that you update varies under certain circumstances, create two entry reasons and select a different bucket for each entry reason. For example, when you offset an item (system function MT-01) on the maintenance worksheet, you can offset it with on-account cash or a credit memo. If you offset it with cash, you should update the collected bucket. If you offset it with a credit, you reverse the amount of both the original item and the credit memo in the recognized budget. You do not update the collected bucket. In this case, you set up a separate entry reason for a cash offset and a credit memo offset to update the correct buckets.

For example, suppose the user selects the following entries on a maintenance worksheet:

<i>Item</i>	<i>Amount</i>	<i>Reason</i>	<i>Description</i>
ITEM001	100.00	ITEM	Offsets CREDIT1 credit memo
CREDIT1	–100.00	ITEM	Offsets ITEM001
ITEM002	50.00	CASH	Offsets OA-01 on account cash
OA-01	–50.00	CASH	Offsets ITEM002

The Revenue Estimate process then generates these source transactions:

<i>Bucket</i>	<i>Amount</i>	<i>Description</i>
Recognized	–100.00	Reverses ITEM001
Recognized	100.00	Reverses CREDIT1
Collected	50.00	From ITEM002

You also need to create two entry reasons for MT-09 (refund of a credit):

- One for a credit memo refund (from an IT-02 item activity) that reverses the entry in the recognized bucket.
- One for cash or a non-IT-02 item activity that does not update any revenue bucket.

Defining Automatic Entry Type Accounting Templates

Access the Automatic Entry Type - Accounting Template page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Automatic Entry Type, Accounting Template).

Entries Must Balance

If this check box is selected, you must define 100 percent of the accounting entries and enter an account for every line in the User Defined Entries grid. You can override the default account after the lines are created during processing. Deselect to leave the user-defined entries blank and complete them during processing.

System-Defined Entries

The information for system-defined accounting entries comes from the system function table and the distribution codes. It also stipulates that the system distribute the entire amount to AR either as a credit (–) or a debit (+).

User-Defined Entries

User-defined entries are specific to your particular organization and are not always required. You provide defaults for the template, but you can change any information on the user-defined entries after you generate accounting entries. Enter the ChartField values for the revenue line, as needed. You cannot specify a statistical account for any automatic entry accounting template. For some automatic entry types, you do not define the user-defined entries. In this case, the user-defined grid is not available.

If you want to vary the ChartField combination at a level lower than the entry type and reason, you have two options:

- Enter a number of user-defined lines without a percentage (unbalanced) with all of the accounts that you might use.

Then, when the lines are created, delete the ones that you do not want, and add dollar amounts to the remaining lines.

- Do not enter user-defined lines on the template, and deselect Entries Must Balance.

Operators can enter these lines on the appropriate Accounting Entries page after the system-defined lines are created.

Note. If you selected the Receivables check box in the Enable Commitment Control group box on the Installation Options – Products page, you must use ChartFields that are in the control budget ledger as well.

Setting Up Item and Automatic Entry Types for Revenue Estimate Processing

Revenue Estimate processing creates the source transactions for the revenue entries to control budgets. A budget in PeopleSoft Receivables is a fixed income allocation (that is, a revenue estimate) with two monetary buckets:

- *Recognized revenue* is revenue that has been billed to the customer but for which payment has not yet been received.
- *Collected revenue* is cash that has been received as payment.

See [Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," page 927](#).

The entry type (or the combination of the entry type and reason) defines how and when to generate source transactions based on preset values in the system function. The system function specifies whether the bucket that the process updates is user-defined on the item entry type or an automatic entry type. If it is not user-defined, the system function specifies whether to:

- Update the recognized revenue bucket.

- Update the collected revenue bucket.
- Update both revenue buckets.

Note. When the user enters the item information, the user must enter the correct entry type and reason to update the correct buckets.

System Function Attributes

This table lists the revenue estimate definitions for each system function. Oracle sets these defaults for PeopleSoft Receivables and you cannot modify them. If the bucket to update is user-defined, the information in the table suggests how to set up the item entry type or automatic entry type associated with the system function.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User-Defined	Transaction Generated
DD-01	Direct Debit Remit - Clearing	Not applicable	Not applicable	No	None
DD-02	Direct Debit Remit - Cash	Not applicable	Credits budget	No	One for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-03	Direct Debit Cancel - Clearing	Not applicable	Not applicable	No	None
DD-04	Direct Debit Cancel - Cash	Not applicable	Debits budget	No	One for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DD-05	Direct Debit Cash Clearing	Not applicable	Credits budget	No	One for each of the item's user-defined lines. The amount comes from the Cash Control line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-06	Direct Debit Cash Clearing	Not applicable	Credits budget	No	One for each of the item's user-defined lines. The amount comes from the Cash Control line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-07	Direct Debit Cancel - Clearing	Not applicable	Not applicable	No	None
DD-08	Direct Debit Cancel - Cash	Not applicable	Debits budget	No	One for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-09	VAT at Due Date	Not applicable	Not applicable	No	None

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-01	Pay an Item (Draft Accepted)	Not applicable	Credits or debits budget	No	If an IT-01, IT-02, or FC-01 item activity generates the item, the process creates one transaction for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user- defined lines. If multiple user-defined lines exist, the amounts are prorated. The system places the transaction on hold until the cash is recognized. Then the Budget Processor Application Engine process (FS_BP) checks the source transaction.
DM-02	Prepay an Item	Not applicable	Not applicable	Not applicable	None Note. The system updates the revenue budget when you receive the invoice.
DM-03	Place an Amount On Account	Not applicable	Not applicable	Not applicable	None Note. The system updates the revenue budget when you apply the payment to an item.
DM-04	Adjust Remaining Overpayment	Not applicable	Not applicable	Not applicable	None Note. The system updates the revenue budget when you apply the payment to an item.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-05	Adjust Remaining Underpayment	Not applicable	Not applicable	Not applicable	None
DM-06	Create a Deduction	Not applicable	Not applicable	Not applicable	None
DM-07	Write off an Item	Credits or debits budget	Not applicable	Yes	If an IT-01, IT-02, or FC-01 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from the user-defined lines.
Not applicable	Not applicable	Credits budget	Credits budget	Yes	If an MT-05, DM-02, DM-03, or DM-04 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transaction, you need to update neither bucket or else to update both buckets for the buckets to balance.)

<i>System Function ID</i>	<i>Description</i>	<i>Update to Recognized Bucket</i>	<i>Update to Collected Bucket</i>	<i>User- Defined</i>	<i>Transaction Generated</i>
Not applicable	Not applicable	Debits budget	Debits budget	Yes	If an MT-04, DM-05, or DM-06 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment.
DM-08	Write off an Overpayment	Credits budget	Credits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transaction, you need to update neither bucket or else to update both buckets for the buckets to balance.) Note. The system places these transactions on hold until the cash is recognized. Then the Budget Processor checks the source transactions.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-09	Write off an Underpayment	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment. Note. The system places these transactions on hold until the cash is recognized. Then the Budget Processor checks the source transactions.
DM-20	Draft Remitted to Bank	Not applicable	Not applicable	Not applicable	None
DM-21	Draft Remitted with Discount	Not applicable	Not applicable	Not applicable	None
DM-22	Draft Remitted to Bank	Not applicable	Not applicable	Not applicable	None
DM-23	Draft Remitted to Bank	Not applicable	Not applicable	Not applicable	None
DM-24	Draft Remitted with Discount	Not applicable	Not applicable	Not applicable	None

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-30	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-31	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transaction that the process generated for a prior activity off hold and releases them for budget checking.
DM-32	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transaction that the process generated for a prior activity off hold and releases them for budget checking.
DM-33	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-40	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-41	Reverse Discount Liability	Not applicable	Not applicable	Not applicable	None

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-42	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-43	Reverse Discount Liability	Not applicable	Not applicable	Not applicable	None
DM-44	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-45	Reverse Discount Liability	Not applicable	Not applicable	Not applicable	None
DM-46	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-47	VAT on Discounted Draft	Not applicable	Not applicable	Not applicable	None
DM-50	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-52	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-53	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-54	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-55	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-56	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-57	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-58	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-90	Bank Fees	Not applicable	Not applicable	Not applicable	None
DM-98	Cancel Remitted Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
DM-99	Void Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity. If the draft is voided before the cash is recognized, it does not create transactions.
FC-01	Create an Overdue Charge	Credits Budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
IT-01 Item Entry	Create an Invoice/Debit Memo	Credits Budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
IT-02 Item Entry	Create a Credit Memo	Debits Budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
DM-10	Deduction Write-off	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because it was updated when you created the deduction.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
MT-01 Maint Wksht	Offset an Item	If the offset is an item, it either debits or credits the budget.	If the offset is cash, it debits the budget.	Yes	If an IT-01, IT-02, or FC-01 item activity generates the item, the process creates one for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated. The update to either the recognized or collected budget is determined by the entry reason, which indicates whether the offset is an item or cash.
MT-02 Maint Wksht	Write off a Credit	Credits budget	Not applicable	Yes	If an IT-02 item activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
Not applicable	Not applicable	Credits budget	Credits budget	Yes	If an MT-05, WS-04, WS-05, or WS-06 item activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines. Note. This information provides a suggested setup for this system function. Specify by reason code which buckets to update.
MT-03 Maint Wksht	Write off a Debit	Debits budget	Not applicable	Yes	If an IT-01 or FC-01 item activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines.
Not applicable	Not applicable	Debits budget	Debits budget	Yes	If an MT-04, WS-07, or WS-08 activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines.
MT-04 Maint Wksht	Create New Debit	Not applicable	Not applicable	Not applicable	None
MT-05 Maint Wksht	Create New Credit	Not applicable	Not applicable	Not applicable	None

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
MT-06 Maint Wksht	Write off Remaining Credit	Credits budget	Credits budget	Yes	If the amount does not come from IT-02 item activity (partial or full), the process creates one transaction for each user-defined line. The amount and account come from the user-defined line.
MT-07 Maint Wksht	Write off Remaining Debit	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
MT-08 Maint Wksht	Refund Remaining Credit	Not applicable	Not applicable	Not applicable	None. Note. None of the refunded credit should come from an IT-02 item activity.
MT-09 Maint Wksht	Refund a Credit	Not applicable	Debits budget	Yes	If it is an IT-02 item activity, the amount and accounts come from Refund Control. Warning! If you use an expense account in the distribution code for refund control, the system updates an expense budget and not a recognized revenue or collected revenue bucket. If it is <i>not</i> an IT-02 item activity, the system does not generate transactions. (Oracle recommends that you use two entry reason codes.)

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
TR-01 Transf Wksht	Transfer Item From Customer	Not applicable	Not applicable	Not applicable	None
TR-02 Transf Wksht	Transfer Item To Customer	Not applicable	Not applicable	Not applicable	None
TR-03 Transf Wksht	Transfer Item To Doubtful Acct	Not applicable	Not applicable	No	None
WS-01 Pay Wksht	Pay an Item	Not applicable	Credits or debits budget	No	If an IT-01, IT-02, or FC-01 item activity generates the item, the process creates one transaction for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user- defined lines. If multiple user- defined lines exist, the amounts are prorated if users do not perform a manual revenue allocation on the worksheet.
WS-02 Pay Wksht	Take Earned Discount	Debits budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
WS-03 Pay Wksht	Take Unearned Discount	Debits budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
WS-04 Pay Wksht	Prepay an Item	Not applicable	Not applicable	Not applicable	None Note. The system updates the revenue budget when you apply the payment to an item.
WS-05 Pay Wksht	Place An Amount On Account	Not applicable	Not applicable	Not applicable	None Note. The system updates the revenue budget when you receive the invoice.
WS-06 Pay Wksht	Adjust Remaining Overpayment	Not applicable	Not applicable	Not applicable	None Note. The system updates the revenue budget when you apply the payment to an item.
WS-07 Pay Wksht	Adjust Remaining Underpayment	Not applicable	Not applicable	Not applicable	None
WS-08 Pay Wksht	Create a Deduction	Not applicable	Not applicable	Not applicable	None
WS-09 Pay Wksht	Write off an Item	Credits or debits budget	Not applicable	Yes	If an IT-01, IT-02, or FC-01 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from the user-defined lines.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User- Defined	Transaction Generated
Not applicable	Not applicable	Credits budget	Credits budget	Yes	If an MT-05, WS-04, WS-05, or WS-06 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transactions, you need to update neither bucket or else update both buckets for the buckets to balance.)
Not applicable	Not applicable	Debits budget	Debits budget	Yes	If an MT-04, WS-07, or WS-08 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment.
WS-10 Pay Wksht	Write off an Overpayment	Credits budget	Credits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transaction, you need to update neither bucket or else update both buckets for the buckets to balance.)

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User-Defined	Transaction Generated
WS-11 Pay Wksht	Write off an Underpayment	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment.

Setting Up Group Types and Group Origins

To define group types and group origin IDs, use the Group Type (GROUP_TYPE_TABLE) and Origin (ORIGIN_TABLE1) components.

This section provides overview of group types and group origins and discusses how to:

- Define group types.
- Define group origin IDs.

Understanding Group Types

A group is a postable entity, a collection of pending items that are ready to post. Groups that you enter, such as billing groups, as well as groups that are created during processing—such as transfers, offsets, overdue charges and payments—must be assigned a group type. You must establish codes to categorize the types of groups that you process. Reports that list group activity use group types to sort and select information.

You must establish a minimum of eight group types: *B*, *D*, *F*, *M*, *P*, *T*, *U*, and *X*. You can establish as many additional group types as you need for query and reporting purposes. If you do not establish the group types, the corresponding function is not authorized.

If you use the vendor rebate functionality in PeopleSoft Purchasing, you must establish a group type using *R* as the code. If you use the claimback functionality in PeopleSoft Order Management, you must establish a group type using *C* as the code. The AR Rebate Notification process looks at the group type for the original item associated with a Pay an Item (WS-01 or DM-01) or Offset (MT-01) activity to determine whether to send notification that the original item was paid or offset. Then the process sends notification of the payment or offset to PeopleSoft Purchasing or PeopleSoft Order Management. You assign these group types to a business unit on the AR Integration page. PeopleSoft Purchasing and PeopleSoft Order Management assign the appropriate group type to the claims (items) based on the business unit for the claim.

This table lists the group types that you must set up:

Group Types	Abbreviation	Description
Draft groups	D	Created at each stage in processing when you use drafts to pay items.
Overdue charge groups	F	Created when you run the Overdue Charges Application Engine process (AR_OVRDUE) and then post the overdue charge to the customer balance. The process creates a group only if you selected Create A Group To Post Charges for the overdue charge ID.
Maintenance groups	M	Created when you use the maintenance worksheet or Automatic Maintenance processing to match or offset existing items, apply on-account payments or prepayments to items, or write off items. Also created when you split items.
Payment groups	P	Created during express deposit, payment worksheet application, and Payment Predictor processing when you apply a payment to specific open items or create any other entries such as deductions, on-account payments, or prepayments.
Transfer groups	T	Created when you use the transfer worksheet to move items from one customer to another.
Unpost groups	U	Created when you unpost a draft group or reverse a payment.
Direct debit	X	Created at each stage of processing when you use direct debits to pay items.
Billing groups	B	Created when items are entered either online or through a billing interface.
Purchasing vendor rebate groups	R	Created when items, which are vendor rebate claims or reversals, are included from PeopleSoft Purchasing.
Order Management claim back groups	C	Created when items, which are claimbacks, are included from PeopleSoft Order Management.

See Also

PeopleSoft Purchasing 9.1 PeopleBook, "Understanding Vendor Rebates"

PeopleSoft Order Management 9.1 PeopleBook, "Working with Claimbacks"

Understanding Group Origins

You might have three origin IDs: one for external billing, one for online billing and adjustments, and the required PS_AR origin ID for system-generated groups. If you use the vendor rebate claim functionality in PeopleSoft Purchasing and the claimback functionality in PeopleSoft Order Management, you should set up two additional origin IDs to identify these items. Assign the vendor rebate and claimback origin IDs to a business unit on the AR Integration page. PeopleSoft Purchasing and PeopleSoft Order Management assign the appropriate origin ID to the claims (items) based on the business unit for the claim.

The system uses the origin IDs to classify groups of pending items based on how they are created or brought into the system. You can view the origin IDs for items on inquiry pages.

Pages Used to Set Up Group Types and Group Origins

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Group Type	GROUP_TYPE_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Group Type, Group Type	Set up new group types. Assign each group type a journal template to create journal entries and a document type if you use document sequencing.
Origin	ORIGIN_TABLE1	- Set Up Financials/Supply Chain, Product Related, Receivables, Options, Origin, Origin - Set Up Financials/Supply Chain, Product Related, Billing, Setup, Origin, Origin	Define origin IDs.

Defining Group Types

Access the Group Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Group Type, Group Type).

Group Type

SetID: SHARE Group Type: B

Definition Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900 *Status: Active

*Description: Billing

Short Description: Billing

*Journal Template: AR_BILLING AR Billing

Group Type Detail

Document Type: AR-INV Receivables Invoices

Journal Code: INVOICE Receivables Invoice Journals

Journal Type: SL Sales Journals

Sequence Range: MN Sequence By: Document Type

Document Sequencing Type: Automatic Numbering *Transaction Type: ARI AR Items

Group Type page

Journal Template

Select the journal template to use to create journals for your general ledger. Templates summarize your receivables accounting entries and determine the journal header, date options, and other characteristics. If you plan to generate only one format of journal entry from PeopleSoft Receivables, you can set up a single journal template and associate it with each group type. You can have a different journal format for each group type.

Document Type

Select a document type if you are using document sequencing.

Transaction Type

You can vary the opening and closing period for a receivables business unit for specific types of transactions from the periods for the general ledger business unit that is associated with the receivables business unit. Select the transaction type to associate with items created for the group type. Values are:

ARD (AR direct journals): Use for direct journal payments.

ARI (AR items): Use for overdue charge and billing groups.

ARM (AR maintenance): Use for maintenance and transfer groups.

ARP (AR payments): Use for payment, draft, and direct debit groups.

ARU (AR unpost): Use for unpost groups.

DEF (default): Use when you want to use the default opening and closing periods for the business units and do not want unique periods for the group type.

See Also

[Chapter 31, "Using Document Sequencing in PeopleSoft Receivables," page 965](#)

Defining Group Origin IDs

Access the Origin page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Origin, Origin, or Set Up Financials/Supply Chain, Product Related, Billing, Setup, Origin, Origin).

Origin

SetID: SHARE Origin ID: PS_AR

Origin ID Definition

Find | View All First 1 of 1 Last

*Effective Date:

01/01/1900

*Status:

Active

*Description:

PeopleSoft Accounts Receivable

Short Description:

PS AR

*Origin Type:

System

Origin Method:

Online

Origin page

Origin Type

Select an origin type. Values are:

Billing: When you enter a billing group, the origin represents the source of the group, such as a particular billing system. Billing groups can be brought into the system online or through an external interface. If you plan to enter billing information online, as well as bring it into the system through an interface, you must establish a minimum of two billing origins. Also, use *Billing* for item interfaces from PeopleSoft Purchasing and PeopleSoft Order Management.

System: System groups are created in the background during processing. They include Payment, Maintenance, Transfer, Overdue Charge, Drafts, and Unpost. The system assigns an origin ID of *PS_AR* to such groups. You must establish this origin ID, and it must be named *PS_AR*.

Origin Method

Indicates whether you enter the group online or receive it from an external source, such as items coming from a billing, purchasing, or order management interface.

Important! You cannot change an origin type after you save it.

Setting Up ChartField Combination Editing

This section provides an overview of ChartField combination editing and discusses how to set up ChartField combination editing.

116

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You track receivables transactions based on the ChartField combinations that you define when you set up ChartField combination editing in PeopleSoft General Ledger. PeopleSoft General Ledger uses your accounts in combination with other ChartFields to create journal entries. In PeopleSoft Receivables, ChartField combination editing provides a method to validate online and batch accounting entries.

By defining valid combinations, you can filter entries before you post them to ledgers, saving time and effort during reconciliation and closing. The Journal Editing Application Engine process (GL_JEDIT) also performs the final validation of journal entries before you post them to the ledger.

To set up ChartField combination editing:

1. Review the system-defined ChartField editing templates.
2. Create ChartField combination definitions.
3. Create combination edit rules.

The combination edit rule defines which ChartFields can be used in combination with an anchor ChartField.

4. Create combination edit groups.
5. Enable ChartField editing for business units on the Receivables Options - General 2 page.
6. Ensure that the ChartField combinations for the Cash and Cash Control lines for the bank on the External Accounts page conform to the combination rules.
7. Ensure that the ChartField combinations for distribution codes, item entry accounting templates, and automatic entry accounting template conform to the combination rules.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Editing ChartField Combinations"

ChartField Combination Editing in PeopleSoft Receivables

The components in PeopleSoft Receivables where the accounting entries appear and ChartField combination editing is validated are:

- Accounts Receivable, Pending Items, Online Items:
 - Online Items, Group Entry
 - Online Items, Single Item
 - Online Items, Large Group
 - Online Items, Overdue Charge Items
- External Items, Group Entry
- External Items, Single Item
- External Items, Large Group

- Accounts Receivable, Payments, Review Payments, Deposit Accounting Entries
- Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Accounting Entries
- Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Accounting Entries
- Accounts Receivable, Receivables Update, Correct Posting Errors

Note. After run the Receivable Update if the Accounting Entries have an invalid ChartField Combination, the transaction is marked in error, and it is necessary go to the Correct Posting Errors page to rectify it. You have to save the transaction first in these pages in order to see the ChartField Combination Editing detail.

- Online items
 - External items
 - Overdue charge items
 - Worksheet
 - Transfer
 - Direct debit
 - Direct debit accounting entries
 - Draft
 - Draft accounting entries
 - Payment.
- Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries

Note. The validation for the ChartField Combination Editing is performed for direct journal accounting entries when these accounting entries are set to Complete.

Chapter 5

Defining Additional Processing Options

This chapter discusses how to:

- Set up payment terms.
- Set up deposit types.
- Set up adjustment reason codes.
- Set up reference qualifiers.
- Set up worksheet reasons.
- Set up unpost reason codes.
- Set up credit card profiles.
- Set up direct debit profiles.
- Set up electronic funds transfer (EFT) reason codes for direct debits.
- Select EFT layouts.
- Set up rules for overdue charges.
- Set up write-off approval workflow
- Understand the Financials Audit Framework (Audit Logging) for PeopleSoft Receivables
- Set up item audit options.
- Set up Collections Workbench components.
- (USF) Set up the Receivables Due From the Public report.
- (USF) Set up agency location codes.
- (USF) Set up memo status codes.

Setting Up Payment Terms

To set up payment terms, use the Payment Terms Timing (PAY_TERMS_TIME1) and the Payment Terms (PAY_TERMS_AR) components.

This section provides an overview of payment terms and discusses how to:

- Define timing IDs.
- Define payment terms.

Understanding Payment Terms

Set up payment terms if you plan to have the system automatically calculate payment due dates, discount amounts, and discount due dates. Defining payment terms is a two-step process.

Payment terms govern the length of time that a customer has to pay an item and determine discount eligibility and amount. You use the range of terms that you set up now as defaults for the following levels:

- Business units
- Customers
- Items

Pages Used to Set Up Payment Terms

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Payment Terms Timing	PAY_TERMS_TIME1	• Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Payment Terms Timing, Payment Terms Timing • Set Up Financials/Supply Chain, Product Related, Billing, Setup, Payment Terms Timing, Payment Terms Timing	Define timing IDs, which define the time increments for payment terms.
Payment Terms	PAY_TERMS_AR	• Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Payment Terms, Payment Terms • Set Up Financials/Supply Chain, Product Related, Billing, Setup, Payment Terms, Payment Term	Define payment terms, which specify the rules for calculating an item due date and the discount terms.

Defining Timing IDs

Access the Payment Terms Timing page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Payment Terms, Payment Terms).

Payment Terms Timing							
SetID:	SHARE						
Timing ID:	015						
Description:	15 Days						
Short Description:	15 Days						
<table border="1"> <thead> <tr> <th>Time Increments</th> <th>Specified Times</th> </tr> </thead> <tbody> <tr> <td>Day Increment: 15</td> <td>Due Day: 0 ☐ End of Month</td> </tr> <tr> <td>Month Increment: 0</td> <td>Due Date: 31</td> </tr> </tbody> </table>		Time Increments	Specified Times	Day Increment: 15	Due Day: 0 ☐ End of Month	Month Increment: 0	Due Date: 31
Time Increments	Specified Times						
Day Increment: 15	Due Day: 0 ☐ End of Month						
Month Increment: 0	Due Date: 31						

Payment Terms Timing page

Day Increment

Select to have the system add the specified number of days to the base date of your terms. For example, if your terms are 2/10 net 30, your net terms reference a timing ID with a day increment of 30 and your discount terms reference a timing ID with a day increment of 10.

Month Increment

Select to have the system add the specified months to the base terms date. For example, if your terms are *End of the Next Month*, you reference a timing ID with a month increment of one.

Due Day

Enter the specific due day that the payment is due each month. For example, enter 15 if you want the payment due on the 15th of the month. Enter a due date if you know that payment for specific items is due on the same day every year.

End of Month

Select to indicate that the system should use the last day of the indicated month. For example, If your terms were due at the end of the next month, enter a month increment of 1 and select the End of Month check box.

Due Date

Enter a due date if you know that payment for specific items is due every year on the same date.

Defining Payment Terms

Access the Payment Terms page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Payment Terms, Payment Terms, or Set Up Financials/Supply Chain, Product Related, Billing, Setup, Payment Terms, Payment Term).

Payment Terms

SetID: SHARE Payment Terms ID: 21030

Payment Terms Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900 *Status: Active

Description: 2% 10 Days, Net 30

Short Description: 2%10 Net30

Basis Amt

☒ Item Amount ☐ VAT Discountable Amount

☐ User Amount 1 ☐ User Amount 2

Basis Date

☒ Accounting Date ☐ User Date 1

☐ As of Date ☐ User Date 2

Net Terms Find | View All First 1 of 1 Last

*Basis From Day: 1 *Basis To Day: 31 *Timing ID: 030 Description: 30 Days

Discount Terms Find | View All First 1 of 1 Last

Percent: 2.000 Amount: Currency: *Timing: 010 Description: 10 Days

Payment Terms page

Basis Amount

Specify the basis that the system uses to calculate the discount amount.

Item Amount, User Amount 1, and User Amount 2

Select the option that corresponds to either the item amount or a user-defined amount that you enter on the pending items during item entry to use one of these amounts to calculate the discount amount.

VAT Discountable Amount
(value-added tax discountable amount)

Select to have system calculate the discount amount on the net amount of the item after VAT. Deselect to have the system calculate the discount amount on the gross amount.

Basis Date

The basis date tells the system where to start counting when it calculates the discount due date and invoice due date. The system takes these options directly from values that you enter on the pending item entry pages. Select one of these options:

- Accounting Date
- As of Date
- User Date 1
- User Date 2

Net Terms

The net term values determine the due date. A due date that varies depending on when the basis date occurs in the month is called *split terms*. For example, if you use two different due dates (one if the basis date occurs between the first and the fourteenth of the month and a second if the basis date occurs between the fifteenth and the end of the month), you will have two rows in the grid, as shown in this table:

<i>Basis From Day</i>	<i>Basis To Day</i>	<i>Timing ID</i>
1	14	1M1 (1st day of next month)
15	31	15N (15th day of next month)

To determine the payment due date, add the number of days that is indicated in the Timing ID field to the base date.

Discount Terms

The discount terms determine the discount amount and date for each due date that is defined by the net terms.

Percent and Amount	Enter either a percent of the base amount or a fixed amount. You define a single discount formula or set up cascading terms with two levels. For example, discount terms of 1/10 and 3/5 with net terms specified as 20 days means a 1 percent discount if you pay within 10 days, a 3 percent discount if you pay within 5 days, and the total is due in 20 days.
Currency	Select the currency that the system uses to calculate discount terms. If the currency differs from the currency in the profile, the process uses the discount terms currency to calculate discount terms.
Timing	Select a value that indicates when discounts are available.

Setting Up Deposit Types

To set up deposit types, use the Deposit Type component (DEPOSIT_TYPE_TABLE).

This section provides an overview of deposit types and discusses how to define deposit types.

Understanding Deposit Types

You must specify a deposit type when entering a deposit either online or from a lockbox. Define a deposit type for each class of deposit to track, such as all deposits for a particular region or all international deposits. You assign a deposit type to a bank account on the External Accounts - Account Information page, and the system populates the Deposit Type field for regular and express deposits. Reports that list deposit activity use them to sort and select deposits.

Page Used to Set Up Deposit Types

Page Name	Definition Name	Navigation	Usage
Deposit Type	DEPOSIT_TYPE_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Deposit Type, Deposit Type	Define deposit types.

Defining Deposit Types

Access the Deposit Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Deposit Type, Deposit Type).

Payment Method

Select the default payment method for payments that are entered online. Values are *Check*, *Electronic Funds Transfer*, and *Giro - EFT*.

Note. (NLD) Use *Giro - EFT* if customers tear off the *acceptgiro* form on invoices, statements, and dunning letters and send it to their bank for payment.

The system assigns this payment method to all deposits for which the deposit business unit has the same setID as the deposit type. If you leave this field blank, the system uses the payment method that is assigned to the business unit.

If a lockbox deposit does not contain a valid payment method, the Lockbox SQR process (AR25001) assigns the payment method to all deposits in the lockbox for which the deposit business units have the same setID as the deposit type. If you leave this field blank, the process uses the payment method that is assigned to the business unit. If the payment method for the business unit is not assigned, the process assigns check as the payment method.

Setting Up Adjustment Reason Codes

To set up adjustment reason codes, use the Adjustment Reason component (ADJ_REASON_TABLE).

This section provides an overview of adjustment reason codes and discusses how to create adjustment reason codes.

Understanding Adjustment Reason Codes

Create adjustment reason codes for electronic payments, such as Electronic Data Interchange (EDI), lockbox, and bank statements. The system matches the adjustment reason codes in the electronic files to the entry type and reason setup to create the appropriate accounting entries and adjustment items.

You must set up all possible adjustment reason codes that you use in electronic payments.

The system uses this information when you run the Payment Predictor Application Engine process (ARPREDCCT) to build a payment worksheet. The process automatically assigns the correct entry type and reason to the line for the adjustment in the payment worksheet and uses the system function ID to create the accounting entries for the adjustment.

Page Used to Set Up Adjustment Reasons

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Adjustment Reason	ADJ_REASON_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Adjustment Reason, Adjustment Reason	Create adjustment reason codes for electronic payments, such as EDI, lockbox, and bank statements.

Creating Adjustment Reason Codes

Access the Adjustment Reason page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Adjustment Reason, Adjustment Reason).

Entry Type and Entry Reason Assign an entry type and reason associated with the adjustment reason. For example, you can have one adjustment reason for promotional deductions and another for deductions for damaged goods. Each uses the same entry type but has a separate entry reason so that you can update a different account.

If the Payment Loader Application Engine process (AR_PAYLOAD) cannot translate the adjustment reason code in the lockbox, EDI file, or bank statement, it uses the entry type, entry reason, and system function ID that you specified for the payment business unit on the Receivables Options - General 2 page.

System Function ID Displays one of the system functions that is associated with the entry type. Override this value, which appears by default, if needed.

Setting Up Reference Qualifiers

To set up reference qualifiers, use the Reference Qualifier component (AR_FLD_REF_TBL).

This section provides an overview of reference qualifiers and discusses how to define reference qualifiers.

Understanding Reference Qualifiers

Payment remittance information can contain a variety of reference numbers, such as:

- Purchase order numbers.
- Item IDs.
- Bill of lading numbers.
- Statement IDs.
- (NLD) Acceptgiro payment reference numbers.

When you enter a payment electronically or online, you must supply the meaning of the reference information. Reference qualifiers are codes that you establish for this purpose.

Also use reference qualifier codes to identify the types of references to use when building a payment, transfer, maintenance, or draft worksheet. For example, if you select a reference qualifier code for a purchase order, the system uses purchase order numbers for the reference information and builds a worksheet with the items for which the purchase order numbers match the ones that you specified in your selection criteria. You assign the default reference qualifier code at the business-unit level.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Business Unit Defaults by SetID, page 23

Page Used to Set Up Reference Qualifiers

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Reference Qualifier	AR_FLD_REF_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reference Qualifier, Reference Qualifier	Define new payment reference qualifiers that you will use to identify payment reference information and items when building worksheets.

Defining Reference Qualifiers

Access the Reference Qualifier page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reference Qualifier, Reference Qualifier).

Reference Qualifier

Reference Qualifier Code: D

Reference Qualifier Code

Status: Active

*Description: Document

Short Description: Document

*Field Name: DOCUMENT

Prompt Table: ITEM_DOC_K_VW

Reference Qualifier page

Field Name Select a field from the Item table (PS_ITEM) that the remittance information references.

Prompt Table Select a prompt record for the reference qualifier code, which the system uses to display an appropriate list when a user prompts on the field online.

This table lists the prompt tables for the key reference qualifier fields:

<i>Field Name</i>	<i>Prompt Table</i>
Document (DOCUMENT)	ITEM_DOC_K_VW
Item ID (ITEM)	ITEM_ITEM_VW
Bill of Lading (BILL_OF_LADING)	ITEM_LADING_VW
Purchase Order Number (PO_REF)	ITEM_PO_VW
Statement ID (ST_ID_NUM)	STMT_ITEM_VW
Sales Order Number (ORDER_NO)	ITEM_ORDER_VW
Letter of Credit (LC_ID)	ITEM_LC_VW
(NLD) Acceptgiro Payment Reference Number (AG_REF_NBR)	ITEM_AG_VW

Setting Up Worksheet Reasons

To set up worksheet reasons, use the Worksheet Reason component (WORKSHEET_REASON).

This section provides an overview of worksheet reasons and lists the page used to set up worksheet reasons.

Understanding Worksheet Reasons

Worksheet reasons enable you to enter a reason at the worksheet level that applies to all selected items on a maintenance worksheet. The Receivables Update Application Engine process (ARUPDATE) applies the reason to all items in the maintenance group and stores the reason on the Item Activity table (PS_ITEM_ACTIVITY) for the item. The reason appears on pages showing item activity.

Important! Do *not* create a reason code called *SPLIT*. The system uses this reason code for all items that you split on the Item Split page.

Page Used to Set Up Worksheet Reasons

Page Name	Definition Name	Navigation	Usage
Worksheet Reason	WORKSHEET_REASON	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Worksheet Reason, Worksheet Reason	Use to set up maintenance worksheet reason codes and their descriptions.

Setting Up Unpost Reason Codes

To set up unpost reason codes, use the Unpost Reason component (UNPOST_RSN_TABLE).

This section provides an overview of unpost reason codes and lists the page used to set up unpost reason codes.

Understanding Unpost Reason Codes

For informational purposes, you might want to define a reason code for payment groups that you are unposting due to insufficient funds. You assign unpost reason codes to an unpost group on the Options page for unpost groups.

For organizations that want to ensure that these reason codes are always updated for each unposted transaction, you can select the Unpost Reason check box on the Installation Options - Receivables page. When you select this check box, users must select a reason code every time they unpost a PeopleSoft Receivables transaction.

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options.

Page Used to Set Up Unpost Reason Codes

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Unpost Reason	UNPOST_RSN_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Unpost Reason, Unpost Reason	Set up reason codes for unposting groups.

Setting Up Credit Card Profiles

To set up credit card profiles, use the Credit Card Profile component (AR_CRCARD_PROFILE).

Credit card profiles enable you to control the selection of open items for credit card processing and the processing of credit card worksheets that have been created. The Credit Card Scheduler process (ARCRCARD) uses credit card profiles to control the batch creation of credit card worksheets. When you create credit card worksheets online, the system does not use any of created profiles. Credit card profiles enable you to set limits on the amount of each credit card payment within worksheets that are created in batch. You can also determine the actions that the system takes to manage low values.

This section discusses how to create credit card profiles.

Page Used to Set Up Credit Card Profiles

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Credit Card Profile	AR_CRCARD_PRFL	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Credit Card Profile	Create credit card profiles.

Creating Credit Card Profiles

Access the Credit Card Profile page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Credit Card Profile).

Credit Card Profile

SetID: SHARE Credit Card Profile: BUSTANDARD

Profile Definition Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900 *Status: Active + -

*Description: Standard Processing Options Short Desc: BUStandard

Item Exclusions

- ☒ Collection Items
- ☒ Disputed Items
- ☒ Credit Items
- ☒ Overdue Items

Customer Exclusions

- ☒ Customers in Collection
- ☒ Customers in Dispute

Processing Rules

Currency: USD Rate Type: CRRNT

Approval Limits

Debit Approval Limit: 0.00

Credit Approval Limit: 0.00

Low Value Limits

Upper Limit: 0.00

Lower Limit: 0.00

☐ Create Worksheet

☐ Write-Off Small Balance

Debit Reason Code:

Credit Reason Code:

Credit Card Profile page

Item Exclusions

Use the check boxes in the Item Exclusions group box to prevent the Credit Card Scheduler process (ARCRCARD) from selecting certain types of items when it creates credit card payments and builds the worksheet.

Customer Exclusions

Use the check boxes in the Customer Exclusions group box to prevent the credit card process from selecting items for customers who are in collection or dispute.

Approval Limits

The values that you enter in the Approval Limits group box determine whether the credit card process automatically approves a credit card payment. If the worksheet amount is within the approval limits, then the system approves the payment. An approved credit card payment is available for authorization and settlement with a third-party credit-card transaction provider. If the worksheet amount is outside the specified limits, the system creates the credit card worksheet, but marks the worksheet as an exception to show that it needs manual review. You can find the exceptions using the Credit Card Workbench. So approval really means that the process will attempt to settle the transaction. Failure to approve means that the credit card payment requires manual intervention.

Debit Approval Limit Enter the maximum amount that a credit card debit can be for the Credit Card Scheduler process to approve it.

Credit Approval Limits Enter the maximum amount that a credit card credit can be for the Credit Card Scheduler process to approve it.

Low Value Limits

Enter the values for the range of credit-card payment amounts that are too low to warrant processing the amount by credit card that is due because the administrative cost of collecting the money is more than the amount to be collected.

Upper Limit and Lower Limit Enter a value other than 0 to enable low value processing. Otherwise, the low value processing rules are not applied.

Create Worksheet Select to create an unapproved credit card worksheet when the credit card payment is within the specified low value limits. This enables you to decide whether you should authorize and settle this amount, manually modify the worksheet, or delete the worksheet.

Write Off Small Balance Select to write off a small balance. The Create Worksheet check box must be selected to enable this option. The system creates a credit card worksheet for the low balance with either a write-off an overpayment (WS-10) line or a write-off an underpayment (WS-11) line on the worksheet and sets the worksheet to post. This marks the selected open items as paid, and the remaining item amount is written off.

You must specify the Debit Reason Code and the Credit Reason Code for this option.

Setting Up Direct Debit Profiles

To set up direct debit profiles, use the Direct Debit Profile component (DD_PROFILE).

Direct debit profiles define the processing characteristics for the Create Direct Debits Application Engine process (AR_DIRDEBIT). You assign a profile to each bill to customer who pays for direct debits.

This section discusses how to create direct debit profiles.

Page Used to Set Up Direct Debit Profiles

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Direct Debit Profile - Profile	DD_PROFILE	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Direct Debit Profile, Profile	Create direct debit profiles.

Creating Direct Debit Profiles

Access the Direct Debit Profile - Profile page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Direct Debit Profile. Profile).

The screenshot displays the 'Profile' page for a Direct Debit Profile. At the top, it shows 'SetID: SHARE' and 'Profile ID: DD-01'. Below this is a 'Details' section with a search bar and navigation links. The main configuration area is divided into several sections:

- *Effective Date:** 01/01/1900
- *Status:** Active (dropdown menu)
- *Description:** DD Profile ID
- Short Desc:** DDPProf
- Item Exclusion Options:**
 - ☐ Exclude Collection Items
 - ☐ Exclude Disputed Items
 - ☐ Exclude Credit Items
 - ☐ Exclude Overdue Charges
- Approval Limits:**
 - *Currency:** USD
 - *Rate Type:** CRRNT
 - Debit Approval Limit:** 100000.000
 - Credit Approval Limit:** 100000.000
- Customer Exclusion Options:**
 - ☐ Customers in Collection
 - ☐ Customers in Dispute
- Processing Options:**
 - ☐ One Item Per Direct Debit?
 - ☒ Net Debit/Credit Amounts?
 - ☒ Create Negative Direct Debit
 - ☐ Prenote Required
 - ☐ Use Entry Type
 - ☐ Email notify
- Remit to Bank Details:**
 - *Bank:** USBNK (USA BANK)
 - *Account:** DD (Direct Deb)
 - *EFT Layout:** (empty)
 - Settle by:** (empty)

Direct Debit - Profile page

Item Exclusion Options

Use the check boxes in the Item Exclusion Options group box to prevent the Create Direct Debits process from selecting certain types of items when it creates direct debits and builds the worksheet.

Customer Exclusion Options

Use the check boxes in the Customer Exclusion Options group box to prevent the Create Direct Debits process from selecting items for customers who are in collection or dispute.

Approval Limits

The values that you enter in the Approval Limits group box determine whether the Create Direct Debits process automatically approves a direct debit or a direct credit. If the direct debit amount is within the approval limits, it assigns the status of *Accepted*. If the process does not approve the direct debit because it is over the approval limit, it assigns the status of *Pending Approval*.

Currency and Rate Type	Enter the currency and rate type for the profile. If the currency of the items in the direct debit differs from the currency in the profile, the Create Direct Debits process uses the rate type to convert the amount for comparison.
Debit Approval Limit	Enter the maximum amount that a direct debit can be for the Create Direct Debits process to approve it.
Credit Approval Limit	Enter the maximum amount that a direct credit can be for the Create Direct Debits process to approve it.

Processing Options

One Item Per Direct Debit?	Select to create a separate direct debit for each item, regardless of the number of items that are specified in settings on the EFT layout. If you do not select this option, the system creates one direct debit for all items that have a matching business unit, customer, due date, and currency.
Prenote Required	Select this check box to enable you to create, transmit, and receive confirmation of direct debit prenotes. The PeopleSoft Receivables Direct Debit Application Engine (AR_DIRDEBIT) processes these prenotes, which help to eliminate additional processing or handling fees due to the transmission of incorrect customer account information to the customer's bank. Prenotes also reduce any delays in receivable collections. Note. If this check box is selected, the system verifies that the selected EFT Layout that you select can be used to transmit prenotes. See Chapter 27, "Managing Direct Debits," page 861.
Net Debit/Credit Amounts?	Select to have the Create Direct Debits process create one direct debit that corresponds to the net of all debit and credit open items for the selected business unit, customer, due date, and currency. This field is not available if the Exclude Credit Items field is not selected.
Use Entry Type	Select to use the direct debit profile that you assigned to the entry type for the item on the Entry Type page instead of the direct debit profile that you assigned to the bill to customer. The Create Direct Debits process selects only items for which the entry type matches the direct debit profile that you select on the run control page and the process uses that profile to determine the processing options. Note. If you do not assign a direct debit profile to an entry type, the system uses the direct debit profile that you assigned to the bill to customer.

Create Negative Direct Debit Select to indicate that the Create Direct Debit process (AR_DIRDEBIT) creates negative direct debits.

This field does not appear if the Net Debit/Credit Amounts? field is not selected.

For more information about the Create Direct Debit process:

See [Chapter 27, "Managing Direct Debits," Creating and Working with Direct Debits, page 865.](#)

Email Notify

Select to indicate that the Bill To customer should receive a remittance advice through e-mail. This applies to all Bill To customers who are associated with this direct debit profile

Also enables the delivery of Direct Debit (DD) remittance advice information to a customer contact using e-mail. You must select this check box in the Direct Debit profile and set up a customer contact in order to notify the assigned customer contact that the customer's bank has been instructed to withdraw money from the customer's account in their bank.

Note. An e-mail is also sent when a canceled direct debit is reprocessed. However, the system does not send an e-mail when a direct debit payment cancellation occurs.

Remit to Bank Details

Bank and Account

Enter the bank ID and account number into which the funds are deposited.

EFT Layout (electronic funds transfer layout)

Select the EFT layout that you use to request the funds. The system populates this field with the default EFT layout that you assigned to the bank account on the Collection Methods page. Override the layout if needed.

Important! If you selected the Prenote Required check box on this page, the system runs an edit to verify that the EFT Layout is valid for Prenotes.

Settle by

Displays the remittance method that you assigned to the EFT layout on the Collection Methods page for the bank account. Values are:

01 Financial Gateway: Sends the settlement request through the Financial Gateway option in PeopleSoft Cash Management. The Financial Gateway option creates the EFT files and submits them to the bank. You receive acknowledgement statuses from the Financial Gateway option.

02 Format EFT: Generates an EFT file in PeopleSoft Receivables, which you send to the bank manually or through a third-party integration.

The Create Direct Debits process assigns the remittance method to each direct debit that it creates. When you run the processes to create direct debits, each process checks the Settle by field for the direct debit to determine whether to process the direct debit.

See [Chapter 27, "Managing Direct Debits," Understanding the Direct Debit Remit Process, page 883.](#)

Setting Up EFT Reason Codes for Direct Debits

To set up EFT reason codes, use the EFT Reason Codes component (EFT_BANK_REASON).

This section provides an overview of EFT reason codes and discusses how to set up reason codes.

Understanding EFT Reason Codes

In some countries, the bank sends an EFT file after you submit direct debits to the bank confirming whether the payment was collected. The file contains a reason code for each payment record that indicates whether it was collected. If payment is not collected, the reason code indicates why it was not collected. You run the DD_AR_BANK Application Engine process to process the bank EFT file and to update the status of the Direct Debit Control record. When you run the Receivable Update process, it creates the appropriate accounting entries based on the change to the control record.

Page Used to Set Up EFT Reason Codes for Direct Debits

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
EFT Reason Codes (electronic funds transfer reason codes)	EFT_BANK_REASON	Set Up Financials/Supply Chain, Common Definitions, EFT, EFT Reason Codes, EFT Reason Codes	Set up reason codes for direct debit processing.

Setting Up EFT Reason Codes for EFT

Access the EFT Reason Codes page (Set Up Financials/Supply Chain, Common Definitions, EFT, EFT Reason Codes, EFT Reason Codes).

EFT Reason Codes

EFT Layout Code: RIDDirect Debit (ITA)

Reasons

Customize | Find | View All |  First 1-8 of 8 Last

*Reason Code	Description	Short Desc	*Event	Short Desc	Description		
1 50001	Customer Bank Account Closed	Closed	C 		Cancel		
2 50003	Insufficient Funds	No funds	C 		Cancel		
3 50004	Unapproved by Customer	Unapproved	C 		Cancel		
4 50006	Incorrect due to technical problems at Issuers Bank	Technical	C 		Cancel		
5 50007	Incorrect due to technical problems at Customer Bar	Technical	C 		Cancel		
6 50008	Payment stopped by Issuer	Stopped	C 		Cancel		
7 50009	Incorrect due to non-technical reasons	Non-tech	C 		Cancel		
8 50010	Payment Collected	Collected	D 		Cash at Due Date		

EFT Reason Codes page

Reason Code

Enter a user-defined reason code and description.

Event

Select the appropriate direct debit business event. Values are:

Cancel: Changes the status in the Direct Debit Control table (PS_DD_CONTROL) for the direct debit to *Rejected*.

Cash at Due Date: Changes the status in the Direct Debit Control table to *Complete*.

Set up the following reason codes for the RID files that are used in Italy. Other countries can use this as an example to set up their reason codes.

Reason Code	Description	Action
50001	Customer bank account closed.	Cancel direct debit.
50003	Insufficient funds.	Cancel direct debit.
50004	Unapproved by customer.	Cancel direct debit.
50006	Incorrect due to technical problems at issuer bank.	Cancel direct debit.
50007	Incorrect due to technical problems at customer bank.	Cancel direct debit.

<i>Reason Code</i>	<i>Description</i>	<i>Action</i>
50008	Payment stopped by issuer.	Cancel direct debit.
50009	Incorrect due to nontechnical reasons.	Cancel direct debit.
50010	Payment collected.	Apply cash.

Selecting EFT Layouts

Oracle provides several delivered EFT layouts that are used for:

- Payment processing.
- Direct debit processing.
- U.S. federal agency interfaces.

Electronic Payments

These EFT layouts are used to receive electronic payments:

<i>EFT File Layout Codes</i>	<i>Description</i>	<i>Country</i>
EDI	Use to receive electronic payments and remittances from the bank.	United States
KIJ	Use Kijitsu for inbound transmissions.	Japan

Direct Debits

The following EFT layouts are used for transmitting direct debits manually or through a third-party integration. You set them up on the EFT File Layouts page.

Important! BACS, CPA005, SEPA, and UFF transmit direct debit prenotes manually or through third-party integration.

<i>EFT File Layout Code</i>	<i>Description</i>	<i>Country</i>
BACS	Use for outbound transmissions.	United Kingdom
BECS	Use for outbound transmissions. Bulk Electronic Clearing System.	Australia

EFT File Layout Code	Description	Country
CLIEOP2	Use for outbound transmissions.	Netherlands
CLIEOP3	Use for Euro-compatible outbound transmissions.	Netherlands
CPA005	Use for outbound transmissions. Canada Pay Association.	Canada
CSB19	Use for outbound transmissions.	Spain
CSB43	Use for outbound transmissions.	Spain
DDRD	Use for outbound transmissions.	Japan
DOM80	Use for outbound transmissions.	Belgium
DTAUS	Use for outbound transmissions.	Germany
ETBDD	Use for outbound transmissions.	France
RID	Use for inbound and outbound transmissions.	Italy
SEPA	Use for Single Euro Payments Area transmissions.	Europe
UFF	Use for outbound transmissions. Universal File Format.	United States

The following EFT layouts are used for transmitting direct debits using the Financial Gateway option in PeopleSoft Cash Management. You set them up on the Layout Catalog page.

Important! The following EFT layouts are also used for transmitting direct debit prenotes in Financial Gateway. You must select the Supports Prenotes check box in the Bank Integration Layout component to enable Financial Gateway to transmit prenotes. (Banking, Administer Bank Integration, Bank Integration Layout)

Format ID	Format Name
820 ACH	EDI 820 payment format for ACH
CCD	NACHA CCD payment format
CCD+	NACHA CCD+ payment format
CTX	NACHA CTX payment format
PAYMENTEIP	PeopleSoft XML Format, PAYMENT_DISPATCH EIP Message

Format ID	Format Name
PPD	NACHA PPD payment format

For a list of all layouts set up for direct debits, including SEPA and NACHA refer to the *PeopleSoft Financial Gateway PeopleBook*.

See *PeopleSoft Financial Gateway 9.1 PeopleBook*, "Setting Up Electronic Banking Using Financial Gateway," Defining Bank Integration Layouts for Payments.

U. S. Federal Agency Interfaces

Use the IPAC file layout for the Intra-Governmental Payment and Collections (IPAC) interface.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up Files for Electronic Funds Transfers," Setting Up EFT Processing

PeopleSoft Financial Gateway 9.1 PeopleBook, "Setting Up Electronic Banking Using Financial Gateway," Setting Up Common Components for Bank Statement, Payment, and Payment Acknowledgment Processing

Setting Up Rules for Overdue Charges

To define rules for overdue charges, use the Overdue Charging component (OVRDUE_CHG_TABLE2).

This section provides an overview of overdue charge IDs and discusses how to:

- Define overdue charge IDs.
- Define exclusions from overdue charges.

Understanding Overdue Charge IDs

Overdue charge IDs enable you to define the overall processing rules for overdue charge invoices, such as:

- Whether overdue charges should be added to the customer balance.
- The number of days that must elapse before overdue charges are reassessed.
- The overdue charge percentage rate.
- What items should be excluded from overdue charges invoices, such as past-due items that are in dispute.

Pages Used to Set Up Rules for Overdue Charges

Page Name	Definition Name	Navigation	Usage
Overdue Charging - Setup 1	OVERDUE_CHG_TABLE1	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Overdue Charging, Setup 1	Define overdue charge IDs and some basic rules for how to calculate overdue charges.
Overdue Charging - Setup 2	OVERDUE_CHG_TABLE2	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Overdue Charging, Setup 2	Define the conditions under which items should be excluded from overdue charges.

Defining Overdue Charge IDs

Access the Overdue Charging - Setup 1 page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Overdue Charging, Setup 1).

Setup 1 Setup 2

SetID: SHARE Overdue Charge ID: MODEL

Overdue Charge ID Definition Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900 *Status: Active

*Description: Model Finance Charging

Short Description: Model *Overdue Charge Type: Finance

☒ Create Overdue Charge Document ☐ Create Charge by Item Line

☒ Create A Group To Post Charges ☐ One Time Charge Flag

☐ Include Prior Charges ☐ Assign Once Per Item

*Overdue Charge Rate Type: Prime Plus Percent: 2.0000000

Days Between Charges: 2 Grace Days:

*Days in Calculation Year: 365 *Field Name: ACCOUNTING_DT

Entry Type: OC *Entry Reason: FIN

Overdue Charging - Setup 1 page

Create Overdue Charge Document

Select to create an overdue charge document to send to a customer. This document contains only overdue charges, not any of the customer's existing open items, and does not affect the customer's balance.

Create Charge by Item Line	Select to create a separate line item for each overdue charge. This selection enables users to see a separate line for the principal and each overdue charge type on the payment worksheet. It also enables the user to pay each of the charges before reducing the principal of the item. If you deselect this check box, users will see a single line item that includes a lump sum amount of the principal and all overdue charges.
Create A Group To Post Charges	Select to create an overdue charge group to be posted and to increment the customer's account based on the charges. This option does not create a document of any kind, but creates one overdue charge group per business unit requested on the run control. The process creates a group that has a group type of <i>F</i>. If you need to create a statement that has new overdue charges invoices and the customer's existing open items: 1. Select the Create A Group To Post Charges check box on this page. 2. Generate overdue charges. 3. Run the Receivable Update process for the business units of the newly created overdue charge group. 4. Generate the statement.
One Time Charge Flag	Select to indicate whether the Overdue Charges Application Engine process (AR_OVRDUE) should create an overdue charge only once or multiple times by checking for a last assessed date. If you select this check box, the process creates an overdue charge only once for an item; otherwise, the process continues to create overdue charges until the item is closed.
Include Prior Charges	Select to include prior overdue charges in the calculation of the current balance.
Assign Once Per Item	Select to have the system check to determine whether any overdue charges exist for any of the current items that qualify for overdue charging for this specific overdue charge ID. If a charge exists for one or more items, the system does not calculate a new charge; however, the system calculates this type of overdue charge for any qualified items that do not have any charges assessed against them. After these charges are assessed against these items, the system prevents them from being charged again.
Overdue Charge Rate Type	Select the value that determines how the system calculates the overdue charge. Values are: <i>Fixed Amt</i> (fixed amount): Creates an administrative or punitive charge for the amount that you enter in the Fixed Amt (fixed amount) field. <i>Percentage</i>: Calculates a charge using the percentage rate in the Percent field. <i>Prime Plus</i>: Calculates a charge using the prime rate that you enter on the Overdue Charges run control page plus the percentage rate that you enter in the Percent field.

Days Between Charges

Enter the number of days that the system must wait before reassessing overdue charges for items that have *already* been evaluated for overdue charging. The Overdue Charges process uses this value differently depending on whether an item has already had an overdue charge assessed.

If an item has a previous overdue charge, the system compares the value in the Days Between Charges field to the number of days between the date of the current overdue charge run and the date of the previous overdue charge.

Grace Days

Enter the number of grace days that the system uses in combination with the basis date to determine whether the item is overdue for items that has had no previous overdue charges. If you want the trigger for the overdue charges and the amount of the overdue charges to be calculated based on the same day, enter 0.

Overdue charge calculations use the grace days that are defined here, not the grace due days that are associated with the business unit, customer, or item. Those grace days refer to the due date, which may not be the same as the overdue charge basis date.

Days in Calculation Year

Enter a number to determine the number of days in the year, such as 365 or 366, that represents an annual basis for the interest calculation. The system uses the basis date to determine how many days the item is overdue.

Field Name

Select the date field that is used as the basis date for calculating the overdue charges. Values are:

ACCOUNTING_DATE: The date that the account entry was entered into the system.

ASOF_DT: The as of date that is entered on the pending item.

DUE_DT: The date that a transaction is due.

USER_DT1 to *USER_DT4*: An additional date that is defined by the user.

Entry Type

Displays the entry type that you defined for overdue charges. All overdue charge items have this entry type.

Entry Reason

Select one of the entry reasons that is assigned to the overdue charge entry type. The system uses this entry reason for all overdue charge items that the Overdue Charges process creates using this overdue charge ID. The entry type and entry reason determine the correct accounting distribution for each charge. To process an overdue charge manually or automatically, the automatic entry type and reason code must be identical to the item entry type and reason code.

See Also

Chapter 38, "Generating Correspondence," Generating Customer Statements, page 1152

Defining Exclusions from Overdue Charges

Access the Overdue Charging - Setup 2 page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Overdue Charging, Setup 2).

The screenshot shows the 'Overdue Charge ID Definition' window. At the top, there are tabs for 'Setup 1' and 'Setup 2'. Below the tabs, the 'SetID' is 'SHARE' and the 'Overdue Charge ID' is 'MODEL'. The 'Effective Date' is '01/01/1900' and the 'Status' is 'Active'. There is a checkbox for 'Add An Item' which is unchecked. Below this, there are two input fields: 'Minimum Item Charge' with a value of '5.00' and 'Currency' set to 'USD', and 'Minimum Business Unit Charge' with a value of '10.00' and 'Currency' set to 'USD'. There are two panels: 'Item Exclusion Options' and 'Cancel Document Options'. The 'Item Exclusion Options' panel has checkboxes for 'Exclude Collection Items', 'Exclude Disputed Items', 'Exclude Credit Items', 'Exclude Deduction Items', and 'Exclude Items < Amount' (checked). The 'Cancel Document Options' panel has checkboxes for 'Cancel Collection Customer', 'Customer Is In Dispute', 'Document Has Credit Total', and 'Document Total < Amount' (0.000). There is also a 'Currency' dropdown set to 'USD'.

Overdue Charging - Setup 2 page

Add An Item, Minimum Item Charge, and Minimum Business Unit Charge

Select either a detail level or summary level for overdue charges.

If you want a detail level, deselect the Add An Item check box and enter a minimum item charge. The overdue charges appear as activity against the original item, and one overdue charge appears for each open item using the same item ID as the open item. This method has the effect of adding the overdue charge to the original item and increasing its balance.

If you want a summary level, select the Add An Item check box and enter a minimum business unit charge. The system combines all overdue charges in one new item that posts to the customer's account. For example, if a customer has 10 past-due items that qualify for overdue charges, the system creates one overdue charge. This method increases the customer's balance without affecting the balance of the original item. This method enables you to increase the calculated charge to a minimum amount for a customer and business unit combination.

Currency

Select a currency for the Minimum Item Charge and Minimum Business Unit Charge fields to calculate overdue charges.

Item Exclusion Options

Exclude Collection Items and Exclude Disputed Items	Select to prevent items from appearing on overdue charges invoices if they are marked for collection or dispute.
Exclude Credit Items	Select to prevent credit memos, on-account payments, and prepayments from appearing on overdue charges invoices.
Exclude Deduction Items	Select to prevent deduction items from appearing on overdue charges invoices.
Exclude Items < (exclude items less than)	Select to exclude overdue charges that are less than the amount specified.

Cancel Document Options

Cancel Collection Customer and Customer Is In Dispute	Select to prevent the generation of overdue charges invoices for customers who are marked for collection or dispute on the Credit Profile page. The system creates an invoice if the correspondence group to which the customer belongs has other eligible open items. The system does not create an invoice if the correspondence customer itself is in collection or dispute.
Document Has Credit Total	Select to have the Overdue Charges process bypasses invoices with a negative total.
Document Total < (document total less than)	Select this check box and enter a monetary limit to prevent the system from generating invoices when the total of items on the invoice is less than a certain amount specified. The Document Has Credit Total and Document Total < check boxes apply to the balance of the invoice, which is always at the correspondence customer level. Therefore, a customer with a small debit balance is overridden by a customer with a larger credit balance if both customers belong to the same correspondence customer, and the system creates the invoice.

Setting Up Write-Off Approval Workflow

Within PeopleSoft Receivables, you can restrict the users ability to write-off amounts on the payment worksheet, maintenance worksheet, or draft worksheet. There are two methods to restrict write-off amounts:

- Limit the amount that can be written off. Maximum write-off amounts can be defined for the business unit, bill-to customer, and individual user. If any of these limits are exceeded, the system does not allow the user to save the worksheet.

- Require approval of write-off amounts entered on the worksheet that are below the maximum write-off limits but above the approval-needed limit. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted.

Note. The write-off approval workflow is designed to require approval for write-offs entered on the payment worksheet, maintenance worksheet, or draft worksheet only. The workflow does not pick up write-off transactions from processes such as the Payment Predictor process and the Automatic Maintenance process.

PeopleSoft Approval Framework feature is a type of workflow. Many daily tasks are part of a larger process that involves several steps and people working together. The term *workflow* refers to this process, which could encompass, for example, the approval of a write-off transaction. To facilitate this type of multiuser process, the PeopleSoft product can automatically trigger workflow notifications to inform the approver in the process of work awaiting him or her. The workflow process could include one or more approval steps with different approvers. When the workflow process is complete, the transaction is promoted to its next stage. In the case of a write-off approval, the next stage is to set the worksheet to post.

It is important to note that PeopleSoft applications offer two types of workflow:

1. PeopleTools Workflow Technology, documented in the *PeopleTools PeopleBook: Workflow Technology*. This method is not used for write-off approval.
2. PeopleSoft Approval Framework, documented in the *PeopleSoft 9.1 PeopleBook: Approval Framework*. The PeopleTools Workflow Technology workflow requires advanced technical skills in PeopleSoft PeopleTools to create and maintain workflow; in contrast, the Approval Framework provides an alternative workflow that is much easier to create and maintain. For example, all of the steps in Approval Framework are defined by means of PeopleSoft pages rather than the underlying PeopleSoft PeopleCode, so functional users can design and maintain workflow using these online PeopleSoft pages without technical developers having to create workflow rules.

For the write-off approval workflow, the sample data is delivered with data to start the workflow process with one level of approver. You will need to alter this information to work in your environment. You can also change the data to create a multistep approval process or use additional features in Approval Framework. Write-off approval requests are routed to the approvers by worklist or e-mail.

To setup write-off approval, complete the following steps:

1. Define the maximum write-off amount for the business unit level.
2. Define the maximum write-off amount for the customer level.
3. Define the maximum write-off amount for the user.
4. Create the list of approvers within the Approval Framework.
5. Define users within the workflow process.
6. Review the Approval Transaction Registry within the Approval Framework.
7. Configure the approval transactions within the Approval Framework.
8. Create or modify notification template definitions.
9. Set up process definitions within the Approval Framework.
10. Enable e-mail approval.

11. Set up URL for e-mail notifications.
12. Activate approval workflow for write-off amounts.

The following sections offer more information about each step listed above.

Define the Maximum Write-Off Amount for the Business Unit Level

Define the write-off amount limit at business unit level using the Maximum Write-Off Amount field located on the Receivables Options - General 1 page. The Maximum Write-Off Amount field works in combination with the Maximum Write-Off Percent field located on this page. For example, if you enter an amount of 25.00 USD, the process writes off amounts up to 25.00 USD. However, if you enter a maximum write-off percent of 10 and the total original amount of an item is 240.00 USD, then the system will not write off more than 24.00 USD. If you do not want to limit the write-off amount at the business unit level, enter all 9s in the Maximum Write-Off Amount field and enter 100 in the Maximum Write-Off Percent field.

Keep in mind that the Receivables Options component is defined by setID and linked to business units using the record group ID AR_03 (Business Unit Options) on the TableSet Control - Record Group page (PeopleTools, Utilities, Administration, TableSet Control, Record Group)

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Write-off Tolerances, page 26.](#)

Define the Maximum Write-Off Amount for the Customer Level

Define the write-off amount limit at customer level using the Maximum Write-Off Amount field located on the General Information - Bill To Options page. Like the business unit level, the Maximum Write-Off Amount field works in combination with the Maximum Write-Off Percent field located on the same page. If you do not want to limit the write-off amount at the customer level, enter all 9s in the Maximum Write-Off Amount field and enter 100 in the Maximum Write-Off Percent field.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Write-Off Info.

Define the Maximum Write-Off Amount for the User

Define the write-off amount limit for the user ID using the User Preferences-Receivables Data Entry 2 page. Use this page to define the user's individual write-off limits for the payment worksheet and the maintenance worksheet. If you do not define write-off tolerances for the user, the system uses zero for the user's write-off tolerances, and the user cannot write off items.

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Defining User Preferences," Defining Receivables Write-off and Discount Tolerances.

Create the List of Approvers Within the Approval Framework

Access the User Lists page (Enterprise Components, Approvals, Approvals, User List Setup).

For the approval workflow process, use the User List Definition page to define lists of users who can approve a write-off transaction that is entered on the payment worksheet, maintenance worksheet, or draft worksheet. Your list of approvers can be defined as a particular user role, SQL definition, PeopleSoft Query, or Application Class.

As part of system data, PeopleSoft Receivables delivers three user lists to be used for all three delivered write-off approval process.

- **WriteOffApprovers:** Used with the Steps definition. This user list uses the SQL definition EOAW_SUPERVISOR_BY_OPRID. It checks the Supervising User ID field on the User Profile-Workflow page for the person entering the write-off and uses the supervisor as the approver.
- **ARWriteOffReviewers:** Used to populate Adhoc User List. This user list is tied to an existing role Accounts Receivable Manager. Only users who have this role can be added as ad-hoc reviewers or approvers. Ad-hoc approvers or reviewers can be inserted by an approver during the write-off approval process.
- **ARWriteOffApprovers:** E-mail approval user list specified in the Transaction Configuration. This user list is tied to the new delivered Role Receivables Writeoff Approvers. You will have to add this new role to your users who will be approving write-off transactions directly on the e-mail.

See *PeopleSoft 9.1 PeopleBook: Approval Framework*, "Defining Notification Templates and Users for Approval Framework," Defining User Lists.

Define Users Within the Workflow Process

Within the PeopleTools menu, each user is defined with a user ID in the User Profile component. For the approval workflow process, use this component to define the relationship between users entering write-off amounts on a worksheet and the approvers.

For users within PeopleSoft Receivables:

- Use the User Profile-Workflow page.

The screenshot displays the 'User Profile Workflow' tab in a web application. At the top, there are tabs for 'General', 'ID', 'Roles', 'Workflow' (selected), 'Audit', 'Links', and 'User ID Queries'. Below the tabs, the 'User ID' is 'VP1' and the 'Description' is 'Kenneth Schumacher'. The 'Workflow Attributes' section contains fields for 'Alternate User ID', 'From Date', 'To Date', and 'Supervising User ID' (set to 'VP2'). To the right of these fields is a 'Routing Preferences' box with two checked checkboxes: 'Worklist User' and 'Email User'. Below the routing preferences is a 'Reassign Work' section with a checkbox for 'Reassign Work To'. At the bottom, it shows 'Total Pending Worklist Entries: 1,294'.

User Profile Workflow tab

For the requester's user profile, identify the supervisor (Supervising User ID field) who should approve the write-off transactions. The supervisor is important if you are using the SQL definition EOAW_SUPERVISOR_BY_OPRID in the *WriteOffApprovers* user list. Verify that Worklist User check box and the Email User check box located in the Routing Preferences group box are checked

For the supervisor's user profile, select both the Worklist User check box and the Email User check box located in the Routing Preferences group box.

- Use the User Profile-Roles page to enter the roles of the user.

Role Name	Description	Dynamic	Route Control	View Definition	
ADMINISTRATOR	Administrator	☐	Route Control	View Definition	+ -
AM_SS_ACCOUNTING	AM Self Service Accountg Clerk	☐	Route Control	View Definition	+ -
AM_SS_MANAGER	AM Self Service Manager	☐	Route Control	View Definition	+ -
App Developer	Application Developers	☐	Route Control	View Definition	+ -
BAM Administrator	BAM Administrator	☐	Route Control	View Definition	+ -
BANK MANAGER	Bank Account Managers	☐	Route Control	View Definition	+ -
Budget Approver	Budget Approver	☐	Route Control	View Definition	+ -
CC_ADMINISTRATOR	Administrator	☐	Route Control	View Definition	+ -
CC_USER_PO	PO User	☐	Route Control	View Definition	+ -
CC_USER_REQ	Req User	☐	Route Control	View Definition	+ -

User Profile Roles tab

A role is a class of users who perform the same type of work, such as a collector, credit analysis, AR specialist, or manager. A role describes how people fit into workflow. Roles are defined under PeopleTools, Security, Permissions & Roles, Roles. Roles are important because you define a role on the User List Definition page (Enterprise Components, Approvals, Approvals, User List Setup), and then add the role to each user ID with the authority to approve write-off amounts.

See *PeopleSoft 9.1 PeopleBook: Approval Framework*, "Defining Notification Templates and Users for Approval Framework," Defining Users for Approval Framework.

Review the Approval Transaction Registry Within the Approval Framework

Access the Register Transactions page (Enterprise Components, Approvals, Approvals, Transaction Registry).

The Approval Transaction Registry is the interface application used to register an application with the approval framework. You use the Register Transactions page to link the components, event handler, records, and classes that you created to the approval process for an application transaction. The main records and components that make up the transaction are registered, along with the approval transaction on which to base the approval process definition. The PeopleSoft Receivables transaction registries are delivered as system data.

Most of the fields on this page should not to be changed. The exceptions are the following page elements in the notification options that might require modification to fit your notification preferences.

Enable Notifications

Determine what type of notifications your company will use. The options include:

- Disable Email and Worklist
- Email Notification Only
- Enable Email and Worklist
- Worklist Notification Only

Notification Strategy

Specify whether to allow e-mail to be processed immediately (Online Processing) or offline (Offline Processing) through NEM (Notification and Escalation Manager).

Use Email Approvals

Click to use e-mail approvals with workflow.

Within the transaction registry, the following process IDs have been defined in PeopleSoft system data for AR write-offs:

- ARDraftWriteOff (AR write-off for the draft worksheet). The transaction registry for the process ID ARDraftWriteOff uses the cross-reference table AR_DRAFT_WO_AW and the default approval component of DRAFT_WORKS_IC.

Register Transactions

Process ID: ARDraftWriteOff
***Description:** AR Draft Writeoff
Object Owner ID: Receivables
***Cross Reference Table:** AR_DRAFT_WO_AW
Worklist Prefix:

Notification Options
***Enable Notifications:** Enable Email and Worklist
***Notification Strategy:** Online Processing
Use Email Approvals: ☐
Form Generator Package Root: AR_WORKSHEET
Form Generator Class Path: EMC:DRAFT:FormGenerator

Internal URL Definition
 External URL Definitions
 Default Approval Component
 Approval Event Handler Class
 Approval Status Monitor

Transaction Approval Levels

	*Level	*Record (Table) Name		
1	Header	DRAFT_CONTROL	+	-

Level Record Key Field Label IDs

	Record (Table) Name	Field Name	*Field Label ID
1	DRAFT_CONTROL	DRAFT_BU	DRAFT_BU
2	DRAFT_CONTROL	DRAFT_ID	DRAFT_ID

Register Transactions ARDraftWriteOff

- ARPaymentWriteOff (AR write-off for the payment worksheet). The transaction registry for the process ID ARPaymentWriteOff uses the cross-reference table AR_PAYMENTWO_AW and the default approval component of AR_WF_PAY_WO_XFER.

Register Transactions

Process ID: ARPaymentWriteOff

*Description: AR Payment Writeoff

Object Owner ID: Receivables

*Cross Reference Table: AR_PAYMENTWO_AW

Worklist Prefix:

Notification Options

Internal URL Definition

Internal URL Base: EMP_SERVLET

Internal Portal Name: EMPLOYEE

Internal Node Name: ERP

External URL Definitions

Default Approval Component

Approval Event Handler Class

Approval Status Monitor

Transaction Approval Levels

	*Level	*Record (Table) Name		
1	Header	PAYMENT_SEL_VW	+	-

Level Record Key Field Label IDs

	Record (Table) Name	Field Name	*Field Label ID
1	PAYMENT_SEL_VW	DEPOSIT_BU	DEPOSIT_BU
2	PAYMENT_SEL_VW	DEPOSIT_ID	DEPOSIT_ID
3	PAYMENT_SEL_VW	PAYMENT_SEQ_NUM	PAYMENT_SEQ_NUM
4	PAYMENT_SEL_VW	PAY_WS_TYPE	PAY_WS_TYPE

Register Transactions ARPaymentWriteOff

- ARMaintWriteOff (AR write-off for the maintenance worksheet). The transaction registry for the process ID ARMaintWriteOff uses the cross-reference table AR_MAINT_WO_AW and the default approval component of WS_WORKSHEET_IC.

Register Transactions

Process ID: ARMaintWriteOff

*Description: AR Maintenance Writeoff

Object Owner ID: Receivables

*Cross Reference Table: AR_MAINT_WO_AW

Worklist Prefix:

Notification Options

*Enable Notifications: Enable Email and Worklist

*Notification Strategy: Online Processing

Use Email Approvals: ☐

Form Generator Package Root: AR_WORKSHEET

Form Generator Class Path: EMC:MAINT:FormGenerator

Internal URL Definition

Internal URL Base: EMP_SERVLET

Internal Portal Name: EMPLOYEE

Internal Node Name: ERP

External URL Definitions

Default Approval Component

Approval Event Handler Class

Approval Status Monitor

Transaction Approval Levels

	*Level	*Record (Table) Name		
1	Header	WS_CONTROL	+	-

Level Record Key Field Label IDs

	Record (Table) Name	Field Name	*Field Label ID
1	WS_CONTROL	WS_BU	WS_BU
2	WS_CONTROL	WS_ID	WS_ID

Register Transactions ARMaintWriteOff

See *PeopleSoft 9.1 PeopleBook: Approval Framework*, "Defining the Approval Transaction Registry."

Configure the Approval Transactions Within the Approval Framework

Access the Configure Transactions page (Enterprise Components, Approvals, Approvals, Transaction Configuration).

Use the Configure Transactions page to select and define elements that determine what triggers a notification, who receives the notification, and the content of the notification. Notifications are mapped to work with the approval transaction registry and include menus and components and SQL definitions. The Configure Transactions page uses the same process IDs as the Register Transactions page, including the following process IDs for AR write-offs:

- ARPaymentWriteOff
- ARDraftWriteOff
- ARMaintWriteOff

The table below lists all the delivered Events and Templates tied to each Receivables approval process.

Process ID	Event	Participant	Channel	Template
ARPaymentWriteOff	On Final Approval	Requester	Both	Payment WO Approved
	Push Back	Approvers	Both	Payment WO Push Back
	On Final Denial	Requester	Both	Payment WO Denied
	Route for Approval	Approvers	Both	Payment WO Approval
	Route for Review	Reviewers	Both	Payment WO Review
ARDraftWriteOff	On Final Approval	Requester	Both	Draft WO Approved
	Push Back	Approvers	Both	Draft WO Push Back
	On Final Denial	Requester	Both	Draft WO Denied
	Route for Approval	Approvers	Both	Draft WO Approval
	Route for Review	Reviewers	Both	Draft WO Review
ARMaintWriteOff	On Final Approval	Requester	Both	Maint WO Approved
	Push Back	Approvers	Both	Maint WO Push Back
	On Final Denial	Requester	Both	Maint WO Denied
	Route for Approval	Approvers	Both	Maint WO Approval
	Route for Review	Reviewers	Both	Maint WO Review

A channel value of Both means e-mail and worklist notification.

See *PeopleSoft 9.1 PeopleBook: Approval Framework*, "Defining the Approval Transaction Registry," Configuring Approval Transactions.

Create or Modify Notification Template Definitions

Access the Generic Template Definition page – Receivables approval templates (PeopleTools, Workflow, Notifications, Generic Templates).

Template definitions provide the e-mail content for approval notifications. You can modify the verbiage of the delivered templates or create your own template definitions. However, you must keep the delivered template variables, unless you create your own SQL objects that are referenced on the configuration definition.

Set Up Process Definitions Within the Approval Framework

Use the Setup Process Definition component to define an approval definition process. This definition is made up of the stages, paths, steps, and criteria that build a workflow. For the AR write-off approvals, the sample data includes one approval step launched for a write-off amount enter on the payment worksheet, maintenance worksheet, or draft worksheet. You can change the criteria to meet your own specific needs; for example, you can include multiple approvers or launch workflow for write-offs above a certain amount. When setting up write-off approvals, use the following information:

Process ID	Approver User List	Amount Record	Amount Field
ARPaymentWriteOff	WriteOffApprovers defined on the User List Definition page	PAYMENT	WO_ITEM_AMT
ARDraftWriteOff	WriteOffApprovers defined on the User List Definition page	DRAFT_CONTROL	WO_ITEM_AMT
ARMaintWriteOff	WriteOffApprovers defined on the User List Definition page	WS_CONTROL	WS_TOTAL_WO

See *PeopleSoft 9.1 PeopleBook: Approval Framework*, "Setting Up Approval Framework Process Definitions," Defining the Setup Process Definitions Component.

To enable write-off approvals in your environment, go to the Criteria Definition page for the step within the Setup Process Definitions component. To navigate to the Criteria Definition page, click the Criteria icon within the Steps group box on the Setup Process Definitions page. For each process ID:

- Verify the Criteria Type field has the value of *User Entered*.
- Within the Field Criteria group box, change the Value field to the threshold write-off amount that should prompt workflow approval. As delivered in the sample data, this Value field contains 999999999. For example, if you change the Value field to 300, then any write-off amount greater than 300 will require approval.

Enable E-mail Approval

PeopleSoft Receivables uses Enterprise Components e-mail collaboration framework for write-off e-mail approval. E-mail approval can be enabled for Draft, Payment and Maintenance worksheet. For you to use this feature, the PeopleSoft Integration Broker must be configured to run, the e-mail collaboration framework must be configured, and all the following Receivables-related Integration Broker objects must be activated:

- Service operation AR_DRAFT_EM_APPROVAL
- Service operation AR_DRAFT_EM_APPROVAL handler
- Service operation AR_DRAFT_EM_APPROVAL routing
- Service operation AR_MAINT_EM_APPROVAL
- Service operation AR_MAINT_EM_APPROVAL handler
- Service operation AR_MAINT_EM_APPROVAL routing
- Service operation AR_PYMNT_EM_APPROVAL
- Service operation AR_PYMNT_EM_APPROVAL handler
- Service operation AR_PYMNT_EM_APPROVAL routing
- Queue DRAFT_EM_APPROVAL
- Queue PYMNT_EM_APPROVAL
- Queue MAINT_EM_APPROVAL

Perform the following setup steps to enable e-mail approval:

1. Confirm node properties and connectors of node PSFT EMC_GETMAIL is correctly setup.
See PeopleSoft 9.1 PeopleBook: Approval Framework, "Using Email Collaboration."
2. Activate the aforementioned service operations (PeopleTools, Integration Broker, Integration Setup, Service Operations). Confirm that Service Operation Security (link on Service Operation page) is tied to a Permission List with Full Access.
3. Set the Integration Broker queues to Run (PeopleTools, Integration Broker, Integration Setup, Queues).
4. Select the Use Email Approvals check box on the Register Transactions page.
5. Provide the Email Approval User List on the Configure Transaction page. PeopleSoft Receivables delivers email approval user list ARWriteOffApprovers. This user list is tied to the new delivered Role Receivables Writeoff Approvers. You will have to add this new role to your users who will be approving write-off transactions directly on the e-mail.
6. Schedule the PeopleSoft Application Engine program EOAWEMC to read and process e-mail approvals.

See PeopleSoft 9.1 PeopleBook: Approval Framework, "Using Email Collaboration," Understanding Email Collaboration.

Set Up URL for E-mail Notifications

This information is system-defined. User must set up the value in the URL EMP_SERVLET (PeopleTools, Utilities, Admin, URLs).

Activate Approval Workflow for Write-Off Amounts

To activate the approval framework for write-off approvals, select the new Enable Write-Off Workflow check box on the Receivables Options-Payment Options page.

Keep in mind that the Receivables Options component is defined by setID and linked to business units using the record group ID AR_03 (Business Unit Options) on the TableSet Control - Record Group page (PeopleTools, Utilities, Administration, TableSet Control, Record Group)

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Payment Options, page 32.](#)

See Also

[Chapter 21, "Applying Payments," Approving Write-Off Amounts Using Workflow, page 681](#)

Pages Used to Set Up Write-Off Approval Workflow

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Receivables Options - General 1	BUS_UNIT_OPT_AR1	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, General 1	Define the write-off tolerances for the business unit level.
General Information - Bill To Options	CUST_BILLTO_OPT	Customers, Customer Information, General Information, Bill To Options	Define the write-off tolerances for the bill-to customer level.
User Preferences- Receivables Data Entry 2	OPR_DEF_TABLE_AR2	Set Up Financials/Supply Chain, Common Definitions, User Preferences, Define User Preferences, Receivables Data Entry 2	Specify write-off tolerances for the user.
User List Definition	PTAF_USER_LIST	Enterprise Components, Approvals, Approvals, User List Setup	Define user-list definitions. As part of sample data, PeopleSoft Receivables delivers a user list named <i>WriteOffApprovers</i> to be used for write-off approvals.
User Profiles - Roles	USER_ROLES	PeopleTools, Security, User Profiles, User Profiles Select the Roles tab.	Attach workflow roles to users.
User Profiles - Workflow	USER_WORKFLOW	PeopleTools, Security, User Profiles, User Profiles Select the Workflow tab.	Define supervisors and worklist users.
Register Transactions	EOAW_TXN	Enterprise Components, Approvals, Approvals, Transaction Registry	Register an application with the approval framework.

Page Name	Definition Name	Navigation	Usage
Configure Transactions	EOAW_TXN_NOTIFY	Enterprise Components, Approvals, Approvals, Transaction Configuration	Use the Configuration Transactions page to configure how the system uses the particular implementation of approval triggers.
Setup Process Definitions	EOAW_PRCES_MAIN	Enterprise Components, Approvals, Approvals, Approval Process Setup	Define workflow approval process stages.
Criteria Definition	EOAW_CRITERIA	Click the Criteria link from the Setup Process Definitions page in the Steps section.	Define criteria for the workflow approval step to launch write-off approvals.
Generic Template Definition	WL_TEMPLATE_GEN	PeopleTools, Workflow, Notifications, Generic Templates	Use the Generic Template Definition page to establish a common format for all ad hoc notifications.
Receivables Options - Payment Options	BUS_UNIT_OPT_AR2	Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Options, Payment Options	Select the Enable Write-off Workflow check box to activate workflow for write-off amounts.

Understanding the Financials Audit Framework for PeopleSoft Receivables

This section presents an overview of Financials Audit Framework (audit logging) for PeopleSoft Receivables.

Understanding the Financials Audit Framework for PeopleSoft Receivables

The Financials Audit Framework (audit logging) provides efficient tracking of transaction processing that results in enhanced visibility and detailed audit trails. The framework is a centralized structure that allows you to identify the statuses of transactions to be tracked, including online views to search the audit log results by source, transaction and user. You can also archive and purge the audit logs.

You must enable the document events based on the document name in PeopleSoft Receivables for which you want audit logging performed. You can also select the Include Archive check box for each document name to include data archived by the PeopleSoft Data Archive Manager.

See *PeopleTools PeopleBook: Data Management*, "Using PeopleSoft Data Archive Manager."

- Enable Audit Logging
- Search Audit Logs

- Purge Audit Logs

When you access the Enable Audit Logging page (Set Up Financials/Supply Chain, Audit Logging, Enable Audit Logging, Enable Audit Logging), you can enable these PeopleSoft Receivables document events for audit logging.

Document Name	Event Name
AR Deposit	Create the Deposit
	Delete the Deposit
	Post the Deposit
AR Customer Draft	Accepted
	Worksheet Approved
	Complete
	Draft Created
	Oh Hold
	Worksheet Rejected
	Remitted to Bank
	Worksheet Built
AR Item	AR Rebate
	AR Revenue Estimate
	Auto Maintenance
	Credit Card Worksheet
	Condition Monitor
	Create Item
	Apply Direct Debit
	Cancel Direct Debit
	Post Direct Debit
	Draft Worksheet

Document Name	Event Name
	Dun Item
	Maintain Item
AR Pending Item	Create Pending Item
	Delete External Pending Item
	Delete Pending
	Post Pending Item
	Update External Pending Item
	Update Pending Item
AR Payment	Payment Applied
	Credit Card Applied
	Credit Card Worksheet
	Create Payment
	Delete Worksheet
	Delete Payment
	Directly Journalized Payment
	Post Payment
	Payment Predictor Applied
	Payment Predictor Worksheet
	Unpost Payment
	Update Worksheet
	Create Worksheet

Setting Up Item Audit Options

To define item audit options, use the Audit Control component (AUDIT_CNTRL).

This section provides an overview of audit history options and discusses how to select fields for auditing.

Understanding Audit History Options

The system creates an audit history record when you change values in the fields that you specify for tracking on the Item table (PS_ITEM). This enables your organization to have as many comprehensive audit history records as you need. The more fields that you select to track, the more audit history records you will have. View the changes on the Item Audit History page.

The system tracks the changes that you make online using the View/Update Item Details component (ITEM_MAINTAIN), when you use the Multi-item Update feature on the Item List page, and when you build a payment worksheet with multiple items, or add items to a previously built payment worksheet. The system also tracks changes to field values that you select to update when you run the Mass Change Application Engine process (AR_MASSCHG).

Page Used to Define Item Audit Options

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Audit Control	AUDIT_CNTRL_TBL	Set Up Financial/Supply Chain, Product Related, Receivables, Credit/Collections, Audit Control, Audit Control	Select the fields on the Item table for which you want to create audit history.

Selecting Fields for Auditing

Access the Audit Control page (Set Up Financial/Supply Chain, Product Related, Receivables, Credit/Collections, Audit Control, Audit Control).

Audit Control

SetID: SHARE CORPORATE SETID

Item Audit Fields		
☒	AR Specialist	☒ Dispute Reason
☐	Bill of Lading	☐ Division
☒	Broker ID	☒ Document ID
☐	Carrier ID	☒ Due Date
☒	Claim Date	☐ Invoice
☒	Claim Number	☐ Family
☐	Class of Trade	☐ Major Classification
☒	Collection Date	☐ Memo Status Code
☒	Collection Code	☐ Merchandising Type
☒	Collector	☐ Available for Netting
☒	Contract	☐ Netting Reference ID
☒	Credit Analyst	☐ Order No
☒	Deduction Date	☒ Payment Method
☒	Deduction Reason	☐ Purchase Order Reference
☒		☒ Price Promotion Code
☐		☐ Proof of Delivery
☒		☒ Payment Terms ID
☐		☐ Reference Reason
☐		☐ Revaluation Flag
☒		☒ Sales Person
☐		☐ Sales Person2
☐		☐ Ship To Customer
☐		☐ Sold To Customer
☒		☒ Dispute Reason

Audit Control page

Select any of the fields on the Item table for an item for which you want to generate an audit history record when you change the field values for items. The system creates an audit history record when anyone changes the field value.

Set up Collections Workbench Components

This section presents an overview and discusses how to:

- Set up Collections Workbench customer detail fields.
- Set up Collections Workbench tabs.
- Set up Collections Workbench actions.
- Personalize the content of the Collections Workbench for all users, by role, or by user ID.

Understanding the Collections Workbench Setup Components

System Administrators for an organization are the primary users of the Collections Workbench Setup Components. The Collections Workbench is comprised of these pages:

- Collections Workbench Customer Details Fields page

The Customer Details Fields component and page is used by system administrators to make fields available to be listed in the customer details box on the Collections Workbench. These modifications would most likely be performed by a developer and may require additional coding. This page can be used in the state that it is delivered in the system to your organization to modify the name of each field. The primary purpose of this page is to enable the system administrator to modify the field names on this page and avoid additional coding. If your organization decides to add new fields, you will need a programmer to unlock the page, add new field definitions, and add the code to handle the new field.

- Collections Workbench Tabs page

The Collections Workbench Tabs component and page is used by system administrators to add or modify work areas on the Collections Workbench. These modifications would most likely be performed by a developer and may require additional coding. This page can be used in the state that it is delivered in the system to your organization to modify the name of each tab. The primary purpose of this page is to enable the system administrator to modify the tab names on this page to avoid additional coding. If your organization decides to add new tabs, you will need a programmer to unlock the page, add new tab definitions, and add the code to handle the new tabs.

- Collections Workbench Actions page

The Collections Workbench Actions component and page is used by system administrators to make new actions available for the Collections Workbench. These modifications would most likely be performed by a developer and may require additional coding. This page can be used in the state that is delivered in the system to your organization to modify the name of each action or add a URL for existing actions. The primary purpose of this page is to enable the system administrator to modify the action names or add a URL on this page to avoid additional coding. If your organization decides to add new actions, you will need a programmer to unlock the page, add new action definitions, and add the code to handle the new action.

- Personalize Content page.

The Personalization component and page is used by system administrators to personalize the way the Action List, Customer Details box, and message alerts appear in the system. A system administrator can set up personalizations at the system-wide or *All Users* level or based on roles. Individual users can also use this page to set up their own personal settings.

See [Chapter 40, "Using the Collections Workbench," page 1189](#).

Pages Used to Define Collections Workbench Setup Components

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Collections Workbench Customer Detail Fields	AR_CWB_CD_FIELDS	Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Customer Details Fields, Collections Workbench Customer Details Fields page	Set up Collections Workbench customer details fields.

Page Name	Definition Name	Navigation	Usage
Collections Workbench Tabs	AR_CWB_TABS	Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Tabs, Collections Workbench Tabs page	Set up Collections Workbench tabs.
Collections Workbench Actions	AR_CWB_ACTIONS	Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Actions, Collections Workbench Actions page	Set up Collections Workbench actions.
Maintain Personalizations - Personalization Search	AR_CWB_OPTION_SRCH	Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Personalization, Maintain Personalizations - Personalization Search page	Perform a search based on selected personalization levels and text.
Personalize Content	AR_CWB_ALL_OPTION	- Select <i>All Users</i> as the Personalization Level on the Maintain Personalization – Personalization Search page. - Select <i>By Role</i> as the Personalization Level on the Maintain Personalization – Personalization Search page, click the Search button on this page, and click the link associated with a role ID listed in the Search Results. - Select <i>By User</i> as the Personalization Level on the Maintain Personalization – Personalization Search page, click the Search button on this page, and click the link associated with one a User ID listed in the Search Results.	Personalize the content of the Collections Workbench for all users, by role, or by user ID.
Look Up Field	AR_CWB_FLDLKUP_SEC	Click the Search icon next to the Row "n", Column "n" field value cell on the Personalize Content page to display the Look Up Field page.	Change the category and field value that apply to the selected field value cell in the grid on the Personalize Content page.

Setting Up Collections Workbench Customer Details Fields

Access the Collections Workbench Customer Details page (Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Customer Details Fields, CWB Customer Detail Fields search page, select a field category, and click the Search button).

Collections Workbench Customer Detail Fields

Field Category: Activity Field

Collections Workbench Customer Detail Fields											Customize	Find	View All	121		
Field Num	*Field Value	Record	Field Name	Hyper Link	Action Nbr	Description	Button	Image Name	Action Nbr	Des						
1	Last Statement Date	CUST_LSTSTDT_VW	ST_DT	☒	6	Transfer to Last Statement	☐									
2	Last Follow Up Letter D	LAST_FLPLTR_VW	FOLLOW_UP_DT	☒	7	Transfer to Follow Up Letter	☐									
3	Last Item Date			☐			☐									
4	Last Item ID			☒	2	Transfer to Items Tab	☐									
5	Last Item Amount			☐			☐									
6	Last Payment Date			☐			☐									
7	Last Payment ID			☒	15	View Payment Activity	☐									
8	Last Payment Amount			☐			☐									
9	Unapplied Payments			☒	8	Transfer to Payments Tab	☐									
10	In Process Payments			☒	8	Transfer to Payments Tab	☐									

Collections Workbench Customer Details Fields page

Field Category

Before you can access this page, you must select one of these field categories and click the Search button on the Customer Details Fields page.

- *Activity Field*
- *Balances Field*
- *General Field*
- *Metrics Field*
- *User Field*

Field Value

Enter a field value for each field based on the way you want the fields to appear on the Collections Workbench. The remaining fields are system defined and read-only.

Setting Up Collections Workbench Tabs

Access the Collections Workbench Tabs page (Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Tabs, Collections Workbench Tabs).

Collections Workbench Tabs	
Tabs Customize 	
Tab Number	Description
1	Credit Profile
2	Items
3	Aging
4	Corporate Accounts
5	Payments
6	Conversations
7	Correspondence

Collections Workbench Tabs page

Description

Enter a description for each tab. The tab number field is system defined and read-only.

Setting Up Collections Workbench Actions

Access the Collections Workbench Actions page (Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Actions, Collections Workbench Actions).

Collections Workbench Actions

Action Number	Description	URL
1	Transfer to Customer General	
2	Transfer to Items Tab	
3	Transfer to Contact Information	
4	Send Email	
5	Transfer to Customer History	
6	Transfer to Last Statement	
7	Transfer to Follow Up Letter	
8	Transfer to Payments Tab	
9	Transfer to Last Overdue Charges	
10	View Customer Contacts	
11	Transfer to Conversations Tab	
12	Transfer to Customer Deposits	
13	View Vendor Vouchers	
14	View Payment History	
15	View Payment Activity	

Collections Workbench Actions page

Description

These action descriptions are system-defined. The action numbers are system defined and read-only. These actions only appear on the Customer Details Field set-up page. End users will not be able to view these descriptions.

URL (Uniform Resource Locator)

Enter or copy a URL

A URL is the address of a specific Web site or file on the Internet.

The URL that you enter on this page will take precedence over any code already in place. The URL that you enter is used as a way to customize actions quickly, without making code changes. Also, the existing code that goes with each of the existing actions is not based on a URL. There is PeopleCode logic plus a component transfer in the code for each action.

Personalizing the Content of the Collections Workbench for All Users, by Role, or by User ID

Access the Personalize Content page (select *All Users* or *By Role* or *By User* as the Personalization Level on the Maintain Personalization – Personalization Search page). If you select *By Role* or *By User*, you must click the Search button on the page, and click the link associated with a role or a user ID to display the Personalize Content page.

Personalize Content

Overall Options

*Action List: Collapse Upon Entry

*Customer Details: Expand Upon Entry

☒ View Customer Messages Alert

Personalize Customer Details Section

Select a category and then the fields you wish to display in each row.

Summary

*Category: Activity Field

	Column 1		Column 2		Column 3
Row 1	Bill To Address 1	General	Balance	Balances	Primary Contact
Row 2	Bill To City	General	Past Due	Balances	Contact Title
Row 3	Bill To State	General	Credit Limit	General	Contact Phone
Row 4	Last Payment Date	Activity	Risk Score	General	Contact EMail
Row 5	Last Payment Amour	Activity	Broken Promises	Activity	Last Statement Date
Row 6					
Row 7					
Row 8					
Row 9					

Personalize Content page (1 of 2)

Personalize Tabs			
Tabs			Customize 
Display	*Order	Description	Name Display
☒	1	Credit Profile	Credit Profile
☒	3	Items	Items
☒	6	Aging	Aging
☒	7	Corporate Accounts	Customer Hierarchy
☒	2	Payments	Payments
☒	4	Conversations	Conversations
☒	5	Correspondence	Correspondence

Personalize Content page (2 of 2)

There is an order of precedence for the three levels of personalizations. If users have their user ID set up based on personalizations, they will always see these pages based on those personalizations. If the system does not find user ID personalizations, it will use the personalizations that are set up based on a the role of the user. If the system does not find any role-based personalizations set up, it will use the system wide or All Users personalizations. Personalizations must be set up for All Users in order for the system to work properly, while personalizations for role or by user ID are optional.

Action List

Select one of these options that control the display of the Action List group box on the Collections Workbench page.

- *Always Hide*
- *Collapse Upon Entry*
- *Expand Upon Entry*

Customer Details

Select one of these options that control the display of the Customer Details group box on the Collections Workbench page.

- *Always Hide*
- *Collapse Upon Entry*
- *Expand Upon Entry*

View Customer Message Alert

Select this check box if you want a Customer Messages link to appear on the Collections Workbench page to alert you about the existence of customer messages.

If you leave this check box blank, the Customer Messages link will not appear on the Collections Workbench page.

The check box is selected by default.

Personalize Customer Details Section**Category**

Select one of these categories to appear as the default on the Look Up Field page for each field. You can override this value on the Look on the Look Up Field page.

- *Activity Field*
- *Balances Field*
- *General Field*
- *Metrics Field*
- *User Field*

Row "n" and Column "n"

The rows and columns contain the field values that you want to list on the Collections Workbench Customer Details page.

You can click the search icon next to each field value to access the Look Up Field page which contains the fields that belong to the category:

- **Category**

The default category that you selected at the top of this Summary section appears in this field. You can override this category.

For example, if the category is currently *General Field*, you can select customer address fields or customer contact fields to appear in the cell of the Customer Details box on the Collections Workbench. If the category is currently *Balances*, you can select the customer outstanding balance field, or the past due amount field, or other balance amount fields, to appear in the cell of the Customer Details box on the Collections Workbench.

- **Field Value**

If you select a different category for the selected field value cell on the grid, you can select a new field value for the cell that applies to the newly selected category.

For example, the field value in the cell on the Personalize Content page on Row 1 and Column 1 is currently *Bill To Address 1* and it has General as the category to the right of the cell that contains the field value.

When you click Search icon next to the *Bill To Address 1* field cell, the Look Up Field page displays. You change the *General Field* category to *Activity Field*. Remove the Bill To Address 1 from the Field Value and click the Lookup button. A list of field values displays for the Activity Field category. For this example, you choose *Last Payment Date* for the Field Value. The Personalize Content page re-displays with the Field Value *Last Payment Date* appearing in the Row 1, Column 1 cell with the category Activity displaying to the right of the field.

The field values defined in the rows and columns will appear in the Customer Details box on the Collections Workbench. The Customer Details box can hold up to 27 fields in 9 rows with 3 field values in each row. If you remove all fields in the bottom row, the space on the Collections Workbench page will be claimed back, and the Customer Details box will shrink to fit the remaining fields. If you add a field in the bottom row that was previously empty, the Customer Details box will grow to list that new field. Personalizations defined for a specific user ID will override those personalizations defined for a role. Personalizations defined for a role will override the personalizations defined for all users.

(USF) Setting Up the Receivables Due From the Public Report

To set up the Receivables Due From the Public report, use the Reporting Entity Code (ENTITY_GRP), Receivable Type (REC_TYPE_GRP), and the Delinquency Code (DELINQ_GRP) components.

This section provides an overview of the Receivables Due From the Public report (ARSF2209) and discusses how to:

- Define report entity codes.
- Define receivable type codes.
- Define delinquency codes.

Understanding the Receivables Due From the Public Report

The Receivables Due From the Public report is the U.S. Department of Treasury's means for periodically collecting data on the status and condition of the federal government's nontax department portfolio in accordance with the requirements of the Debt Collection Act of 1982 and the Debt Collection Improvement Act of 1996 (DCIA).

This section discusses:

- Entity codes and receivables types.
- Entry types.
- Delinquency codes.
- Customer types.

Entity Codes and Receivable Types

When you enter pending items, you assign reporting entity codes and receivable types. The entity codes and receivable types are used to identify the items for which you are including data in the report.

Entry Types

Many of the lines in the report include only amounts for items with specific entry types. To populate these lines, you must set up entry types for the codes in the following table and create an automatic entry type for each entry type:

<i>Entry Type Code</i>	<i>Description</i>
ADMIN	Administrative Charge
FC	Finance Charge

Entry Type Code	Description
OC	Overdue Charge
PY	Payment
WO	Write-off
TAXES	Tax Receipts
AD	Adjust Write-off
ADR	Adjustments Reclassified
ADS	Adjustments to Sale of Assets
ADC	Adjustments - Consolidations
RD	Rescheduled Debt

Delinquency Codes

You assign delinquency codes to items on the Item Delinquency page. The system uses these codes to determine which items' amounts to include in various lines of the report. You must set up the delinquency codes in the following table for the report and the codes in the report must exactly match the codes in this list to update the various line amounts correctly:

Delinquency Code	Description
AGN	By Agency
OTP	Other Third Party
AST	Asset Sales
PCA	Private Collection Agency
TOP	At Treasury for Offset
WGR	Wage Garnishment

<i>Delinquency Code</i>	<i>Description</i>
CLO	Closed Out
NA	Non-Delinquent
BKR	In Bankruptcy
FRB	Forbearance/Formal Appeals
FRC	In Foreclosure
LIT	In Litigation
IOS	Eligible for Internal Offset
TXS	At Treasury Cross Servicing
OF%	Exempt from Treasury Referral
DET	Debt Exempted by Treasury
DC%	Debt Collection

Customer Types

The report also includes item amounts for only specific customer types in various lines on the report. You assign the customer type to the customer on the General Info page for the customer. Also, the report includes item amounts for customers in various lines only if you selected the Federal Customer check box on the General Info page.

The system-delivered translate values for the Customer Type field (CUSTOMER_TYPE) are 1, 2, 3, and 4. For the report to update the report lines correctly, you must change these translate values to the following values:

- *F*: Foreign or Sovereign
- *S*: State or Local
- *M*: Commercial
- *N*: Consumer

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Entry Types and Reasons, page 70

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding Customer Names and Levels and Assigning Roles

Pages Used to Set Up the Receivables Due from the Public Report

Page Name	Definition Name	Navigation	Usage
Installation Options - Receivables	INSTALLATION_AR	Set Up Financials/Supply Chain, Install, Installation Options, Receivables	Enable the fields and buttons that are associated with the Receivables Due From the Public report to appear on business unit, pending item entry, and item maintenance pages.
Reporting Entity Code	ENTITY_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reporting Entity Code, Reporting Entity Code	Define report entity codes for the government agencies or divisions to which the Receivables Due From the Public report is submitted.
Receivable Type	REC_TYPE_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Receivable Type, Receivable Type	Define codes that represent the loan types.
Delinquency Code	DELINQ_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Delinquency Code, Delinquency Code	Define delinquency codes.

Defining Report Entity Codes

Access the Reporting Entity Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reporting Entity Code, Reporting Entity Code).

The report entity code is unique for each reporting entity. The first two digits identify the agency, the next two digits identify the bureau, and the remaining digits identify the entity.

Defining Receivable Type Codes

Access the Receivable Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reporting Entity Code, Receivable Type).

The Receivables Type code identifies the loan as a direct loan, defaulted guaranteed loan, or noncredit receivable. This code appears at the top of the Receivable Due From the Public report to identify the types of items for which amounts are included in the various report lines.

Defining Delinquency Codes

Access the Delinquency Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Delinquency Code, Delinquency Code).

Be sure that the code values exactly match those in the list described earlier in this section.

(USF) Setting Up Agency Location Codes

To set up agency location codes, use the Agency Location component (AGENCY_LOC_CD).

This section provides an overview of agency location codes and discusses how to:

- Define agency location codes.
- Maintain business activity types and reporter category codes.

Understanding Agency Location Codes

If you represent a U.S. federal agency, you submit billing, collection, and payment information for intragovernmental transactions using the IPAC interface. You set up agency location codes to identify where you submit this information.

Pages Used to Set Up Agency Location Codes

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Agency Location Code	AGENCY_LOC_CD	Set Up Financials/Supply Chain, Common Definitions, Agency Location Codes, Agency Location, Agency Location Code	Define agency location codes.

Page Name	Definition Name	Navigation	Usage
GWA Reporting Options (Governmentwide Accounting Reporting Options)	AGENCY_LOC_CD2	Set Up Financials/Supply Chain, Common Definitions, Agency Location Codes, Agency Location, GWA Reporting Options	Maintain the business activity type and the reporter category codes.

Defining Agency Location Codes

Access the Agency Location Code page (Set Up Financials/Supply Chain, Common Definitions, Agency Location Codes, Agency Location, Agency Location Code).

Enter agency name and address information.

Maintaining Business Activity Types and Reporter Category Codes

Access the GWA Reporting Options page (Set Up Financials/Supply Chain, Common Definitions, Agency Location Codes, Agency Location, GWA Reporting Options).

Effective Date		*Status	*Reporter Category		
05/24/2006	31	Active	IPAC, CashLink and TDO Pymts	+	-
10/12/2005	31	Active	IPAC and CashLink	+	-
05/24/2005	31	Active	IPAC Only	+	-
01/01/1900	31	Active	Non Reporter	+	-

GWA Reporting Options page

Business Activity

Select the business activity type for this agency location code. Values are:

- *CashLink Only*
- *IPAC Only* (Intra-Governmental Payment and Collection only)
- *IPAC and CashLink*
- *IPAC and TDO Payments* (IPAC and Treasury Disbursing Office payments)
- *IPAC, CashLink and TDO Pymts* (IPAC, CashLink, and TDO payments)
- *No Business Activity Type*
- *TDO Payments Only*
- *TDO Payments and CashLink*

Reporter Category

Select the GWA reporter category for this agency location code.

Note. The reporter category can be equivalent to the business activity type, a subset of the business activity type, or nonreporter. For example, if you select the *IPAC and CashLink* business activity type, the valid selections are *IPAC Only*, *CashLink Only*, *IPAC and CashLink*, or *Non Reporter*.

(USF) Setting Up Memo Status Codes

To set up memo status code, use the Memo Status Codes component (MEMO_STATUS_CODE).

This section provides an overview of memo status codes and lists the page used to set up memo status codes.

Understanding Memo Status Codes

U.S. federal agencies can use memo status codes to track changes to the status of a delinquent item. Use the Memo Status Changes page to enter each status code as an item changes its status. PeopleSoft Receivables delivers the following codes that you must set up for each setID as needed. You can also create user-defined codes.

<i>Code</i>	<i>Description</i>
FOREBEAR (In forbearance or appeal)	The item is in a formal appeals process or a forbearance program.
FORECLOSE (In foreclosure)	The item is in foreclosure because the agency received payment by seizing collateralized property. A notice of default for the item has been filed.

Code	Description
GARNISH (In wage garnishment)	An agency is pursuing the delinquent item by garnishing an employee's wages.
RESCHEDULE (Rescheduled)	The terms and conditions have been changed to facilitate the payment of the item. Rescheduled receivables are not considered delinquent unless the debtor fails to pay under the revised terms.
WAIVE (Waived/unwaived)	An agency has waived payment of the item or fees that are associated with the item.
ELIGBOFF (Eligible for offset)	A delinquent item is eligible for referral to the U.S. Department of Treasury for offset.
REFOFF (Eligible for internal collection)	The item has been referred to the U.S. Department of Treasury for offset.
ELGBINT (Eligible for internal collection)	The item is eligible to be collected by an internal agency.
ELGBCROSS (Eligible for cross-servicing)	The item is eligible for referral to the U.S. Department of Treasury or a designated debt collection center for cross-servicing.
REFCROSS (Referred for cross-servicing)	The item has been referred to the U.S. Department of Treasury or a designated debt collection center for cross-servicing.
REFCOLL (Referred to private collection)	The item has been referred to a private collection agency.
REFJUST (Referred to Dept of Justice)	The item is in litigation at either the U.S. Department of Justice or at an agency with the statutory authority to litigate.
OFFSET (Collect by other methods)	Part of the outstanding item amount can be collected by other methods, such as tax refund or wage garnishments.
SUSPENDED (Suspended)	The debtor cannot currently pay for the item, and the collection actions have been suspended or terminated.
COMPROMISE (Compromised)	The open item amount has been compromised with the debtor and payment has been received. The agency must determine whether to report this to the IRS on a 1099-C and get it off the books.

Code	Description
WRITEOFF (Written-off)	The agency has determined that it cannot collect the payment for item. The debt can be reported as written-off.
CLOSEOUT (Closed out)	The agency has decided to write off the item.

Page Used to Set Up Memo Status Codes

Page Name	Definition Name	Navigation	Usage
Memo Status Codes	MEMO_STATUS_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Memo Status Codes, Memo Status Codes	Add and maintain memo status codes.

Setting Up User-Defined Fields

PeopleSoft Receivables provides 22 fields in the Item (PS_ITEM) and Pending Item (PS_PENDING_ITEM) tables that you can use to track company-specific or industry-specific information that is not predefined on these tables, such as a shipment date. You define the value to use for each of the fields, and you can specify what to use for the field label. User fields include:

- USER_DT1 through USER_DT4, which store date values.
- USER1 through USER10, which store single-character values.
- USER_AMT1 through USER_AMT8, which store numeric values.

The USER1 through USER10 fields are one-character fields. You should modify the field length to meet the requirements of your organization.

Use PeopleSoft Application Designer to change the field labels and field lengths.

See Also

PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide

Chapter 6

Setting Up Correspondence Options

This chapter discusses how to:

- Set up statement processing.
- Set up parallel processing for statements.
- Set up dunning letter processing.
- Set up follow-up letter processing.
- Set up delivery information for correspondence.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement statement, dunning letter, and follow-up letter processing.

Setting Up Statement Processing

To set up statement processing, use the Statement component (STATEMENT_TABLE).

This section provides an overview of statement IDs and discusses how to:

- Set up statement IDs.
- (Optional) Add fields to customer statements.

Understanding Statement IDs

Statement IDs determine the statement type—open item or balance forward—and conditions under which items are excluded from statements (collection, deduction, and disputed items, credit items, and items that are more than a certain monetary amount). Statement IDs also determine the circumstances under which statements should not be produced (collection, deduction, and disputed items, credit items, and items that are less than a certain monetary amount).

You assign a default statement ID to each business unit and override it, if applicable, for individual correspondence customers. When you run the process that generates statements, the system looks for a statement ID at the customer level and uses the business unit default if the customer does not have one.

Page Used to Set Up Statement IDs

Page Name	Definition Name	Navigation	Usage
Statement	STATEMENT_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Statement, Statement	Create statement IDs.

Setting Up Statement IDs

Access the Statement page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Statement, Statement).

Statement

SetID: SHARE Statement ID: EXCLD

Statement ID Definition

Find | View All First 1 of 1 Last

*Effective Date:01/01/1900

*Status:Active

*Description:Exclude collect disp credit

Short Description:Exclude1

*Type:Bal Fwd

Balance Forward

Item Exclusion Options

☒ Exclude Collection Items

☒ Exclude Disputed Items

☐ Exclude Deduction Items

☒ Exclude Credit Items

☐ Exclude Items < Amount0.000

Currency

Cancel Document Options

☐ Cancel Collection Customer

☐ Customer Is In Dispute

☐ Document Has Credit Total

☐ Document Total < Amount0.000

Currency

Statement page

- Type

Select the type of statement to be generated. Values are:

Open Item: Select for statements that provide detailed information for all open items for the customer.

Bal Fwd (balance forward): Select for statements that provide an opening balance, all new activity for the current statement period, including all new items (opened or closed) and payments, and an ending balance.
- Exclude Collection Items, Exclude Disputed Items, and Exclude Deduction Items

Select to prevent items from appearing on statements if they are deductions or marked for collection or in dispute on the View/Update Item Details - Detail 1 page.
- Exclude Credit Items

Select to prevent any credit items from appearing on statements.

Exclude Items < (exclude items less than)	Select to prevent items under the monetary limit in the Amount field from appearing in statements. The system uses the rate type for the item to convert the amount that you enter to the item currency for comparison.
Cancel Collection Customer and Customer Is In Dispute	Select if no statements are to be generated for customers who are marked for collection or dispute on the Credit Profile page. These options delete individual customers' items from the statement, although the system might still create a statement if the correspondence group to which they belong has eligible open items for other customers. If the correspondence customer is in collection or dispute, the system does not generate a statement.
Document Has Credit Total	Select to skip statements with a negative total.
Document Total < (document total less than)	Select and enter a monetary limit in the Amount field to prevent the system from generating statements when the total amount of items on the statement is less than the amount that you enter. The system uses the rate type for the correspondence customer to convert amounts for comparison purposes.

The Document Has Credit Total and Document Total < check boxes apply to the balance of the statement, which is always at the correspondence customer level. Therefore, a customer with a small debit balance would be overridden by a customer with a larger credit balance if both balances belonged to the same correspondence customer, and the process would not create the statement.

Note. If the statement type is *Bal Fwd*, only items that have not appeared on a previous balance forward statement are eligible for exclusion.

Adding Fields to Customer Statements

You rarely need to modify the Statements Application Engine process (AR_STMTS). The Statements process populates a temporary table with dozens of fields that can be added to statements. This table lists fields that exist in the temporary table and are not in the sample statement that is delivered. To include these fields on the statement, modify the report for statements:

<i>Field Type</i>	<i>Field</i>
Additional discount fields	DISC_AMT1 (discount amount 1) DISC_DT (discount date) DISC_DT1 (discount date 1)
Bill of lading fields to identify the payment	BILL_OF_LADING
User fields	USER_AMT1 through USER_AMT8 USER_DT1 through USER_DT4 USER1 through USER10

Setting Up Parallel Processing for Statements

This section provides an overview of parallel processing for statements and discusses how to:

- Define the maximum instances for PSAdmin.
- Define the maximum concurrent processes for the server.
- Define the number of parallel processes.
- Add more parallel processes to the Statements - Parallel multiprocess job (AR_STMT).
- Add additional Statements process (AR_STMTS) definitions.

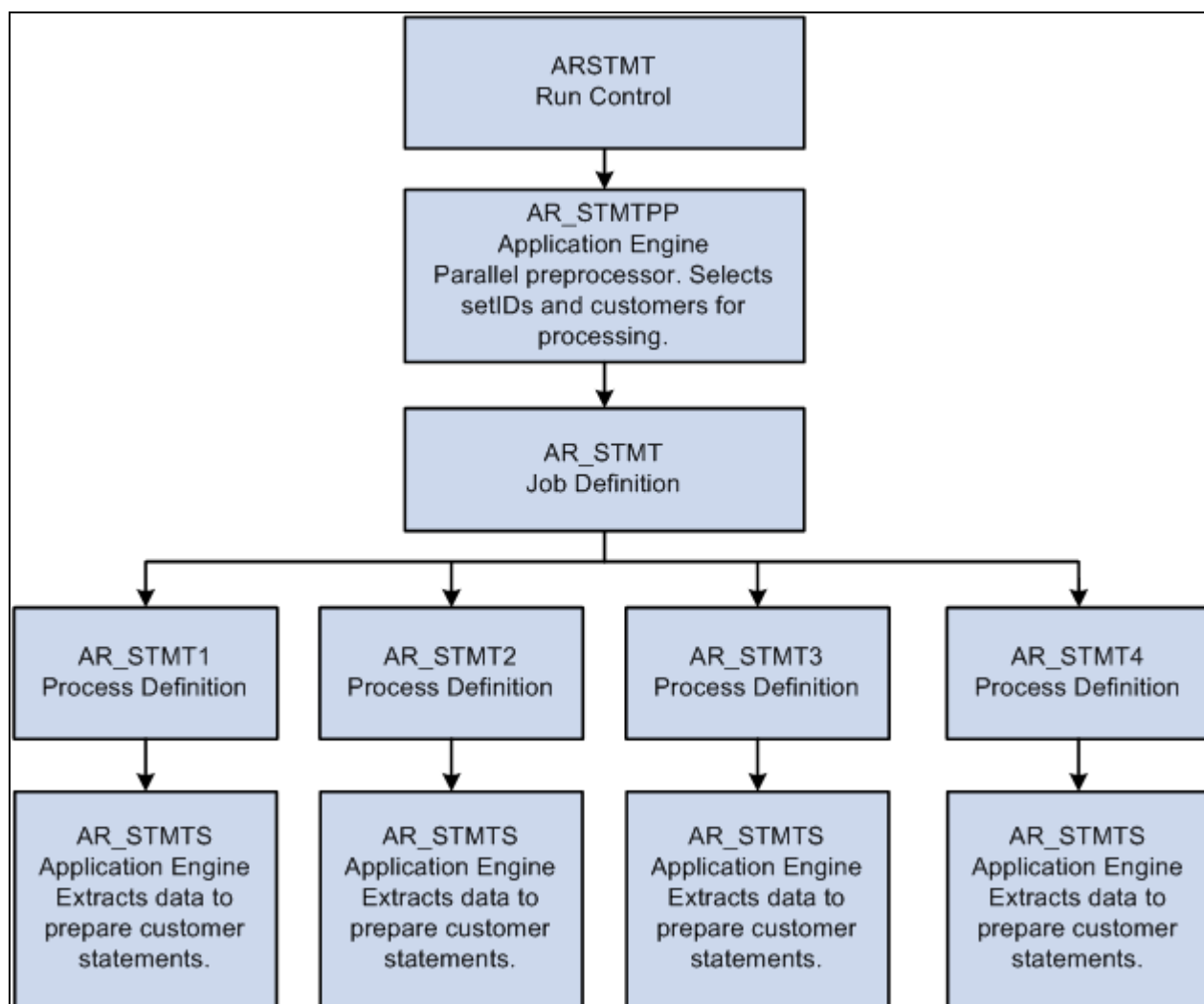
Understanding Parallel Processing for Statements

PeopleSoft Receivables enables you to process multiple Statements processes in parallel to achieve higher performance. You initiate the processes using one run control and the process automatically divides the work between the number of partitions that you specify in your setup.

The Statements Preprocessor multiprocess job (ARSTMT) includes:

- The Statement Parallel Preprocessor Application Engine process (AR_STMTTPP).
- The Statements - Parallel multiprocess job (AR_STMT).

The following diagram illustrates how the Statements Preprocessor Application Engine parallel processor processes four different statement jobs AR_STMT1, AR_STMT2, ARSTMT3, and AR_STMT4 at the same time and extracts data to prepare customer statements for each job.



Statement parallel processing workflow for multiprocess jobs

When you use the Process Monitor to check the status of the process, you view the status of the AR_STMTPP process and each process within the AR_STMT multiprocess job. The system does not indicate that the Statements Preprocessor multiprocess job (ARSTMT) is successful until each parallel process completes. The Job Message Log Summary page summarizes all the individual parallel process message log messages for the entire ARSTMT job.

Note. PeopleSoft Receivables also provides the Statements-Parallel/Print multiprocess job (STATEMNT), which runs the Statements Preprocessor multiprocess job (ARSTMT) and prints the Open Item Statement and the Balance Forward Statement.

AR_STMTPP Process

The AR_STMTPP process acts as a preprocessor for the Statements process and also:

- Selects setIDs and customers for processing.
- Places the qualified data in temporary tables.
- Partitions the data between the child processes.

- Initiates the AR_STMT multiprocess job that starts child processes in parallel.

The distribution of the data among the child or parallel processes is based on the composition of the data and the number of parallel processes. The process attempts to spread the data volume evenly among the processors. The staging phase takes a little longer, but the overall processing time is faster because multiple children processes run concurrently. You should balance the decision of using parallel processing or single thread processing based on the volume of data and the hardware capacity to get the maximum benefit from this feature.

AR_STMT Multiprocess Job

The AR_STMT multiprocess job contains all of the Application Engine process definitions that you use for parallel processing, such as AR_STMT1. Each process definition calls the AR_STMTS Application Engine process, which actually extracts the data, prepares the statements, and performs table cleanup before the process ends.

PeopleSoft Receivables delivers eight process definitions—AR_STMT1 through AR_STMT8. If you want to run more than eight partitions of the Statements process at once, you must define additional process definitions. Use the AR_STMT1 process definition as an example.

The standard setup for the AR_STMT multiprocess job is to run a single threaded process that contains only the AR_STMT1 process definition. If you want to use parallel processing, you must assign additional process definitions to the job definition. You must also specify the number of partitions that your organization will use. You might have to experiment with the number of partitions that works for you. We recommend that you assign just a couple of additional partitions and increase the number, if needed.

You might also have to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances, you must change your configuration. If you also use parallel processing for the Payment Predictor (AR_PREDICT), Aging (AR_AGING), and Receivable Update (AR_UPDATE) processes, the maximum instances applies to those processes, as well. For example, if you want to run eight instances for the Receivable Update process and four for the Statements process, you must configure your server for eight instances.

Pages Used to Set Up Parallel Processing for Statements

Page Name	Definition Name	Navigation	Usage
Server Definition	SERVERDEFN	PeopleTools, Process Scheduler, Servers, Server Definition	Define the maximum concurrent processes for Application Engine processes.
AR Parallel Processing Options	PARALLEL_AR_SBP	Set Up Financials/Supply Chain, Install, Installation Options, Receivables Click the Parallel Processing Options link.	Specify the exact number of parallel processes or partitions that you want for statements.
Job Definition	PRCSJOBDEFN	PeopleTools, Process Scheduler, Jobs, Job Definition	Add additional Statements process definitions to run the AR_STMT multiprocess job.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Process Definition	PRCSDEFN	PeopleTools, Process Scheduler, Processes, Process Definition	Add additional Statements process definitions if you need to run more than eight parallel processes.

Defining the Maximum Instances for PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled *Values for config section – PSAESRV*.

The section looks as follows:

Values for config section - PSAESRV.

Max Instances = 3.

Recycle Count=0

Allowed Consec Service Failures=0.

2. Change the value for Max Instances to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Access the Server Definition page (PeopleTools, Process Scheduler, Servers, Server Definition).

Process Type and Max Concurrent

For the *Application Engine* process type, enter the maximum number of parallel processes that you run at once. This figure must be the same as or greater than the maximum instances that you defined for PSAdmin.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Defining the Number of Parallel Processes

Access the AR Parallel Processing Options page (PeopleTools, Process Scheduler, Servers, Server Definition).

Parallel Process and Maximum Partitions

Enter the exact number of partitions or parallel processes that you want to run for the AR_STMT parallel process.

Adding More Parallel Processes to the AR_STMT Multiprocess Job

Access the Job Definition page for the AR_STMT job (PeopleTools, Process Scheduler, Jobs, Job Definition).

Job DefinitionJob Definition OptionsJob DistributionJob Notification

Process Type:PSJobJob Set Report

Job Name:AR_STMT

*Description:PS/AR Statements - Parallel

Run Mode:Parallel

*Priority:Medium

*Process Category:DefaultDefault Category

Max Concurrent:

Override Process Retry Count:Retry Count:

Override Process Retention Day:Retention Days:0

Process List

	*Process Type	*Process Name	Description	Run Always On Warning	Run Always On Error		
1	Application Engine	AR_STMT1	PS/AR Statements	☒	☒	+	-
2	Application Engine	AR_STMT2	PS/AR Statements	☒	☒	+	-

Job Definition page

- Run Mode

Always select *Parallel*.
- Process Type and Process Name

Enter *Application Engine* for the type and select from *AR_STMT2* to *AR_STMT8* for each separate partition or process that you want to run. If you define additional process definitions, select the name of the definitions that you added.
- Run Always On Warning and Run Always On Error

Note. You must have the same number of rows in the process list as you enter in the Maximum Partitions field on the AR Parallel Processing Options page.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Adding Additional Statements Process Definitions

Access the Process Definition page (PeopleTools, Process Scheduler, Processes, Process Definition).

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_STMT1 process definition with two exceptions:

- Use another name.
- Use another description.

Use this format for the name: *AR_STMT#*, for example *AR_STMT9*.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Setting Up Dunning Letter Processing

To set up dunning letter processing, use the Letter Code (LETTER_CD) and the Dunning (DUNNING_TABLES) components.

This section provides an overview of dunning letter setup and discusses how to:

- Define letter codes and letter content.
- Define dunning IDs.
- Define the dunning levels.
- (Optional) Change dunning letter layouts.

Understanding Dunning Letter Setup

You define letter codes that specify the text that you want to print on a dunning letter. However, the letter code that you use when you print the letters depends on several other setup factors.

When you define the dunning ID, select a dunning method that determines which items appear in the letters and which letter code to use when you print the letters. You assign the dunning ID to a business unit and override it for individual customers. The AR Dunning Application Engine process (AR_DUNNING) uses the rules for the dunning ID associated with the business unit or customer to generate the dunning letters. This table describes how the method that you select determines which items appear on a letter and which letter code to use for each letter:

Method	Description
Dunning by Action List	Letters are based on the action template assigned to collection and assessment rules. The Condition Monitor Application Engine process (AR_CNDMON) generates dunning letter actions with a specific letter code based on these rules. The collection and assessment rules determine whether items are eligible for dunning letters based on their amounts past due and the number of days past due. If you assign a dunning ID to a business unit or customer that uses the action list method, the AR Dunning process always uses the letter code that you specify in the action template. Note. If you assign a dunning ID to a business unit or customer that contains one of the other methods, the AR Dunning process uses the letter codes specified for the dunning ID and determines whether to use the highest or lowest level based on the parameters in the run control definition.
Dunning by Level	Letters are based on sequential levels (and intervals between levels), instead of the age of past due items. Each item passes through each dunning level, without skipping any levels, during each qualified letter extract process. The AR Dunning process determines whether any items are past due. If there are past due items, the process determines the level of the last dunning letter sent. The process also determines if the interval has elapsed for the waiting period between the levels. If the criteria are met, the process increments the level to the next level and sends the letter associated with the level in the dunning ID. Note. When you set up Dunning Levels, set up the Level 01 interval equal to zero to indicate to the Dunning process that no interval must elapse to advance to the next level based on the first time you run the Dunning process using the Dunning by Level method.
Dunning by Days	Letters are based on the number of days past due. A letter to each customer can contain past due items that fall into different levels based on the days past due. With this method, the items can skip levels between two sequential dunning letters. The process sends the letter associated with the level in the dunning ID.

If you use *dunning by level* or *dunning by days*, you associate each letter code with a dunning level and assign the letter code with the least severe text to the lowest dunning level and the letter code with the most severe text to the highest dunning level. When you run the AR Dunning process, you choose to use either the highest or lowest dunning level. For example, if you have items that fall into the defined bracket for levels two and three and you select to use the lowest dunning level for a letter that includes all past due items, then the process prints the text from the letter code that you assigned to the second dunning level.

Besides the dunning method, the dunning ID determines when items are excluded from a letter—such as deduction or disputed items—and whether the letter is generated.

See Also

Chapter 38, "Generating Correspondence," Understanding the Dunning Letter Process, page 1162

Pages Used to Set Up Dunning Letter Processing

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Letter Code	LETTER_CD_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Letter Code, Letter Code	Define letter codes for different levels of dunning letters and the default letter text for the code.
Dunning ID	DUNNING_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dunning Methods, Dunning ID	Define dunning IDs and select a dunning method (by level, by days past due, or by action list).
Dunning Level	DUNNING_LVL_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dunning Methods, Dunning Level	Define the levels for the dunning method that you selected on the Dunning ID page. (This page is not available for a dunning by action list method.)

Defining Letter Codes and Letter Content

Access the Letter Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Letter Code, Letter Code).

Each letter code should be unique. You should create a letter code for each text variation and not use the same letter code that you used for other letters.

To print a separate letter for outstanding items in each age range, create a separate letter template for each letter code.

Letter Code Type Select *Dunning Letter*.

Dunning Letter Text Enter the text of the dunning letter. The text should be appropriate for the dunning level (first, second, and so on). The text appears before the list of open items on the dunning letter, unless you change the format of the letter using Crystal Reports or the report template in BI Publisher.

If you do not use the delivered letter codes provided, then you must change the query that retrieves the data and the Crystal report or the BI Publisher template that formats the letter.

See Also

[Chapter 6, "Setting Up Correspondence Options," Changing Dunning Letter Layouts, page 195](#)

Defining Dunning IDs

Access the Dunning ID page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dunning Methods, Dunning ID).

The screenshot displays the 'Dunning ID Definition' window. At the top, there are tabs for 'Dunning ID' and 'Dunning Level'. Below the tabs, the 'SetID' is 'SHARE' and the 'Dunning ID' is 'BYLV2'. The 'Effective Date' is '01/01/1900' and the 'Status' is 'Active'. The 'Description' is 'BY LEVEL METHOD 2' and the 'Short Description' is 'LVL MTH 2'. The 'Dunning Method' is 'Dunning by Level'. There are two panels: 'Item Exclusion Options' and 'Cancel Document Options'. The 'Item Exclusion Options' panel has checkboxes for 'Exclude Collection Items', 'Exclude Disputed Items' (checked), 'Exclude Credit Items', 'Exclude Deduction Items', and 'Exclude Items < Amount: \$0.000' with a 'Currency' field. The 'Cancel Document Options' panel has checkboxes for 'Cancel Collection Customer', 'Customer Is In Dispute', 'Document Has Credit Total', and 'Document Total < Amount: \$0.000' with a 'Currency' field. At the bottom, there are checkboxes for 'Include Dunning Letter Charge' (checked) and 'Include Finance Charge', and a 'Dunning Grace Days' field with the value '5'.

Dunning ID page

Dunning Method

Select the dunning method. Values are:

Dunning by Action List: Based on the rules defined in an action template that the Condition Monitor process uses. If you select this value, the Dunning Level page is not available to define dunning levels.

Dunning by Days: Based on a range of the number of days past due, such as 1 to 60 days, 61 to 90 days, and 91 to 9999 days.

Dunning by Level: Based on a sequence with a number of days between letters.

Note. The Condition Monitor process runs dunning letters when it completes. Always use dunning by action list if you use the Condition Monitor process for collection activities, unless the government requires you to use dunning by level. The Condition Monitor process uses the action templates that you set up to determine the rules for generating the dunning letters instead of the dunning method.

Exclude Collection Items, Exclude Disputed Item, and Exclude Deduction Items

Select to prevent items from appearing on dunning letters if they are deductions or marked for collection or dispute on the View/Update Item Details - Detail 1 page.

Exclude Credit Items	Select to prevent credit memos, on-account payments, and prepayments from appearing in dunning letters.
Exclude Items < (exclude items less than)	Select a monetary limit to prevent items from appearing in dunning letters if the items are under a certain amount. The system uses the rate type for the item to convert the amount that you enter to the item currency for comparison.
Cancel Collection Customer and Customer Is In Dispute	Select to prevent the system from generating dunning letters for customers who are marked for collection or dispute on the Credit Profile page.
Document Has Credit Total	Select to skip dunning letters with a negative total balance amount.
Document Total < (document total less than)	Select and enter a monetary limit to prevent the system from generating dunning letters when the total of items in the letter is less than a specified amount at the correspondence customer level. For example, you might cancel a letter if a customer with a small debit balance belongs to the same correspondence customer as a customer with a larger credit balance. The system uses the rate type for the correspondence customer to convert amounts for comparison purposes.
Include Dunning Letter Charge	Select to apply a fixed charge for each letter generated. The charge can be different for each dunning level.
Include Finance Charge	Select to impose an overdue charge for past due items in the dunning letter.
Dunning Grace Days	Enter the number of extra days to allow for postal service when running the AR Dunning process.

See Also

Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Actions and Action Templates, page 221

Defining Dunning Levels

Access the Dunning Level page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dunning Methods, Dunning Level).

Dunning ID
Dunning Level

SetID: SHARE
Dunning ID: BYLV2

Dunning Level
Find | View All | First 1 of 1 Last

Effective Date: 01/01/1900
Status: Active

Description: BY LEVEL METHOD 2

Details
Customize | Find | View All | First 1-5 of 5 Last

	*Level	Sequence	Description	Interval	*Letter Code	Letter Charge		
1	01	1	Level 1	0	1	5.00	+	-
2	02	2	Level 2	30	2	10.00	+	-
3	03	3	Level 3	20	3	20.00	+	-
4	04	4	Level 4	15	4	30.00	+	-
5	05	5	Last Level	0	4		+	-

Dunning Level page

The fields that appear on this page depend on the method that you selected and on whether you selected the Include Dunning Letter Charge check box on the Dunning ID page.

Level

Assign a dunning level.

Note. When you set up Dunning Levels, set up the Level 01 interval equal to zero to indicate to the Dunning process that no interval must elapse to advance to the next level based on the first time you run the Dunning process using the Dunning by Level method.

For example:

Row 1: Level = 01, Interval = 0, Letter Code = 1

Row 2: Level = 02, Interval = 27, Letter Code = 1 (or 2 or 3)

Sequence

Assign a sequence number to a level.

Start Day, End Day, or Interval

For a dunning method by days, select a start and end day for each level. The first start day for the first level must be 1, and the last end day for the last level must be 9999.

For a dunning method by levels, indicate the number of days between levels.

Letter Code

Enter the letter code corresponding to the text that you want to send to customers whose outstanding items fall within the category. If you use the AR33000 report template, the system uses the dunning level for either the oldest or newest item, based on your selection on the Dunning Letter Extract - Parameters page.

Letter Charge

Specify the charge for each letter that you send. This field is available only if you selected the Include Dunning Letter Charge check box on the Dunning ID page.

Changing Dunning Letter Layouts

You can create your own dunning letters and configure them to match the different credit approaches that you take with your customers or to change the letter layout. If you use the All Levels Dunning Letter (AR33000/ARX33000 or AR33A00/ARX33A00) report template that includes all past due items regardless of their age, you use the Letter Code page to configure the text for each dunning level. Specify whether or not to use the letter code assigned to the highest or lowest level when you run the AR Dunning process.

To print a separate letter for past due items in each age range associated with dunning levels, use the Level 1 Dunning Letter (AR33001/ARX33001 or AR33A01/ARX33A01), Level 2 Dunning Letter (AR33002/ARX33002 or AR33A02/ARX33A02), and Level 3 Dunning Letter (AR33003/ARX33003 or AR33A03/ARX33A03) report templates. The system uses the text for the letter code assigned to the appropriate dunning level. For example, if all items fall in the age range for dunning level one, use the Dunning Level 1 letter template. If you have more than three dunning levels and letter codes, you must create your own dunning letters for each additional letter code and dunning level combination.

Note. (NLD) Use the AR33A00/ARX33A00, AR33A01/ARX33A01, AR33A02/ARX33A02, and AR33A03/ARX33A03 report templates only if you have enabled business units to print the *acceptgiro* data on dunning letters.

See [Chapter 38, "Generating Correspondence," \(NLD\) Understanding Acceptgiro Form Printing, page 1152.](#)

When creating new dunning letters, we recommend that you copy an existing dunning letter and save it using the naming conventions established for existing files. All the delivered files begin with *AR*. We recommend using *ARU* to differentiate files that are user-created or modified.

This section discusses how to:

- Modify and create queries.
- Add fields to dunning letters.
- Create additional letter layouts.

Modifying and Creating Queries

If you do not use the delivered letter codes, you must modify the WHERE clause of the query to reflect the new letter codes in PeopleTools. This procedure can also be used to add fields to dunning letters or to create new queries by copying, renaming the files, then modifying the new file.

To modify the WHERE clause of a query:

1. Select Reporting Tools, Query, Query Manager.
2. In the Search By field, enter the AR33001 (AR33001- Level 1 Dunning Letter) or the report ID for the appropriate letter that you want to change and click Search.

3. Click the Edit button and then select the Criteria tab.

The Criteria page displays the fields in the query.

4. Click the Edit button for the criteria that you want to change.

The Edit Criteria Properties page appears.

Change the Expression 2 fields, as needed. For example, to use letter code 8 instead of 1, enter 8 in the Constant field for Expression 2.

5. Click OK and then select the appropriate option at the bottom of the Criteria page.

- Click Save to save the query with the exact name and the same criteria as the original query.
- Click the Save As link to save the query with a different name; the original query does not change.
- Click the New Query link to create a new query; any changes to the existing query are lost.

6. After you save the query, click Run to run the query.

Adding Fields to Dunning Letters

Suppose that one of the sample dunning letters comes close to suiting your needs, but you want to display one or two additional database fields on the letter. To do so, you must change the AR Dunning Application Engine extract (AR_DUNNING), the query, and the Crystal Reports report layout or the BI Publisher template.

Editing BI Publisher reports is covered in detail in *PeopleTools PeopleBook: BI Publisher for PeopleSoft*.

See *PeopleTools PeopleBook: BI Publisher for PeopleSoft*, "Creating Report Templates" and "Defining Report Definitions."

To add fields to dunning letters:

1. Review the fields on the DUN_CUST and DUN_CUST_DTL tables that store the data, adding more fields if necessary.

Try to use the additional fields that already appear on these tables. If you do not see a field that provides the information that you want to appear on the dunning letter, then you must add that field.

2. Add fields to the AR Dunning process and the temporary table AR33000_TMP.
3. Add fields to the query.
4. Place fields on the report and update the letter layout.

5. Open the Crystal report directly in Crystal or in two-tier using PeopleSoft Application Designer.

Select Go, Query, then click the Run to Crystal Report button. Select Insert, Database Field, and select the new field from the list.

6. Use Crystal Reports to make any necessary formatting changes to the report.

See Oracle's My Oracle Support for more information about Crystal Reports: <https://support.oracle.com>.

Creating Additional Letter Layouts

If you have more than three letter codes and you generate dunning letters that include items in a single dunning level, you must create additional letter layouts using Crystal Reports or letter templates using BI Publisher.

Creating BI Publisher report templates is covered in detail in *PeopleTools PeopleBook: BI Publisher for PeopleSoft*.

See *PeopleTools PeopleBook: BI Publisher for PeopleSoft*, "Creating Report Templates" and "Defining Report Definitions."

To create additional letter layouts:

1. Create a new query in PeopleSoft Query that references AR33000_TMP using Crystal Reports to copy one of the other dunning letter reports.

Name the file using the first seven characters of the query name plus the .RPT file extension (for example, ARU3304.RPT).
2. Create a new letter layout (called a *report* in Crystal Reports or *template* in BI Publisher).
3. Add or delete the desired fields in the report, format the new report, and save it.
4. Link the new letter and query.
5. Format the letter.
6. Add a process definition for the new dunning letter to the Process Scheduler Request page by copying an existing process definition, using RUN_AR33000 as the page group, and adding the new process definition to the AR ALL security group.

See Oracle's My Oracle Support for more information about Crystal Reports:<https://support.oracle.com>.

Setting Up Follow-Up Letter Processing

To set up follow-up letters, use the Letter Code (LETTER_CD) component.

PeopleSoft Receivables ships letter codes for follow-up letters. The system requires that you use the letter code of *F* for follow-up letters.

PeopleSoft also delivers a sample follow-up letter that you can modify to fit your needs.

This section discusses how to:

- Set up follow-up letter codes.
- Modify the sample follow-up letter.

Page Used to Set Up Follow-Up Letter Codes

Page Name	Definition Name	Navigation	Usage
Letter Code	LETTER_CD_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Letter Code, Letter Code	Define letter codes for follow-up letters.

Setting Up Follow-Up Letter Codes

Access the Letter Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Letter Code, Letter Code).

Letter Code Type Select *Follow Up Letter*.

Modifying the Sample Follow-Up Letter

PeopleSoft Receivables delivers a sample follow-up letter that you can modify to create a follow-up letter that is more suitable to your organization's needs. You can use Crystal Reports to modify the AR33004 report or BI Publisher to modify the ARX33004 report template.

If you just want to change the text of the letter, use Crystal Reports to modify the AR33004.rpt file.

If you want to add one or two more database fields to the letter, you must change the PeopleSoft Application Engine extract, the query, and use Crystal Reports to change the report layout as follows:

1. Review the fields on the Customer Conversation Header table (CUST_CONVER_HDR) that store the data.

If more fields on this table must be used on the follow-up letter, add these fields to one of the conversation pages (Conversations, Reference, or Attachment) to enable users to enter data. If you do not see a field that provides the information that you want to appear on the follow-up letter, you must add that field to the table and to the page.

2. Add the new fields to the Follow Up Letters Extract Application Engine process (AR_FOLLOWUP) and the temporary table AR33004_TMP.
3. Add the new fields to the query.
4. Place the new fields on the report and update the letter layout.
5. Open the Crystal report directly in Crystal or in two-tier using PeopleSoft Application Designer.

Select Go, Query, then click the Run to Crystal Report button. Select Insert, Database Field, and select the new field from the list.

6. Use Crystal Reports to make any necessary format changes to the report.

See Oracle's My Oracle Support for more information about Crystal Reports: <https://support.oracle.com>.

Note. If you save the report file with a different name, you must create a process using the Process Definition page in PeopleSoft Process Scheduler that follows the model of the existing AR33004 or ARX33004 report. You also must create a new process definition that includes the two processes used to generate follow-up letters on the Job Definition page.

Editing BI Publisher reports is covered in detail in *PeopleTools PeopleBook: BI Publisher for PeopleSoft*.

See *PeopleTools PeopleBook: BI Publisher for PeopleSoft*, "Creating Report Templates" and "Defining Report Definitions."

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Managing Conversations," Entering and Reviewing Conversations

Setting Up Delivery Information for Correspondence

To set up delivery information for correspondence, use the Contact Info component (CONTACT_INFO).

This section provides an overview of correspondence delivery setup and discusses how to:

- Specify the preferred delivery method and the email address for a contact.
- Enter fax information.

See Also

Chapter 35, "Understanding Exception and Collection Processing," Delivery of Correspondence, page 1085

Understanding Correspondence Delivery Setup

If you use fax or email delivery methods for correspondence, you must set up information for contacts. Dunning letters and statements use the contacts that you specified for the correspondence customer. Follow-up letters use the contacts that you specified for the bill to customer, unless you override the contact on the Letter Delivery page.

PeopleSoft Receivables interfaces with Merkur DeliveryWare from the Merkur Group to deliver correspondence by fax or email.

Note. You must purchase and install the Merkur DeliveryWare and Merkur Connector software to fax or email correspondence. You must also ensure that the logon value of the windows service Oracle ProcMGR is *This Account*. Then, the specified windows user account should have printing permission to the printer where the Crystal Reports print. You also must define the appropriate paper size in the Crystal process type definition.

Pages Used to Set Up Delivery Information for Correspondence

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Contact	CONTACT	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Letter Code, Letter Code	Enter general information about each contact, including the email address and preferred delivery method.
Contact Phone and Type	CONTACT_PHONE_PAGE	Click the Contact Phone and Type link on the Contact page.	Enter phone information and the contact type for the internal and external contact.

Specifying the Preferred Delivery Method and the Email Address for a Contact

Access the Contact page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Letter Code, Letter Code).

Email ID	Enter the email address to which to send correspondence.
Preferred Communication	Select the type of delivery method for the document type: <i>Email Only</i> or <i>Fax</i> .

Entering Fax Information

Access the Contact Phone and Type page (click the Contact Phone and Type link on the Contact page).

Phone Type	Select <i>FAX</i> .
Phone Number	Enter the phone number for the fax machine to which you will send the correspondence.

Chapter 7

Setting Up Exception and Collection Processing

This chapter provides an overview of exception and collection processing options and discusses how to:

- Set up action owners.
- Set up workflow notification for action owners.
- Set up exception reasons and collection codes.
- Set up hold and message codes for credit holds.
- Set up conditions.
- Set up actions and action templates.
- Assign customers to a collection group.
- Set up collection and assessment rules.
- Implement self-service web components.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement exception and collection processing.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

Understanding Exception and Collection Processing Options

PeopleSoft Receivables enables you to monitor a customer's account and take action when a condition occurs, such as reaching a credit limit or exceeding a user-defined balance due. It also enables you to create deductions, put an item in dispute or collection, calculate a risk score and track and manage these items.

If a customer violates a condition, the Condition Monitor Application Engine process (AR_CNDMON) determines the appropriate action plan. The Condition Monitor process creates the actions and assigns them to an owner on a user-defined date. If field values on items, item activity, item distribution lines, and the customer match a user-defined criteria, the Condition Monitor also creates actions and assigns them to an action owner on a user-defined date.

You specify the type of owner, such as collector, credit analyst, receivables (AR) specialist, or sales person, for each type of condition. You also define the rules that the Condition Monitor process uses to determine whether a customer has violated a condition or whether an item meets specified criteria, and to determine if it should create an action plan for the customer or item.

See Also

Chapter 35, "Understanding Exception and Collection Processing," page 1075

Setting Up Action Owners

To set up action owners, use the Collector (COLLECTOR_TABLE), Credit Analyst (CR_ANALYST_TABLE), and AR Specialist (AR_SPECIALIST) components.

This section provides an overview of action owners, list common elements, and discusses how to set up sales people.

Understanding Action Owners

Action owners are the individuals who perform the tasks for the actions assigned to customers or items. An action owner can be either a collector, credit analyst, AR specialist, or sales person. The Condition Monitor process assigns an action owner based on the type of action owner in the collection or assessment rule, and it assigns the value for that type of action owner in the Item (PS_ITEM) table. If you are monitoring information at the business unit level, and the items have different action owners, the system uses the action owner that is assigned to the collection customer (monitoring level).

If you create an action online, you manually assign the action owner. You can also assign actions online to brokers. Brokers access their actions in the self-service web pages.

You assign the action owners to items on the pending item entry pages, the View/Update Item Details - Detail 1 page, or the Bill to Options page for the customer.

If you want to assign all actions to a single action owner, you specify the user ID of that person on the Installation Options - Receivables page. Also, if you do not specify a user ID for individual credit analysts, collectors, AR specialist, or sales persons, the Condition Monitor assigns the actions that are assigned to those individuals to the default action owner that you specify in the installation options.

See Also

Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Brokers and Customers for Self-Service Transactions, page 247

Prerequisite

Before you set up action owners, you must set up a user profile for them using the User Profiles component (USERMAINT).

See Also

PeopleTools PeopleBook: PeopleSoft Security

Common Elements Used in This Section

User ID	Enter the ID from the PeopleSoft user profile for the individual. If you do not specify a user ID, the system assigns actions for the individual to the default action owner defined in installation options and will not assign any actions to the individual action owner.
Name and Telephone	Enter the name and telephone number. These fields are informational only.
Fax Number and Title	Enter the fax number and title. These fields are informational only.
Email Address	Enter the e-mail address. This address is used for notifications if workflow is set up; otherwise, it is informational only.

Pages Used to Set Up Action Owners

Page Name	Definition Name	Navigation	Usage
Collector	COLLECTOR_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Collector, Collector	Define valid collectors to manage collections.
Credit Analyst	CR_ANALYST_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Credit Analyst, Credit Analyst	Establish valid credit analysts to manage credit.
Receivable Specialist	AR_SPECIALIST	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, AR Specialist, Receivable Specialist	Establish valid AR specialists to manage deduction and disputed items.
Personal Data (Edit)	EX_PERSONAL_DATA2	Set Up Financials/Supply Chain, Common Definitions, Employee Data, Create/Update Personal Data, Personal Data (Edit)	Set up an employee ID for a sales person.

Page Name	Definition Name	Navigation	Usage
Team Member Types	MEMBER_TYPE_TABLE	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Types, Team Member Types	Define sales person team types.
Team Member Personal Data - Member Data	MEMBER_PERSON1	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Data	Set up a team member.
Team Member Personal Data - Member Commission	MEMBER_PERSON3	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Commission	Associate a team member with a sales person team type.
Support Team Members	TEAM_MEMBER_TABLE	Set Up Financials/Supply Chain, Common Definitions, Team Members, Support Team Members	Assign a sales person to a support team.

Setting Up Sales People

Sales person is a required field on every item in the system. A sales person in PeopleSoft Receivables is a support team member. Several reports enable you to summarize aging according to the sales person hierarchy in your organization. You must enter at least one team member in a setID, because a default support team is a required field for customers and the default support team must have at least one sales person. Each item has a sales person associated with it as well, so you will see the sales person code on the item entry and status pages. If a pending item does not have an assigned sales person, the Receivable Update Application Engine process (ARUPDATE) assigns a sales person using the default support team member with a sales person type and the lowest priority.

To set up sales people:

1. Create an employee ID for each sales person on the Personal Data (Edit) page.
2. Create a support team type for sales people on the Team Member Types page.
You must select the Is this a Sales Person? check box.
3. Create a team member for each sales person on the Team Member Personal Data - Member Data page.
4. Assign the support team member to a support team type for sales people on the Team Member Personal Data - Member Commission page.
5. Set up the sales person as a support team member on the Support Team Members page.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Working With Personal Data

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel

Setting Up Workflow Notification for Action Owners

This section provides an overview of workflow notification setup and lists the pages used to setup workflow notification for action owners.

Understanding Workflow Notification Setup

The system sends an e-mail to action owners to notify them of new actions and places the action on their worklist if you set up users for workflow notification. The e-mail includes a universal record locator (URL) to the Action page, where the action owner works the action.

To set up users for workflow notification:

- Set up a user profile for each user who will receive notification.
 - Set up workflow processing information on the User Profiles - Workflow page.
 - Enter users' e-mail address information on the User Profiles - Email Addresses page, if you want them to receive an e-mail notification.
- Assign a workflow user to each customer on the Miscellaneous General Info page.
- Change the AR_NOTIFYURL URL identifier on the URL Maintenance page.

The system places this URL in e-mail notifications to access the Action page. The URL is the portal URL and varies depending on your system setup. This is an example:
<http://adas0182.peoplesoft.com/psp/ep910ts1nt/EMPLOYEE/ERP/>.

See Also

Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions and Sending Notification, page 1093

Chapter 36, "Managing Credit, Collections, and Exceptions," Generating Additional Workflow Notifications, page 1117

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Optional Customer Data

PeopleTools PeopleBook: PeopleSoft Security

PeopleTools PeopleBook: System and Server Administration

Pages Used to Set Up Workflow Notification for Action Owners

Page Name	Definition Name	Navigation	Usage
User Profile - Workflow	USER_WORKFLOW	PeopleTools, Security, User Profiles, Workflow, Workflow	Enter workflow processing information for the user.
User Profile - Email Addresses	USER_EMAIL	PeopleTools, Security, User Profiles, General Click the Edit Email Addresses link on the General page.	Enter the e-mail address of the action owner to which you will send the notification.
Miscellaneous General Info	CUST_GENERAL_MISC	Customer, Customer Information, General Information, Miscellaneous General Info	Assign a workflow user to a customer.
URL Maintenance	URL_TABLE	PeopleTools, Utilities, Administration, URLs, URL Maintenance	Modify the URL for the AR_NOTIFYURL URL identifier for workflow notification for actions.

Setting Up Exception Reasons and Collection Codes

To set up exception reasons and collection codes, use the Deduction Reason (DEDUCTION_TABLE), Dispute Reason (DISPUTE_TABLE), and Collection Reason (COLLECTION_TABLE) components.

This section provides an overview of exception reasons and collection codes and discusses how to:

- Set up deduction reasons.
- Set up dispute reasons.

- Set up collection codes.

Understanding Exception Reasons and Collection Codes

Exception reasons identify the reason that an item is a deduction or is disputed. Collection codes normally identify the collection agency for an item or customer.

You can define unique aging rules for deduction, disputed, or collection items by using the reason or collection code.

This section discusses:

- Deduction reasons
- Dispute reasons
- Collection codes

Deduction Reasons

You create deductions by using the payment or draft worksheet. The Payment Predictor Application Engine process (ARPREDCCT) also creates deductions. The Payment Predictor process assigns the default deduction reason for the business unit to the deduction. With the worksheets, you can use the default deduction reason for the business unit or unique reasons based on the entry reason for the deduction. If you want to use unique reasons for entry reasons, you must create deduction reason codes that are the same as the entry reason codes for the deduction (DED) entry type. The system looks at the Deduction Reason table (PS_DEDUCTION_TABLE) to determine whether there is a matching value to the entry reason. If a matching value exists, the system assigns the appropriate deduction reason. Otherwise, the system uses the default deduction reason for the business unit. You can override the default deduction reason as needed on the worksheet or later on the View/Update Item Details - Detail 1 page.

If you make an item a deduction by using the View/Update Item Details - Detail 1 page, you manually assign a deduction reason.

Assign an AR specialist to a deduction reason if you want to assign specialists to deductions by reason.

Add a deduction reason for each reason that you need to describe deductions.

Dispute Reasons

You can place both customers and items in dispute. When you place a customer in dispute on the Credit Profile page or place an item in dispute on the View/Update Item Details - Detail 1 page, you enter the dispute reason.

Assign an AR specialist to a dispute reason if you want to assign specialists to disputed items by reason.

Add a dispute reason for each reason that you use when putting a customer or item in dispute.

Collection Codes

You can place both customers and items in collection. When you place a customer in collection on the Credit Profile page or place an item in collection on the View/Update Item Details - Detail 1 page, you enter the collection code.

Add a code for each collection code that you want to use. For example, you may want to add a code for each collection agency, or you may create codes indicating the reason that an item or customer is in collection.

See Also

Chapter 8, "Setting Up History and Aging," Setting Up Aging, page 258

Pages Used to Set Up Exception Reasons and Collection Codes

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Deduction Reason	DEDUCTION_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Deduction Reason, Deduction Reason	Define deduction reasons including rules for aging deductions and optionally a default AR specialist for the reason.
Dispute Reason	DISPUTE_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dispute Reason, Dispute Reason	Define dispute reasons including rules for aging disputes and optionally a default AR specialist for the reason.
Collection Code	COLLECTION_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Collection Code, Collection Code	Define collection codes including rules for aging items in collection.

Setting Up Deduction Reasons

Access the Deduction Reason page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Deduction Reason, Deduction Reason).

Deduction Reason page

Aging Method

The system uses this aging method option only for aging IDs that have the Deduction Aging field set to *Vary* on the Aging page. This enables you to define aging rules for deductions based on the deduction reason assigned to the item. Options for each deduction reason are:

Age Normally: Select to age items based on the rules assigned to the aging ID.

Use Deduction Category: Select to use the aging category in the Deduction Aging group box on the Aging page for deductions with this deduction reason.

Exclude from Aging: Excludes items with this deduction reason from aging. If you prefer to exclude all deductions from aging regardless of deduction reason, select that option in the Deduction Aging group box on the Aging page.

AR Specialist (receivables specialist)

If you want to assign all deductions with this reason to the same AR specialist, enter the ID for the specialist. If you leave this value blank, the system uses the value for the business unit. If you enter an AR specialist for the customer, that value overrides the value for the deduction reason.

Exclude From Days Late Calcs (exclude from days late calculations)

Select to enable the system to skip items with this deduction reason when it calculates average days late and weighted average days late.

Setting Up Dispute Reasons

Access the Dispute Reason page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dispute Reason, Dispute Reason).

Aging Method

The system uses this aging method option only for aging IDs that have the Dispute Aging field set to *Vary* on the Aging page. This enables you to define aging rules for disputed items based on the dispute reason assigned to the item. Options for each dispute reason are:

Age Normally: Select to age items with this dispute reason based on the rules assigned to the aging ID.

Use Dispute Category: Select to use the aging category in the Dispute Aging group box on the Aging page for items with this dispute reason.

Exclude from Aging: Excludes items with this dispute reason from aging. If you prefer to exclude all disputed items from aging regardless of dispute reason, select that option in the Dispute Aging group box on the Aging page.

AR Specialist (receivables specialist)

If you want to assign all disputed items with this reason to the same AR specialist, enter the ID for the specialist. If you leave this value blank, the system uses the value for the business unit. If you enter an AR specialist for the customer, that value overrides the value for the dispute reason.

Exclude From Days Late Calcs (exclude from days late calculations)

Select to enable the system to skip items with this dispute reason when it calculates average days late and weighted average days late.

Setting Up Collection Codes

Access the Collection Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Collection Code, Collection Code).

Aging Method

The system uses this aging method option only for aging IDs that have the Collection Aging field set to *Vary* on the Aging page. This enables you to define aging rules for items in collection based on the collection code that is assigned to the item. Options for each collection code are:

Age Normally: Select to age items with this collection code based on the rules assigned to the aging ID.

Use Collection Category: Select to use the aging category in the Collection Aging group box on the Aging page for items with this collection code.

Exclude from Aging: Excludes items with this collection code from aging. If you prefer to exclude all items in collection from aging regardless of collection code, select that option in the Collection Aging group box on the Aging page.

Setting Up Hold and Message Codes for Credit Holds

To define hold and message codes for credit holds, use the Hold Codes (HOLD_CD) and Messages (MESSAGE_TBL) components.

This section provides an overview of hold and message codes and discusses how to:

- Define hold codes.
- Define messages codes for credit holds.

Understanding Hold and Message Codes

When you attach messages to customers regarding their accounts, you must enter a message code. The codes that you define on the Messages page comprise the prompt list for the message field. For each code, you supply message text and define an action to take. You must select *Credit Related Message* for the message type for credit hold messages.

When you place a customer on a credit hold, you must enter a message code that is designated as a credit related message. PeopleSoft Receivables uses hold codes in two ways:

- The Condition Monitor process checks for a Credit Hold condition and takes action if a credit hold exists on a customer's account.
- When you use the Place a Customer on Hold action in an action template, you specify the message code that is associated with the hold code as an action parameter that you want to place on the customer's account.

Pages Used to Define Hold and Message Codes for Credit Holds

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Hold Codes	HOLD_CD	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Hold Codes, Hold Codes	Define hold codes. Create a hold code for each reason that you use for putting a customer on hold.
Messages	MESSAGE_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Messages, Messages	Define message codes and select the message type.

Defining Hold Codes

Access the Hold Codes page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Hold Codes, Hold Codes).

The codes that you define on this page appear on the Messages page for customers designated with an action of *Hold*.

Defining Messages Codes for Credit Holds

Access the Messages page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Messages, Messages).

Messages

SetID: SHARE Message Code: CM-XCR

Message Definition Find | View All First 1 of 1 Last

*Effective Date: 01/01/1999 *Status: Active

Message Type: Credit Related Message

*Description: Exceeded Credit Limit

*Long Description: Customer is over its credit limit.

☒ Show on Collections Workbench

Action

☐ None
☐ Reject
☒ Hold OVERCR Over Credit Limit

☐ Sanction Match
☐ Pass to Unfulfilled ☐ Pass to Releasable ☐ Pass to Released ☐ Pass to Picked/Confirmed
☐ Pass to Shipped ☐ Pass to Planning ☐ Pass to Purchasing ☐ Pass to Billing

[Return to Options](#)

Messages page

Message Type Select *Credit Related Message* for credit holds.

Specify a value in the Action group box.

None Indicates no action.

Reject Indicates that the system will reject an order if you attach this message to the customer. Only PeopleSoft Order Management uses the Reject action. It has no effect on PeopleSoft Receivables processing.

Hold Indicates that a customer is on hold. If you select Hold, you must enter an appropriate hold code, one that you established on the Hold Codes page. If a customer has an action of Hold on the Messages page, the value appearing in the Hold Code field is the short description that you defined on the Hold Codes page. Several check boxes become available if you select Hold. These check boxes are used only by PeopleSoft Order Management.

Note. The action value that you select on this page displays in the Action field on the Messages page for the customer.

Setting Up Conditions

To set up conditions, use the Condition Definition (AR_COND_DEF), Condition Definition User (AR_COND_DEF_USER), and Condition Priority (AR_COND_PRIORITY) components.

This section provides an overview of conditions and discusses how to:

- Set up system-defined conditions.
- Set up user-defined conditions.
- Reorder condition priorities.

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 also occurs when you create a new deduction or disputed item. The Condition Monitor process checks for customer's accounts or items that meet these conditions and creates an action based on templates and rules that you define. The process looks at the conditions for the customers with the same roles as the role that you select in each condition definition.

PeopleSoft delivers several system-defined conditions. You must set up the system-defined conditions for at least one setID. Most of the field values for the system-defined conditions are automatically populated by the system. You can also set up your own four-character user-defined conditions. Each condition is monitored at the customer-level or the item-level.

The following table describes the system-defined conditions. You define the details for the condition trigger on the Collection Rule, Assessment Rule, and Assessment Rule User pages.

<i>Condition Description</i>	<i>Code</i>	<i>Condition Trigger</i>
Approaching Credit Limit	ACLA	Customers' calculated outstanding balance reaches a certain dollar amount or percentage of their credit limit. The Condition Monitor process multiplies the credit limit that you defined for the customer on the Credit Profile page by the percentage that you defined on the Assessment Rules page to determine the calculated credit limit. Note. You define whether the balance includes in-process payments, unapplied payments, and disputed items on the Installation Options - Receivables page.

Condition Description	Code	Condition Trigger
Approaching Credit Limit Expiration	ACLD	Customer's credit review date reaches a specified number of days from the run date of the Condition Monitor process. The Condition Monitor process subtracts the number of days that you specify on the Assessment Rules page from the review date to determine whether to create an action. The customer must have a review date and credit limit on the Credit Profile page to generate an action.
Approaching Credit Card Expiration Date	CCEX	Customer's credit card expiration date reaches a specified number of days from the run date of the Condition Monitor process.
Conversation Follow Up	CFLU	Customer has a conversation meeting one or more of these criteria: • Follow-up date is reached. • Follow-up action entered. This condition only processes conversations without promises.
Credit Hold Code Exists	CHLD	Customer message containing a credit hold code is placed on the customer's account. See Chapter 7, "Setting Up Exception and Collection Processing," Understanding Hold and Message Codes, page 211.
Collection	COLL	Amount and age of customer balances that are overdue.

Condition Description	Code	Condition Trigger
Customer Promise Date Broken	CPDB	Evaluates if promise has been met based on payments on item referenced in the promise date conversation. This condition also evaluates the promise tolerance date and promise tolerance amount. If promise date + tolerance days is met and total payment is equal or greater than the promise tolerance amount, the condition will set the promise status to <i>Kept</i> and close the promise date conversation. If the promise date + tolerance days is met and total payment is zero or less than the promise tolerance amount, the condition will set the promise status to <i>Broken</i> and create a broken promise action list. If there is no item referenced, the promise will be evaluated as <i>Broken</i> based on promise date and tolerance days. The condition priority is 18 and the condition role is Bill To Customer. The CPDB condition will also close promise date conversations that have: • A status of <i>Broken</i> with no promise date action, and do not have a review scheduled after the promise date. • The Promise Broken <i>Done</i> flag set to <i>yes</i> and do not have a review date after the promise date.
Customer Promise Date Review	CPDR	Creates action list for all promise date conversations requiring follow up. The condition priority is 17 and the condition role is Bill To Customer.
Deduction Item	DEDN	A new deduction item.
Disputed Item	DISP	A new disputed item.
Exceeded Credit Limit	ECLA	Customers' calculated outstanding balance exceeds their calculated credit limit. The calculated credit limit is the limit that you defined for the customer on the Credit Profile page multiplied by the percentage that you defined over the limit on the Assessment Rules page or the amount that you defined on the page. Note. You define whether the balance includes in-process payments, unapplied payments, and disputed items on the Installation Options - Receivables page.
Exceeded Credit Limit Expiration Date	ECLD	Customer's credit review date is passed. The customer must have a review date and credit limit on the Credit Profile page to generate an action.

Condition Description	Code	Condition Trigger
Entry Type/Reason Code	ETRC	Items for a specified entry type and reason code reach a specific amount or age. The existence of items with the entry type and reason can also trigger the condition. The Condition Monitor process creates one action for each item with the entry type and reason combination unless you leave the entry reason blank.
Key Statistics Exceeded	KSTE	Comparison of system- or user-defined history ID amount or count for current fiscal period to assessment rule criteria. The system can also trigger the condition based on the percentage change from a prior period's value.
Large Amount Coming Due	LACD	An invoice (or group of invoices) over a specified amount is due in a specified number of days.
Online Item	ONLN	An individual adds an action to an item on the item action list.
Risk Score	RISK	Creates action items based on risk score. The condition priority is 42 and the condition role is Bill To Customer.

Pages Used to Set Up Conditions

Page Name	Definition Name	Navigation	Usage
Condition Definition	AR_COND_DEF	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Condition Definition, Condition Definition	Review and define a single system-defined condition. Displays all information for a condition.
Condition Definition User	AR_COND_DEF_USER	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Condition Definition User, Condition Definition User	Set up user-defined conditions.
Condition Priority	AR_COND_PRIORITY	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Condition Priority, Condition Priority	Review all conditions at one time. Reorder the priority of a condition. Displays limited information for each condition.

Setting Up System-Defined Conditions

Access the Condition Definition page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Condition Definition, Condition Definition).

Condition Definition			
SetID:	SHARE	CORPORATE SETID	Condition ID: COLL
*Description:	Collection		
*Status:	Active	*Condition Role:	Corporate Customer
*Priority:	1	(Highest Priority = 1)	
Attributes			
☐ Allow Multiple Cond Entries ☐ Allow Business Unit Monitoring			
Parameters			
Amount:	Required	Percent:	
Days:	Required	# Periods:	
Count:			
Last Update			
User ID:	SAMPLE	Date/Time:	06/12/2003 5:12:59PM
Condition Priority			

Condition Definition page

Description

The system populates the description for system-defined conditions, but you can override the value.

Condition Role

For all conditions except the Conversation Follow Up (CFLU) condition, select the customer role to use for monitoring customer's accounts:

- *Bill To Customer*
- *Corporate Customer*
- *Correspondence Customer*
- *Remit From Customer*

The process looks at the conditions for the customers with the same role that you select here. So when you define customer credit information, it must be set up for the customer that matches the role in the condition definition.

For the Conversation Follow Up (CFLU) condition, the role must be *Bill To Customer*.

- Priority** Enter a priority number that determines the order in which an action for the condition appears in the action list if a customer has multiple actions. The lower the number the higher the action associated with the condition will be.
- Allow Multiple Cond Entries** (allow multiple condition entries) If selected, indicates that you can use the condition in multiple rules for the same assessment level (setID, customer group, or customer). This option applies only to the Large Amount Coming Due (LACD), Key Statistics Exceeded (KSTE), and Entry Type/Reason Code (ETRC) conditions.
- Allow Business Unit Monitoring** If selected, indicates that the system monitors the conditions at the business unit-level if you selected business unit monitoring on the Installation Options - Receivables page. This option applies to the Collection (COLL), Entry Type/Reason Code (ETRC), Key Statistics Exceeded (KSTE), and Large Amount Coming Due (LACD) conditions.

Parameters

The fields in the Parameter group box—Amount, Count, Days, Percent, and # Periods (number of periods)—control the entry of parameters on the Assessment Rule page. Each condition may have one or more parameter flags set. The parameters are system-defined, and you cannot modify them. The values are *Required*, *Optional*, or one of the following values:

- Only One** You must enter a value in only one of the fields flagged as *Only One* and the other fields with this flag must be blank.
- All or None** You must enter a value in all fields flagged as *All or None* or leave all of them blank.
- One or All** You must enter a value in at least one of the fields flagged as *One or All* or enter a value in all of the fields with this flag.

The following table lists all of the parameters for each field for each condition:

Condition	Amount	Days	Count	Percent	Number of Periods	Explanation
Approaching Credit Limit (ACLA)	One or All			One or All		Either amount or percent must be entered, or both can be entered.
Approaching Credit Limit Expiration (ACLD)		Required				Days is required.

Condition	Amount	Days	Count	Percent	Number of Periods	Explanation
Approaching Credit Card Expiration Date (CCEX)		Required				Days is required.
Conversation Follow Up (CFLU)						No parameters can be entered.
Credit Hold Exists (CHLD)						No parameters can be entered.
Customer Promise Date Broken (CPDB)						No parameters can be entered
Customer Promise Date Review (CPDR)						No parameters can be entered
Collection (COLL)	Required	Required				Both amount and days are required.
Deduction Item (DEDN)						No parameters can be entered.
Disputed Item (DISP)						No parameters can be entered.
Exceeded Credit Limit (ECLA)						No parameters can be entered.
Exceeded Credit Limit Expiration Date (ECLD)						No parameters can be entered.
Entry Type/Reason Code (ETRC)	Optional	Optional				Both amount and days are optional.

Condition	Amount	Days	Count	Percent	Number of Periods	Explanation
Key Statistics Exceeded (KSTE)	Only One		Only One	All or None	All or None	Either amount or count must be entered; either percent and period must be entered, or both fields must be blank.
Large Amount Coming Due (LACD)	Required	Required				Both amount and days are required.
Online Item (ONLN)						No parameters can be entered.
Risk Score (RISK)			Required			Count is required.
User-defined (any four-character code)						No parameters can be entered.

Setting Up User-Defined Conditions

Access the Condition Definition User page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Condition Definition User, Condition Definition User).

This page is similar to the Condition Definition page. However, you can define only a condition role and assign a priority.

See Also

Chapter 7, "Setting Up Exception and Collection Processing," Setting Up System-Defined Conditions, page 217

Reordering Condition Priorities

Access the Condition Priority page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Condition Priority, Condition Priority).

This page contains the same fields as the Condition Definition page except that it has fewer fields.

Priority	Enter a new number to reorder the condition priority. The conditions display in priority order. The priority number determines the order in which an action for the condition appears in the action list if a customer has multiple actions. The lower the number the higher the action associated with the condition will be.
Condition	Click a condition link to access the Condition Definition page and view all condition details.

Setting Up Actions and Action Templates

To set up actions and action templates, use the Action Code (ACTION_CODE) and Action Template (AR_TEMPLATE_TBL) components.

This section provides an overview of action code definitions and action templates and discusses how to:

- Review or define action codes.
- Define action templates.

Understanding Actions and Action Templates

Actions are activities that an action owner performs in response to the condition of a customer's account, such as sending a follow-up letter or putting an account on hold. Actions are also activities that an action owner performs for items, such as deduction and disputed items.

PeopleSoft Receivables provides nine actions. However, you can add additional actions. Each action code definition controls how you enter data in action templates.

Action templates define whether the system automatically performs the action or whether the system marks the action as *Proposed*. If an action is proposed, the action owner decides whether to take the action.

You must enter an action parameter for some actions. These parameters provide additional instructions for the system to use when it performs the action. For example, the Send a Follow-up Letter (OLTR) action needs a letter code.

The following table lists the system-defined actions:

Code	Description	Can Be Added Online	Can Be Automated	Requires Action Parameter
ALRT	Create an Alert	N	N	N
CALL	Call the Customer	N	N	N
CRDT	Review Customer Credit Limit	Y	N	N

Code	Description	Can Be Added Online	Can Be Automated	Requires Action Parameter
DLTR	Send Dunning Letter	N	Y	Y
DNGD	Downgrade Credit Rating	N	N	N
HOLD	Place Customer on Hold	N	Y	Y
OLTR	Send Other Letter	N	Y	Y
POD	Proof of Delivery	Y	N	N
PRBK	Review Broken Promise Date	Y	N	N
PRFO	Review Promise Date	Y	N	N
REFR	Refer to Collection Agency	N	N	Y
STMT	Send Statement of Account	N	Y	N
WOFF	Write off Customer Balance	N	N	N

You must set up the system-defined actions for at least one setID. Most of the field values for the system-defined actions are automatically populated by the system. You can also define user-defined actions by using a four-letter code.

An action template outlines a set of escalating actions that the system performs based on the period of time that the customer or item has been in the action plan for the condition.

You specify which template the Condition Monitor uses when you define the collection and assessment rules. Each template can contain multiple actions. You specify the number of days that you want to elapse between the time that the condition occurred and the time that the action should take place. Based on the number of days that the condition for a customer or item has existed, the system determines which action to use. You can set up the action template to send a notification to the action owner, the supervisor for the action owner, or a specialist a specified number of days before or after the action due date.

Prerequisites

If you use the following actions, you must set up additional tables before creating action templates:

<i>Action</i>	<i>Prerequisite Table Setup</i>
Sending a Dunning Letter (DLTR)	Letter codes and dunning IDs.
Place a Hold Message on a Customer (HOLD)	Hold codes and message codes.
Send a Follow-up Letter (OLTR)	Letter codes.
Refer to a Collection Agency (REFR)	Collection codes.
Send a Statement (STMT)	Statement IDs.

See Also

[Chapter 6, "Setting Up Correspondence Options," page 181](#)

Pages Used to Set Up Actions and Action Templates

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Action Code	ACTION_CODE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Action Code, Action Code	Review the definition for each action and change the action status. Define new actions.
Action Template	AR_TEMPLATE_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Action Template, Action Template	Define a set of actions to perform for a condition in an escalating order based on the number of days that the condition has existed.

Reviewing or Defining Action Codes

Access the Action Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Action Code, Action Code).

Action Code			
SetID:	SHARE	CORPORATE SETID	Action Code: HOLD
Definition Find View All First 1 of 1 Last			
Effective Date:	01/01/1999	Status:	Active
*Description:	Place Customer on Hold	Short Description:	Place Cust
Due Days:	3		
☐ Can Be Added Online ☒ Can Be Automated ☒ Requires Action Parameter			
		Prompt Table:	AR_HOLD_CD_VW
Last Update			
User ID:	SAMPLE	Date/Time:	06/12/2003 5:07:13PM

Action Code page

Description

The system populates the description for system-defined actions, but you can override the value.

Due Days

Enter the number of days that defines the default due date for a new action. The system calculates the due date by adding the number of days that you specify to the system date. For example, if you create a new action on February 5 and you enter 3, the default due date for the action will be February 8. If you enter 0, the system uses the current date.

The system does not include weekends and holidays when it calculates the due date. The system uses the business calendar that you selected for the general ledger business unit associated with the receivables business unit to determine what days are holidays and weekend days. You select the calendar in the Holiday List field on the General Ledger Definition - Definition page.

Can Be Added Online

Select if you want to enable a user to add this type of action for an item online.

Can Be Automated

If selected, you can select either *Proposed* or *Automated* when you use this action in an assessment rule or action template. Otherwise, the action can only be *Proposed*. When an action is proposed, the action owner manually decides whether to take the action. This field is display only and is not available for user-defined actions.

Requires Action Parameter

If selected, you must enter a valid action parameter when you use this action. The system validates the action parameter by using the specified prompt table. This field is display only and is not available for user-defined actions.

Defining Action Templates

Access the Action Template page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Action Template, Action Template).

Action Template

SetID: SHARE Template ID: COLL-P1

Detail Find | View All | First 1 of 1 Last

*Effective Date: 01/01/2000 Status: Active

Description: Critical Collection Template

Days	Action	Action Parameter	Prop/Auto	Delivery Method	Days To Notify Owner	Days To Notify Supervisor	Days To Notify Specialist		
0	Send Statement of Account		Propose	Print	-1	1			
2	Dunning Letter	1	Automate	Fax					
5	Dunning Letter	1	Automate	Fax					
20	Dunning Letter	2	Automate	Print					
30	Dunning Letter	3	Propose	Print	-1	1			
40	Place Customer on Hold	CM-PST	Automate						
55	Refer to Collection Agency	REI	Proposed						

Customize | Find | View All | | First 1-7 of 7 Last

Action Template page

Days

When a customer or item violates a condition criteria, the Condition Monitor process adds the number of days that you enter for each action to the date that the customer violated the condition criteria to determine the date to move the action to the action list. If you want the action transferred to the action list as soon as the customer or item enters the action plan, enter 0. Do not enter duplicate numbers.

Action

Select the action, which you defined on the Action Code page, that you want transferred to the action list.

Enter the action parameter if the action code definition requires a parameter for the action. This table describes the type of parameter to enter for each type of action:

Action	Type of Parameter
Send a dunning Letter (DLTR).	Letter code. Note. To use the letter assigned to the action, you must assign a customer a dunning ID that uses a <i>Dunning by Action List</i> dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID.
Place a hold message on a customer (HOLD).	Message code.
Send a follow-up letter (OLTR).	Letter code.
Refer to a collection agency (REFR).	Collection code.

Prop/Auto
(proposed/automated)

Select *Automated* or *Proposed* to indicate whether the system should automatically perform the action or if the action owner decides whether to perform the action after it is transferred to the action list. This field is available only if an action can be automated.

Delivery Method

Select the method used to deliver correspondence for the Dunning Letter, Statement, or Follow Up Letter actions. Options are *Email*, *Fax*, or *Print*.

Days To Notify Owner

Enter the number of days from the action due date to remind the action owner that the action is not complete.

Days To Notify Supervisor

Enter the number of days from the action due date to notify the action owner's supervisor that the action is not complete.

Days To Notify Specialist

Enter the number of days from the action due date to notify the AR specialist for an item that the action is not complete.

Note. Enter a positive number to send the notification after the due date and a negative number to send the notification before the due date. To send the notification on the due date enter 0. You must run the Condition Monitor process to send the notification. If you leave the fields blank, the process does not send notification.

The system does not include weekends and holidays when it calculates the notification date. The system uses the business calendar that you selected for the general ledger business unit associated with the receivables business unit to determine what days are holidays and weekend days. You select the calendar in the Holiday List field on the General Ledger Definition - Definition page.

Assigning Customers to a Collection Group

You may want to group customers so that you can define collection and assessment rules for a group of customers instead of all customers associated with a setID or a single collection customer. PeopleSoft Receivables provides a group type called Coll (collection) so that you can create customer groups that are used exclusively for collection and exception processing.

To assign customers to groups:

- Create each customer group by using the Collection group type on the Customer Group Table page.
- Assign the customer to a group by using the Collection group type on the General Information - Customer Group Info page.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Establishing Customer Group Tables

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Assigning Individual Customers to Customer Groups

Setting Up Collection and Assessment Rules

To set up collection and assessment rules, use the Schedules (SCHEDULES), Collection Rules (AR_COLLECTION_RULE), Assessment Rule (AR_ASSESS_RULE), and Assessment Rule SQL (AR_ASSESS_RULE_SQL) components.

This section provides an overview of collection and assessment rules, lists common elements, and discusses how to:

- Define schedules.
- Set up collection rules.
- Define assessment rules without SQL.
- Define assessment rules using SQL.

Understanding Collection and Assessment Rules

The Condition Monitor process uses the collection and assessment rules to evaluate the nature of a condition to determine whether to create an action for the customer or item.

You define rules at the following assessment levels:

Level	Rule Applies To
SetID	All customers assigned to the setID.
Customer group	Only for customers in the customer group that you specify.
Customer	Only for customers that you specify.

Rules that are at the customer level override rules that are at the other two levels, and rules that are at the customer group level override rules for setIDs. From a maintenance standpoint, you should set up defaults at the highest possible level so that if a change is required, you do not have to go to every instance at a lower level to make the change.

Collections rules apply only to the Collection (COLL) condition. The rules for collection conditions are based on both the amount and the number of days past due for outstanding balances. When the Condition Monitor process runs, it determines the age of the oldest past due item on a customer's account and the total amount past due to determine if a collection condition exists.

Assessment rules without SQL are for customer-level conditions other than the collection condition. The assessment rules are based on the existence of data specified in the rule or the comparison of data against a specified value. For example, the rule may say that the Approaching Credit Limit Expiration (ACLD) condition is violated if the numbers of days that are remaining for the customer's credit limit is less than 21 days. These rules are used for system-defined conditions other than collection conditions and item-level conditions, such as deductions and disputed items.

Assessment rules with SQL criteria are for item-level conditions and user-defined conditions. The assessment rules are based on a value in a specified field or fields on an item's record. For example, a rule may specify that the Condition Monitor process should create an action plan if the Deduction field is Y and the deduction date is 2 days less than the current system date. You need to be familiar with building SQL statements to create these assessment rules. The SQL criteria can also use fields from the Item Activity (PS_ITEM_ACTIVITY), Item Distribution (PS_ITEM_DST), Customer (PS_CUSTOMER), and Customer Options (PS_CUST_OPTION) tables. You can use assessment rules with SQL criteria only for user-defined conditions.

Prerequisites

If you plan to define assessment rules with SQL criteria, you must create messages in the message catalog that appear as the description text on action lists.

If you create an assessment rule for these conditions, you must set up additional tables before you create the assessment rules:

Condition	Prerequisite Table Setup
Entry Type/Reason (ETRC)	Define the entry type and reasons to use in the assessment rules.

Condition	Prerequisite Table Setup
Key Statistics Exceeded (KSTE)	Define system-defined or user-defined history IDs to use in the assessment rules.

See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Defining Entry Types, page 76](#)

[Chapter 8, "Setting Up History and Aging," Setting Up History IDs, page 256](#)

Common Element Used in This Section

Condition	Displays the condition ID and description for which you are creating a rule.
Schedule	Enter the schedule ID that determines when the Condition Monitor processes the rule. For example, if you enter <i>Weekly</i> and the weekly schedule is for Wednesdays, the process checks for conditions in the customer's account that violate the rule every Wednesday.

Pages Used to Define Collection and Assessment Rules

Page Name	Definition Name	Navigation	Usage
Schedules	SCHEDULE	Set Up Financials/Supply Chain, Common Definitions, Calendars/Schedules, Schedules, Schedules	Create the schedules that you assign to the collection and assessment rules.
Collection Rule	AR_CRULE_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Collection Rule, Collection Rule	Enter the rules for the Collection condition.
Assessment Rule	AR_ARULE_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Assessment Rule, Assessment Rule	Enter the rules for the system-defined conditions other than collection conditions.

Page Name	Definition Name	Navigation	Usage
Assessment Rule User	AR_ARULE_SQL	Set Up Financials/Supply Chain, Product Related, Receivables, Assessment Rule User, Assessment Rule User	Enter the rules for user-defined conditions using SQL criteria.
Assessment Rule User SQL Statement	AR_ARULE_SQL_SBP	Click the SQL Statement button on the Assessment Rule User page.	View the free-form SQL statement for an assessment rule or copy the statement to test it using a SQL query tool

Defining Schedules

Access the Schedules page (Set Up Financials/Supply Chain, Common Definitions, Calendars/Schedules, Schedules, Schedules).

Define the schedules that the Condition Monitor uses to determine the frequency and days to run a collection or assessment rule. You can select any frequency that you want.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Setting Up Schedules

Setting Up Collection Rules

Access the Collection Rule page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Collection Rule, Collection Rule).

Collection Rule

SetID: SHARE CORPORATE SETID

Collection Rule Find | View All | First 1 of 2 Last

Effective Date: 01/01/2000 Status: Active *Schedule: CM-DAILY *Currency: USD

Description: COLLECTION Owner: Collector Rule Level: SetID

☐ Days ☐ Amount ☒ No Check Message Set: 6000 Message Nbr: 1000

Detail Customize Find View All First 1-3 of 3 Last						
*Days From	*Days To	*From Amount	*To Amount	*Template	Priority	
1	60	200,000.00	300,000.00	COLL-P3	3	
50	200	12,000.00	500,000.00	COLL-P2	2	
60	9999	500,000.00	2,000,000.00	COLL-P1	1	

Collection Rule page

Currency

Enter the currency for the amounts in the collection rule.

Owner

Select the type of owner for an action:

- *Collector*
- *Credit Analyst*
- *AR Specialist*
- *Sales Person*

The Condition Monitor process assigns an action to the owner based on the value assigned to the customer.

Rule Level

Indicates to whom the rule applies. Values are:

Customer: Applies to a specific customer.

Customer Group: Applies only to customers in a specific customer group.

SetID: Applies to all customers associated with a setID.

Message Set and Message Nbr
(message number)

The system populates the message set and message number, and you cannot change the value. The system displays this message when the rule is violated in the action list.

Specifying Validation Criteria

Your selection criteria determine how you enter information in the grid.

Days	Select to enable entry of a value only in the From Day column in the first row. The system assigns the value for the from day for subsequent rows by incrementing the value in the To Day field from the previous row by 1. You can enter any values that you want in the From Amount and To Amount columns.
Amount	Select to enable entry of an amount in the From Amount field in the first row. The system assigns the from amount for subsequent rows by incrementing the amount in the To Amount field from the previous row by .01. You can enter any values that you want for the From Day and To Day columns.
No Check	Select to enable entry of any values that you choose in the day and amount fields. You must make sure that there are no gaps or overlaps in the criteria.

Entering Validation Information

Days From and Days To	Enter the range of days of the oldest past due items for the customer.
From Amount and To Amount	Enter the total amount of past due items for the customer.
Template	Enter the action template that the Condition Monitor uses when the customer's past due balance meets the days and amount criteria.
Priority	Enter a priority number for the rule. The Condition Monitor uses the priority number for each action template to determine which action template to use when a customer meets the collection rule criteria. It uses the number when: • A customer already has an action plan and has violated a collection rule with a higher priority number. In this case, it checks to see whether you selected the Enable Auto Upgrade Template check box on the Installation Options - Receivables page. If it is selected, the process cancels the current action plan and replaces it with a new action plan. • The validation setting for the collection rule is <i>No Check</i>. Because you can enter day and amount ranges that overlap, a customer may meet more than one set of criteria. In this case, the Condition Monitor uses the highest priority action template. Another situation causes the Condition Monitor to cancel customers' current action plans and establish new ones. When customers enter an action plan, the Condition Monitor records the assessment level of the rule that they violated. If you subsequently enter a rule with a higher assessment level and the customer meets the new rule criteria, the Condition Monitor automatically cancels the original action plan and uses the new one. You must select the Enable Auto Upgrade Template check box on the Installation Options - Receivables page for this to occur.

Defining Assessment Rules Without SQL

Access the Assessment Rule page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Assessment Rule, Assessment Rule).

Assessment Rule

SetID: SHARE CORPORATE SETID Condition: CFLU Conversation Follow Up

Customer Group: COLLGRP03 Collection Group 3

Assessment Rule							
Eff Date:	07/01/2001	Status:	Active	*Schedule:	CM-DAILY	*Template:	ALERT
Description: Conversation Follow Up							
*Owner:	Sales Person	Level:	Customer Group	Message Set:	6000	Msg #:	1003
Operator:	Amount:	Curr:	Days:	Count:	# Periods:	Percent:	

Assessment Rule page

Template

Select the action template that the Condition Monitor uses when the customer meets the criteria that you define in the rule.

Summary

Select this check box if:

- You are defining a rule for the Large Amount Coming Due (LACD) condition, and you want to create an action plan for a customer when the total amount of invoices that are coming due within the number of days specified in the rules exceeds the dollar amount in the rule.

Otherwise the system creates an action plan for the customer based on the balance due and due date of individual invoices.

- You are defining a rule for the Entry Type/Reason Code (ETRC) condition, you have *not* specified a reason code for the rule, and you want the Condition Monitor process to look at all items with the specified entry type and no reason code, to determine whether to create an action plan for the customer.

In this case, the system creates one action for the condition for all items with no reason code.

Otherwise the Condition Monitor process creates one action for each item with the specified entry type and a blank reason code.

Owner

Select the type of owner for an action:

- *Collector*
- *Credit Analyst*
- *AR Specialist*
- *Sales Person*

The Condition Monitor process assigns an action to the owner based on the value assigned to the item or customer. For example, if you select *Credit Analyst* for the Exceeds Credit Limit condition, the process assigns the action to the credit analyst assigned to the customer.

Level

Indicates to whom the rule applies. Values are:

Customer: Applies to a specific customer.

Customer Group: Applies only to customers in a specific customer group.

SetID: Applies to all customers associated with a setID.

Message Set and Msg #
(message number)

The system populates the message set and message number and you cannot change the value. The system displays this message on the action list when the rule is violated.

Parameters

The Condition Monitor process uses the criteria in the Parameters group box to determine whether the condition has been violated. If a condition does not require a specific criteria, the field is unavailable. The following table identifies the type of criteria that are applicable for each condition:

Condition	Operator	Amount	Days	Count	Percent	Number of Periods
Approaching Credit Limit (ACLA)		X			X	
Approaching Credit Limit Expiration (ACLD)			X			
Approaching Credit Card Expiration Date (CCEX)			X			

Condition	Operator	Amount	Days	Count	Percent	Number of Periods
Conversation Follow Up (CFLU)						
Credit Hold Code Exists (CHLD)						
Customer Promise Date Broken (CPDB)						
Customer Promise Date Review (CPDR)						
Deduction Item (DEDN)						
Disputed Items (DISP)						
Exceeding Credit Limit (ECLA)						
Exceeded Credit Limit Expiration Date (ECLD)						
Entry Type/Reason Code (ETRC)	X	X	X			
Key Statistics Exceeded (KSTE)	X	X		X	X	X
Large Amount Coming Due (LACD)		X	X			
Risk Score (RISK)				X		

Defining Rule Parameters

Operator	Select an operator such as less than or equal to (<i>Less/Equal</i>) if you are creating a comparison rule for a Key Statistics Exceeded (KSTE) or Entry Type/Reason Code (ETRC) condition.
Amount	Enter the monetary amount for the comparison.
Count	Enter the count of times for the comparison.
Percent	If you are creating a rule for the Approaching Credit Limit (ACLA) condition, enter the percent to trigger the condition when customers' outstanding balances reaches the percentage that you enter of their credit limits. For example, a customer's credit limit is 100,000.00 EUR and you enter 80 percent. The Condition Monitor creates an action when the customer's outstanding balance reaches 80,000.00 EUR. If you are creating a rule for the Key Statistics Exceeded (KSTE) condition, enter the number of periods and the percent for the rule. The Condition Monitor process uses these values to determine if a key statistic has changed. Enter the relative period to compare in the # Periods (number of periods) field. The current period is considered to be period 0, so if you want to monitor the change between the current period and the same period last quarter, you would enter 3 in the # Periods field. Then, enter either a positive or a negative number in the Percent field. The Condition Monitor process calculates the percentage change between the current period and the comparison period and then compares the change, using the operator that you entered and the percent for the rule.

Defining Assessment Rules Using SQL

Access the Assessment Rule User page (Set Up Financials/Supply Chain, Product Related, Receivables, Assessment Rule User, Assessment Rule User).

Assessment Rule User

SetID: CORPORATE SETID Condition ID: User defined condition 1

Assessment SQL Rule Find | View All First 1 of 1 Last

Effective Date: 07/01/1999 Status: Active *Schedule: DAILY *Template: ALERT

Description: User defined rule 1

*Owner: AR Spec Level: SetID Message Set: Msg #: SQL Statement

Criteria Find First 1-4 of 4 Last

Open	*Record	*Alias Name	*Operator		Close	Oper	
(	Item	ENTRY TYPE	=	CR	)	OR	
	Item	ENTRY TYPE	=	OA	)	AND	
	Item	SALES PERSON	=	104		AND	
	Item	ITEM BALANCE	>	-10,000,000.000		AND	

Assessment Rule User page

Template

Enter the action template that the Condition Monitor process uses when an item or customer meets the SQL criteria that you enter.

Owner

Select the type of owner for an action:

- *Collector*
- *Credit Analyst*
- *AR Specialist*
- *Sales Person*

The Condition Monitor process assigns an action to the owner based on the value specified on the item or customer. For example, if you select *AR Specialist* for a Disputed Item condition, the process assigns the action to the specialist assigned to the item.

Level

Indicates to whom the rule applies. Valid values are:

Customer: Applies to a specific customer.

Customer Group: Applies only to customers in a specific customer group.

SetID: Applies to all customers associated with a setID.

Message Set and Msg # (message number)	The system populates the message set and message number for system-defined conditions, and you cannot change the value. For user-defined conditions, enter the message number for the message that you want to display when the rule is violated and the message set in which you put the message.
SQL Statement	Click to access the Assessment Rule User SQL Statement page where you can view the SQL statement in a free-form format or copy the statement to test it using a SQL query tool. This button is available only after you save the SQL criteria in the grid.
Open	(Optional) Select a character to open the SQL statement. The character is used to signify the start of a group or block of parts in the Where clause that work together to test a condition.
Record	Select the table that contains the fields that you want to include in the SQL statement. Valid values are: • <i>Item</i> (PS_ITEM) • <i>Item Distribution</i> (PS_ITEM_DST) • <i>Item Activity</i> (PS_ITEM_ACTIVITY) • <i>Customer</i> (PS_CUSTOMER) • <i>Customer Option</i> (PS_CUST_OPTION)
Alias Name	Select a field name. The values that you select come from the table that you selected in the Record field. • If you select a date field, do one of the following: • Enter a date. • Select the check box that follows the Operator field. In the +/- field, enter the number of days between the selected date and run date for the Condition Monitor process that the rule is violated. For example, if you want to create an action for new deductions one day after they are created, you would select <i>Accounting Date</i> for the field name, <i>Greater Than</i> for the operator, and enter <i>1</i> in the +/- field. • If you select anything other than a date field, enter the value that you want the Condition Monitor to look for in the field that follows the Operator field.
Operator	Select a mathematical operator, such as <i>Equal To</i> or <i>Greater Than</i> .
Close	(Optional) Select a character to close the SQL statement. The character is used to signify the end of a group or block of parts in the Where clause that work together to test a condition.

Oper (operator)

Select a value to concatenate multiple Where clause conditions. The options are: *AND*, *OR*, or blank. You leave it blank only if you enter one SQL criterion.

Setting Up Promise Date Options for a Customer

This section presents an overview of promise date options and describes how to define promise date options.

Understanding Promise Date Options

PeopleSoft Receivables enables a collections analyst to enter a promise of payment by the customer and to track and manage that promise within the Conversations component. The Promise Date Options component enables you to configure tolerance levels for a promise to ensure that a promise is kept based on the actual amount paid, the number of items paid or the actual date paid.

On the Promise Date Options page, you indicate the number of days past the promise to pay date that you are willing to wait to take further action for a selected setid, setid and customer, or setid and customer group. Based on this tolerance period, you indicate what percentage of the promised payment amount you are willing to accept. You also select a Broken Promise Action, which has been predefined as a customer action in PeopleSoft Receivables. You predefine these fields on the Promise Date Options page and indicate whether the selected user performing the review of the broken promise can override these fields in the Conversations component. The values you select on this page appear as default values on the Conversations page.

When a collections analyst creates a new conversation on the Conversations page and selects the Promise of Payment check box, the conversation is considered a promise date conversation and the promise status will be set to Open. Once a conversation is marked as a promise of payment conversation, the collections analyst must enter a promise date and the amount that the customer promised to pay in order to save the conversation. When a promise conversation is saved, it cannot be reverted back to a regular conversation.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations."

Page Used to Define Promise Date Options

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Promise Date Options	PROMISE_DT_OPTIONS	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options	Define promise date options.

Defining Promise Date Options

Access the Promise Date Options page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options)

Promise Date Options

SetID: SHARE CORPORATE SETID

Customer ID:

Customer Group:

Promise Date Options

Tolerance Days:	3	☐ User can Override Tolerance Days
Payment Tolerance:	5 %	☐ User can Override Tolerance Percent
Broken Promise Action:	PRBK	☐ User can Override Promise Action

Promise Date Options page

To access the Promise Date Options page you can enter SetID only, SetID and Customer ID, or SetID and Customer Group.

SetID	Select a setid on the Add a New Value page. This is a required field.
Customer ID	• A customer ID • Specify a customer ID and setID combination. The promise date options you setup will only apply to the specific customer under the setID
Customer Group	• A customer group • Specify a customer group and setID combination. The promise date options you setup will only apply to all customers that belong to the customer group under the setID
Tolerance Days	Enter the number of days past the promise to pay date that you are willing to wait before taking further action. This value appears as the default value on the Conversations page.
User Can Override Tolerance Days	Select this check box to enable a user to override the default Tolerance Days value on the Conversations page.
Payment Tolerance	Identifies the percentage you are willing to deduct from the promised payment amount. This value defaults on the Conversations page.
User Can Override Tolerance Percent	Select this check box to enable a user to override the default Payment Tolerance percentage value on the Conversations page.

Broken Promise Action	Select a Broken Promise Action, which has been predefined as a system defined customer action on the Action Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Action Code, Action Code).
User Can Override Promise Action	Select this check box to enable a user to override the default Broken Promise Action with another action on the Conversations page.

Setting Up Risk Scoring Rules

This section presents an overview of risk scoring rules and discusses how to:

- Define risk scoring rules.
- Enter risk scoring range values.

Understanding Risk Scoring Rules

You can set up one or more risk scoring rules for selected setid, customer, or customer group. These risk score rules are used by the Risk Scoring program (RUN_AR_RISK) to compute a risk score for a customer. The range value is used in conjunction with the risk scoring weight to compute the risk score. The system computes the Range Value * Risk Scoring Weight = Risk Score.

You can define a risk score rule using one or more risk scoring elements selected from a risk scoring group. You assign a risk scoring weight, a low and high range, and range value for each risk scoring element. The high and low ranges are determined by the type of scoring element you select, which can be Amount, Char (character), percent, days, date or numeric.

For example, when the risk scoring element is BALDUE and the type is Amount, you can enter the low and high range values and the range value on the Risk Range Details grid of the Risk Range Details page. For example, if the risk scoring element is BALDUE, the type is Amount, and the length is 23, you could enter these multiple rows of values:

<i>Range Low</i>	<i>Range High</i>	<i>Range Value</i>
1	1,999	10
2.000	2,999	20
3.000	3,999	30
4.000	9,999,999,999.99	40

When the risk scoring element is CRHOLD and the type is Char and has a yes/no value (such as: Is the customer on credit hold?) the system automatically populates the Risk Range Details grid with Y for Range High and Range Low values in one row and N for Range High and Range Low values in the next row. You can enter the range value. For example if CRHOLD is the risk scoring element:

<i>Range Low (system generated)</i>	<i>Range High (system generated)</i>	<i>Range Value</i>
Y	Y	5
N	N	10

When the risk scoring element is CUSTOMER_TYPE, the type is Char, and CUSTOMER_TYPE does not have a yes/no value, then you could enter these values:

<i>Range Low</i>	<i>Range High</i>	<i>Range Value</i>
A	L	10
M	Z	20

You can set up multiple risk rules for a customer or customer group. However, the Risk Scoring Application Engine program only applies one rule per customer or customer group per run.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Generating Risk Scores, page 1118.](#)

Pages Used to Set Up Risk Scoring Rules

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Risk Scoring Rule	AR_RISKSCR_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Risk Scoring Rule	Define risk scoring rules.
Risk Range Details	AR_RISK_SEC	Click the Risk Range Details link on the Risk Scoring Rule page.	Enter risk scoring range values.

Defining Risk Scoring Rules

Access the Risk Scoring Rule page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Risk Scoring Rule)

Risk Scoring Rule

SetID: SHARECORPORATE SETIDRisk Score ID: RULES

Scoring Elements

Find | View All First1 of 1Last

Effective Date:09/10/1990

Status:Active

Description:SCORING ELEMENTS

Currency:USD

Score Element Details

Customize | FindFirst1-2 of 2Last

*Scoring Group	*Scoring Element	*Scoring Weight (%)	Risk Range Details		
Item Information	LAPD	80.00	Risk Range Details	+	-
Customer Activity	BALDUE	20.00	Risk Range Details	+	-

Risk Scoring Rules page

- Effective Date

Select the date that this risk score element will become effective. You can add risk scoring elements, as well as assign a new effective date if you modify an existing risk scoring element.
- Currency

Enter an anchor currency to apply to this risk score ID.

Note.

This field is required when you select a Scoring Element that is amount-based, such as *SALES*.
- Scoring Group

Select one of these values:
 - Aging Information
 - Customer Activity
 - Customer Table
 - Item Information
 - System Defined History
 - User Defined History
- Aging ID

Select an aging ID value, which is used to populate the scoring element with the correct aging categories.

Note.

This field only appears when you select *Aging* as the Scoring Group.

Amount	Enter a threshold amount in order to select the oldest item greater than this amount. Note. This field only appears when you select <i>Item Information</i> as the Scoring Group and <i>DTOLDIT</i> (data of the oldest item) as the Scoring Element.
Scoring Element	Select the scoring element that you want to apply to the selected scoring group. This value describes the type of scoring data used to make up a scoring rule based on the Scoring Group you select. For example, you can select <i>Customer Activity</i> as the Scoring Group and <i>BALDUE</i> as the Scoring Element, or <i>System Defined History</i> as the Scoring Group and <i>DSO30</i> as the Scoring Element.
Scoring Weight (%) scoring weight (percentage)	Enter the percentage of weight that you want to apply to this scoring element which is multiplied by the Range Value that you enter on the Risk Range Details page to obtain a Risk Score for that element row. When the Risk Scoring program runs, it sums up the individual element scores for the overall customer score and updates the PS_CUST_CREDIT table with the customer risk score. Default value is 100.00 percent. Important! The total scoring weight percentages for all of the scoring elements must equal 100.00 percent.
Risk Range Details	Click this link to access the Risk Range Details page.

Entering Risk Scoring Range Values

Access the Risk Range Details page (click the Risk Range Details link on the Risk Scoring Rule page).

SetID: SHARE

Risk Score ID: RULES

Scoring Group

Item Information

Scoring Element

LAPD

Risk Range Details							Customize Find  First 1-4 of 4 Last	
Scoring Element	Type	Max Length	Range Low	Range High	Range Value			
LAPD	Amount	23	-2,000	1,999	80	+	-	
LAPD	Amount	23	2,000	2,999	83	+	-	
LAPD	Amount	23	3,000	3,999	85	+	-	
LAPD	Amount	23	4,000	99,999,999	87	+	-	

Risk Range Details page

This page displays the risk range details for each scoring group and scoring element.

Type

Indicates the type of field that appears based on the selected scoring element on the Risk Scoring Rule page, such as *Char*, *Amount*, *percent*, *days*, *date* or *numeric*.

Max Length (maximum length)

Displays the maximum length of the data the user can enter in the range low and range high value columns. The length along with the type is displayed to aid users in entering the range values. If the type is days and the length is 5 you can enter whole number range values up to 5 positions in length such as .99999, 40000, and more.

Range Low and Range High and Range Value

These fields depend on your selection of the type of scoring element, as well as Scoring Group and Scoring Element values on the Risk Scoring Rule page.

For example, if you select the scoring group (Customer Activity) and the scoring element (BALDUE), which is based on an amount, then you enter a low range (-99,999) and high range (5,000).

If you select a Scoring Element value on the Risk Scoring Rule page that has a Yes/No value, such as CRHOLD (the customer on credit hold), then these Range Low and Range High fields are automatically populated with a row for Yes (*Y*) and a row for No (*N*).

Range Value — Enter a value for each range between 1 and 100.

See [Chapter 7, "Setting Up Exception and Collection Processing," Understanding Risk Scoring Rules, page 241.](#)

Implementing Self-Service Web Components

This section provides an overview of PeopleSoft Receivables self-service web components and discusses how to:

- Set up brokers and customers for self-service transactions.
- Set up sales people for self-service transactions.

Understanding Self-Service Web Components

Self-service web components provide your employees, customers, and individuals outside of your organization with secure and convenient access to information.

PeopleSoft delivers several self-service web components as templates. You can use PeopleSoft Application Designer to modify these web components just as you would any application components.

PeopleSoft Receivables provides the following web components:

<i>Component</i>	<i>Description</i>
Items (ITEM_RVW_CST_SS), (ITEM_RVW_BKR_SS), and (ITEM_RVW_SLS_SS)	Provides details for individual items, including the amount, status, and reference information (such as the associated invoice number, payment ID, and contacts). It also provides links to actions and conversations associated with an item.
Actions (ACTION_RVW_SS)	Provides a list of tasks assigned to individuals to take on an item and option to view the status for a task.

Note. Customers and brokers access the self-service web components from the Customer portal and sales people access the self-service web components from the Employee portal.

Security

The user profile that you create for each individual who accesses your self-service web application determines the web pages that the user can access. You create user profiles in PeopleTools on the User Profiles component. You assign a role to each user profile and you link roles to permission lists. Each permission list identifies the pages that individuals assigned to a role can access. To modify the access for specific web pages for each role, you modify the permission list for the user's role.

Note. If you modify a permission list, you change the access for all users who are assigned to roles to which the permission list is linked.

You also use the user profile to define the data to which the user has access. For example, you associate the user profile for a customer contact with a specific contact ID. When a customer logs on to the self-service web application, they receive access to item information only for the customers assigned to that contact ID.

PeopleSoft Receivables Roles

PeopleSoft Receivables provides self-service web pages for the following roles. We deliver sample definitions for each of these roles and have assigned sample permission lists to each role:

- Customers
- Brokers
- Sales people

Sales people and brokers have access to self-service web pages where they can perform these tasks:

- View items.
- Maintain actions.
- Review conversations.

Customers have access to a self-service web page that enables them to view items.

Web Search Pages

The values that appear on the search results pages and search filter pages vary, based on the user's role, just as they do in other PeopleSoft applications. We associated one or more of the roles that we deliver with each self-service role menu.

See the information about permission lists in the *PeopleTools PeopleBook: PeopleSoft Security*.

Setting Up Brokers and Customers for Self-Service Transactions

You must perform several tasks to enable brokers and customers to use the self-service web pages. The setup defines which self-service web pages the brokers and customers can access and also identifies to which items they will have access.

To set up brokers and customers:

1. Create separate permission lists for brokers and customers by using the Permission Lists component (ACCESS_CNTRL_LISTX).

Use the following permission lists in the sample database as examples:

- Use the EPAR2100 permission list for brokers.
- Use the EPAR2200 permission list for customers.

2. Create separate roles for brokers, customers, and sales people by using the Roles component (ROLEMAINT).

Use the following roles in the sample database as examples:

- Use the Broker role for brokers.
- Use the Customer role for customers.

3. Create a contact for each customer and broker on the Contact page.
4. Enter the customers that are associated with the contact on the Contact Customer page.

For broker contacts, you must also select the Broker Customer check box on the Self Service Security tab for the customers that correspond to the broker ID on the deductions that you want them to view.

When a customer or broker contact accesses the Items component, the system displays items for only the customers that you enter.

5. Link the contact to a user profile on the Contact User Profile page.

The roles that you assign to the contact determine which self-service menus the contact can access. Assign the Customer role to your customer contacts and the Broker role to your broker contacts.

Note. You can also use the User Profiles component to create a profile for a contact. If you use the User Profiles component, select *Customer Contact* for the ID Type and then assign the appropriate contact ID to the Attribute Value.

6. Set up the setID user preference for the user on the Define User Preferences - Overall Preferences page.
7. For brokers, select the Broker Customer check box on the General Info page for the customer.

See Also

PeopleTools PeopleBook: PeopleSoft Security

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Contacts"

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining User Preferences," Defining Overall User Preferences

Setting Up Sales People for Self-Service Transactions

You must perform several tasks to enable sales people to use the self-service web pages. The setup defines which self-service web pages the sales people can access and also identifies to which items they will have access.

To set up sales people for self-service transactions:

1. Create an employee ID for each sales person on the Personal Data (Edit) page.
2. Create a separate permission list for sales people.

Use the EPAR2300 permission list in the sample database as an example.

3. Create a role for sales people.

Use the Sales Person role in the sample database as an example.

4. Create a user profile for the sales person.

Select *Employee* for the ID Type and then assign the appropriate employee ID to the Attribute Value. Assign the Sales Person role to the user profile.

5. Create a support team type for sales people on the Team Member Types page.

You must enable the Is this a Sales Person? check box.

6. Set up the sales person as a support team member on the Team Member Personal Data - Member Data page.

Associate the same employee with the sales person as you did in the user profile.

7. Assign the support team member to a support team type for sales people on the Team Member Personal Data - Member Commission page.
8. Specify the setID user preference for the user on the Define User Preferences - Overall Preferences page.

The sales person for each item is one of the members of a sales support team. The system displays only items to which a sales person is assigned in the Sales Person 1 or Sales Person 2 fields for the item.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Working With Personal Data

PeopleTools PeopleBook: PeopleSoft Security

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining User Preferences," Defining Overall User Preferences

Chapter 8

Setting Up History and Aging

This chapter provides an overview of history calculations and discusses how to:

- Set up history IDs.
- Set up aging.
- Set up subcustomer qualifiers.
- Set up parallel processing for Aging.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement history and aging.

Understanding History Calculations

Both the Receivable Update Application Engine process (AR_UPDATE) and the Aging Application Engine process (AR_AGING) update the system-defined customer history elements.

This section discusses:

- Customer history calculations in the Receivable Update process.
- Customer history calculations in the Aging process.

Customer History Calculations in the Receivable Update Process

The Receivable Update process updates these system-defined customer history elements:

- Average Days Late (AVGDAYSL).
- Days Sales Outstanding (DSO30 and DSO90).
- Highest Balance (HI_BAL_AMT).
- Weighted Average Days Late (WTAVGDAYSL).
- Weighted Average Terms (WTAVGTERMS).
- Weighted Average Days Paid (WTAVGPAID).

Average Days Late

Days late is the number of days between the due date and the accounting date of the entry that closed the item. The Receivable Update process calculates average days late as:

$\text{sum (days late)} \div \text{number of items}$

For example, suppose that a customer has these closed items: a 1,000.00 USD item 2 days late, a 2,000.00 USD item 5 days late, and a 3,000.00 USD item 4 days late.

The average days late for this customer = $(2 + 5 + 4) \div 3$, or $11 \div 3$, or 3.67

Use the Receivable Update Request page to indicate that you want to update the Average Days Late figures for subcustomer levels (assuming subcustomer is enabled). The system date at the start of the Receivable Update run and the accounting calendar determine the accounting period for the result.

The Receivable Update process considers items only if they have been closed since the last time the history was updated.

It can exclude items for a variety of reasons:

- The dispute reason governs exclusion of disputed items.
- The deduction reason governs exclusion of deduction items.
- The entry type governs exclusion by entry type.
- The item was originally negative (such as a credit memo).

For each item that meets the inclusion criteria, the system determines the number of day's difference between the due date and the accounting date of the entry that closed the item. Consider two examples:

- Payment in full.

A 1,000.00 AUD invoice is posted with an accounting date of September 1 and a due date of September 30. An 1,000.00 AUD payment with an accounting date of October 1 is posted on October 5, bringing the balance of the invoice to 0 AUD and changing its status from open to closed.

Days late = 1

- Partial payment.

A 1,000.00 AUD invoice is posted with an accounting date of September 1 and a due date of September 30. A partial payment of 900.00 AUD with an accounting date of October 1 is posted against the invoice on October 5, bringing the balance of the invoice to 100.00 AUD. A 100.00 AUD credit memo with an accounting date of October 15 closes the invoice.

Days late = 15

Previous activity for the fiscal year and accounting period determine how the Receivable Update process updates history. If a value for Average Days Late does not exist for the fiscal year and accounting period, the Receivable Update process updates the history ID by adding the number of days and dividing by the count of closed items. Here are two examples:

- Example one.

Two items are closed for a customer. One item is 10 days late, and the other is 5 days late. Total days late is 15, which when divided by 2 equals 7.5 Average Days Late.

- Example two.

Two items are closed for a customer. One is 10 days late, and the other is 5 days early. Total days late is 5, which when divided by 2 equals 2.5 Average Days Late.

If a value for Average Days Late does exist, the system computes a running average. It adds the sum of the days late of the closed items to the product of the existing value and the number of existing closed items, and then divides by the sum of the existing items and the newly closed items. For example, the previous values are 15 days late, 3 items; the recent closed items values are 40 days late, 2 items. The formula is:

$$[(15 * 3) + 40] \div (3 + 2) = 17 \text{ days late, 5 items}$$

Days Sales Outstanding (DSO30 and DSO90)

Days sales outstanding (DSO) is reported as two different history IDs: a 30-day based figure and a 90-day based figure. The system uses the calculation year and period from the Receivables Options - Options 1 page as the basis for calculations to determine the accounting period for the resulting history.

Use the Receivable Update Request page to indicate whether you want to update the DSO and the subcustomer history DSO figures. You should request user-defined history when you request DSO, because DSO calculations use the SALES figures updated as part of user-defined history. If you run DSO alone, the results do not reflect the latest sales figures.

The Receivable Update process calculates DSO30 by multiplying the customer's current balance by 30 and dividing by prior period sales. The prior period is the DSO calculation period on the Receivables Definitions - Accounting Options 1 page, even if it crosses a fiscal year.

The Receivable Update process calculates DSO90 by multiplying the current customer balance by 90 and dividing by the sum of sales for the previous three periods. Use a view to sum sales for the three periods before the calculation period, even if a fiscal year boundary is crossed.

Highest Balance (HI_BAL_AMT)

This is the highest balance for the customer for the accounting period. The system uses the system date at the time you run the Receivable Update process, as well as your accounting calendar, to determine the accounting period. If no activity occurs during an accounting period, the system does not create a history record for that period.

Weighted Average Days Late (WTAVGDAYS)

Use the Receivable Update Request page to indicate whether you want to update Weighted Average Days and Weighted Average Days Late figures for subcustomer levels (assuming that subcustomer levels are enabled). The system date at the start of the Receivable Update run and the accounting calendar determine the accounting period for the result.

The amount of the closed item is used to weight the days based on the assumption that a 100,000.00 EUR invoice paid 10 days late is more serious than a 10.00 EUR invoice paid 10 days late. The formula is:

$$\text{sum (item amount * days late)} \div \text{sum (item amount)}$$

The item amount is drawn from the first instance of item activity that has the same entry type as the closed item. Days late is the number of days between the due date and the accounting date of the item activity that closed the item.

For example, suppose that a customer has the following closed items: a 1,000.00 USD item 2 days late, a 2,000.00 EUR item 5 days late, and a 3,000.00 EUR item 4 days late. For this customer, WTAVGDAY5 equals:

$$(1,000.00 * 2) + (2,000.00 * 5) + (3,000.00 * 4) \div (1,000.00 + 2,000.00 + 3,000.00) = 24,000.00 \div 6,000.00 \text{ or } 4$$

The Receivable Update process updates history for Weighted Average Days Late based on the previous activity for the fiscal year and accounting period. If a Weighted Average Days Late value does not already exist for this fiscal year and accounting period, the history is updated. If a Weighted Average Days Late value exists, a running average is computed, using additional information stored by customer history and subcustomer history, if appropriate, similar to the example for Average Days Late. The system date at the start of the Receivable Update run and the accounting calendar determines the accounting period for the result.

When an item is created, the Item Activity line contains an entry type. This entry type is stored with the item, unless a subsequent Item Activity line has an entry type with the Prevent Posting of Duplicate Entries option selected. In this case, the entry type stored with the item changes to the entry type of the subsequent entry.

The Prevent Posting of Duplicate Entries option is used when a debit or credit memo is posted before the invoice. Because the system uses the entry type on the item for aging redirection and correspondence inclusion, you can use the invoice entry type as the controlling entry type even though the invoice is not posted first. This is important because Weighted Average Days Late uses the amount associated with the controlling entry type rather than the original amount of the item.

Weighted Average Terms (WTAVGTERMS)

Weighted Average Terms calculates the average number of days allowed for a customer before payment is due, weighted according to the item amount. By default, the calculation is based on the accounting date unless the terms code on the item specifies a different basis date.

Customer payment terms impose limits on the allowable days, and a customer can buy with multiple payment terms. Some invoices can be due in 20 days, others in 30 or 40 days. For example, the Weighted Average Days Late calculation informs you that the customer pays, on average, 5 days late. However, that number is more meaningful when you know that the customer had an average of 25 days to make payments.

The Receivable Update process performs the calculations only if you select Payment Performance on the Receivable Update Request page. Settings on the Receivable Update Request page also determine whether the subcustomer history module runs (assuming it is enabled). The accounting period for the result is determined by the Receivable Update run date and your accounting calendar.

Weighted Average Days Paid (WTAVGPAID)

Weighted Average Days Paid is the number of days a customer takes to make payments. The average is weighted by the payment amount, on the assumption that a 1,000.00 USD payment is more significant than a 100.00 USD payment. Weighted Average Days Paid is calculated by adding weighted average terms and Weighted Average Days Late:

$$\text{days allowed} + \text{days late} = \text{days taken}$$

For example, weighted average terms of 25, plus Weighted Average Days Late of 5, means that the customer pays an average of 30 days from the invoice date—25 days were allowed, and 5 extra were taken.

The Receivable Update process performs the calculations only if you select Payment Performance on the Receivable Update Request page. Settings on the Receivable Update Request page determine whether the subcustomer history module runs (assuming it is enabled). The accounting period for the result is determined by the Receivable Update run date and your accounting calendar.

See Also

Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Creating Run Control IDs for Receivable Update, page 391

Customer History Calculations in the Aging Process

This section discusses the *due* and *high-due* formulas for each history calculation performed during aging.

The Due Family

The Aging process updates these history IDs:

- Current Due
- Future Due
- Past Due
- Other Due

The amounts are based on how you defined an aging ID (the sum category that you selected for each aging category). The history calculations are also affected by any special handling that was defined for entry types. The system date for starting the Aging run determines the fiscal year and accounting period.

The High-Due Family

The Aging process updates these history IDs:

- High Current Due
- High Future Due
- High Past Due
- High Other Due

The amounts are based on the highest amount reached for a given fiscal year and accounting period. The system date for starting the Aging run determines the fiscal year and accounting period.

Setting Up History IDs

To set up history IDs, use the System Defined History (SYSTEM_HIST_TABLE) and the User Defined History (CUST_HIST_TABLE) components.

This section discusses how to:

- Review system-defined history IDs.
- Define user-defined history IDs.

Note. You must define at least one user-defined history ID called SALES.

Pages Used to Set Up History IDs

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
System Defined History	CUST_HIST_S_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Options, System Defined History, System Defined History	Link system-defined history IDs to the setIDs associated with customers for whom you want to track history.
User-Defined History	CUST_HIST_U_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Options, User Defined History, User-Defined History	Create the customer history IDs used to summarize history about customer receivables activity. For each history ID that you create, the system maintains the total specified customer activity for each fiscal year and accounting period.

Reviewing System-Defined History IDs

Access the System Defined History page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, System Defined History, System Defined History).

This table lists the available system-defined history IDs:

<i>History ID</i>	<i>Description</i>
AVGDAYS	Average Days Late
CURRENTDUE	Current Due

<i>History ID</i>	<i>Description</i>
DSO30	30 Days Sales Outstanding
DSO90	90 Days Sales Outstanding
FUTUREDUE	Future Due
HI_BAL_AMT	High Balance Amount
HI_CURRENT	High Current Balance
HI_FUTURE	High Future Due
HI_OTHER	High Other Due
HI_PAST	High Past Due
OTHERDUE	Other Due
PASTDUE	Past Due
WTAVGDAY	Weighted Average Days Late
WTAVGPAID	Weighted Average Paid
WTAVGTERMS	Weighted Average Terms

Defining User-Defined History IDs

Access the User-Defined History page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, User Defined History, User-Defined History).

Define as many history IDs as you need.

The system requires a minimum of one user-defined history ID called SALES. The Receivable Update process uses the SALES history ID to calculate DSO. If you cannot use the name SALES for this history ID, then you must change the Receivable Update process to ensure that calculations for DSO are correct.

Entry Type and Entry Reason Enter the combination that the system should use to compile customer history. If an entry type has more than one entry reason, you need to list the entry type with each entry reason.

Note. If an entry type does not require an entry reason, you must list the entry type, but leave the entry reason blank. The history then includes those items with the entry reason that you indicated.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Entry Types and Reasons, page 70

Setting Up Aging

To set up aging, use the Aging component (AGING_TABLE).

This section provides an overview of aging setup and discusses how to set up aging IDs.

Understanding Aging Setup

Aging IDs define how the Aging process and aging reports age open items. They also enable you to define unique rules for aging deduction, disputed, and collection items.

When you age deduction, disputed, and collection items, you choose to do one of the following:

- Age them like normal open items and place them in a category based on the age of the item.
- Define a separate category for either all disputed, deduction, or collection items, regardless of their age, or create a separate category for each type of item.

This categorization is useful when you do not want these item types aged in a date range, but you want to see the total aged amount for these types of items separately.

You can also set up separate categories based on the dispute or deduction reason, or the collection code.

- Exclude deduction, dispute, or collection items from aging.

You have two options:

- Exclude all deduction, disputed, or collection items aged using the aging ID or any combination of these item types.

For example, you can exclude deduction and disputed items, but age collection items normally.

- Exclude deduction and disputed items by their reason or collection items by their collection codes.

For example, you can exclude authorized deductions that are associated with a promotion, but age the remaining deductions normally or in a deduction category.

The Aging process uses the aging ID assigned to the business unit to age items unless you override it for individual customers. The aging reports use the aging ID that you enter on the run control page to age the items on the reports.

Page Used to Define Aging IDs

Page Name	Definition Name	Navigation	Usage
Aging	AGING_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Aging, Aging	Defines aging IDs that describe how the system ages open items.

Setting Up Aging IDs

Access the Aging page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Aging, Aging).

Aging

SetID: SHARE Aging ID: 30-60

Aging ID Definition Find | View All | First 1 of 1 Last

*Effective Date: 01/01/1900 *Status: Active

*Description: Standard Aging Short Description: Standard

*Basis Date: Due Date

Categories Customize | Find | View All | First 1-3 of 6 Last

*Aging Category	*Description	Short Desc	Start	End	*Sum	Credit Check		
01	Future	Future	-9999	0	F	☐	+	-
02	Current	Current	1	30	C	☐	+	-
03	31-60	31-60	31	60	P	☐	+	-

Dispute Aging

*Dispute Aging: Normal Category: *Priority: 1

Deduction Aging

*Deduction Aging: Normal Category: *Priority: 2

Collection Aging

*Collection Aging: Normal Category: *Priority: 3

Aging page

Basis Date

Select the type of date for aging open items. Values are:

As of Date: A user-defined date for aging items.

Acctg Date (accounting date): The accounting date for the item.

Item Date: Usually the invoice date, but it may differ by implementation.

Due Date: The due date assigned to the item.

Categories**Aging Category and Description**

Enter an ID for the category and the description that you use to identify the categories on the reports and inquiry pages.

Start and End

Enter the number of days that define the beginning and ending of the category. Use –9999 as the start day for one category and 9999 as the end day for one category.

The start date for each category must always be one day greater than the last end day for the previous category with one exception. If you are defining a separate category for disputed, deduction, or collection items, the start and end days is always 9999.

Sum (summarization)

Select a value that links the aging category to one of these summarization categories: *Current Due*, *Past Due*, *Future Due*, or *Other*.

Credit Check

Select if the aging category should be considered in the credit checking performed by PeopleSoft Order Management.

When you run the aging reports or view aging information on inquiry pages, the system uses the aging categories that you define to determine in which bucket to place an item. Each category represents an age range for the items. For example, suppose that you run an aging report using the 30–60 aging ID, as shown in the Aging page. You use an as of date of March 1. If you created an item on January 15, the system puts the item in the 31–60 category, which indicates the item is between 31 and 60 days old. If you defined unique categories for deduction, disputed, or collection items, the system places items flagged as deductions, in dispute, or in collection in the appropriate category.

Dispute Aging, Deduction Aging, and Collection Aging

Dispute Aging, Deduction Aging, and Collection Aging

Specify how the system ages disputed, deduction, and collection items. Values are:

Categorize: Select if you have created a unique category for disputed, deduction, and collection items and enter the category ID in the Category field. You can use the same category ID for all three types of items or create a unique category for the different types of items.

Exclude: Select if you do not want to age all disputed, deduction, or collection items.

Normal: Select to age disputed, deduction, or collection items normally by the basis date.

Vary: Select to do the following:

- Age disputed items based on the aging method for their dispute reason on the Dispute Reason page.
- Age deduction items based on the aging method for their deduction reason on the Deduction Reason page.
- Age collection items based on the aging method for their collection code on the Collection Code page.

The aging methods for individual dispute reasons, deduction reasons, and collections codes are to age normally, use a specific category, or be excluded from aging.

Priority

Enter a number to indicate which rule to use for an item that is marked with more than one dispute, deduction, or collection flag. An item can be aged based on only one of the reason codes. For example, if an item is a disputed item and in collection, the priority number indicates whether the system should use the disputed aging rule or the collection aging rule.

Note. Use the Entry Type page to place all items for an entry type in a specific aging category.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Entry Types and Reasons, page 70

Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Exception Reasons and Collection Codes, page 206

Setting Up SubCustomer Qualifiers

To set up subcustomer qualifiers, use the SubCustomer Qualifier 1 (SUBCUST1) and the SubCustomer Qualifier 2 (SUBCUST2) components. This section provides an overview of subcustomer qualifiers and list pages used to set up subcustomer qualifiers.

Understanding SubCustomer Qualifiers

Use subcustomer qualifiers to record history and aging information for a subset of your business with a customer or for a cross-section of your business across different customers. Based on the selection on the Installation Options - Overall page, the system can use one subcustomer qualifier, both qualifiers, or neither. If installation options enable both subcustomer qualifiers, you can limit their use for individual customers by allowing both, one, or none for a customer on the Miscellaneous General Info page.

If you elect to use one or both qualifiers, you must define valid qualifiers by TableSet.

This table provides an example of how you might use subcustomers for a large customer to whom you sell and ship products throughout the world:

<i>SubCustomer Qualifier 1 - Collector Locations</i>	<i>SubCustomer Qualifier 2 - Shipping Locations</i>
Sydney	New York
London	Tokyo

You run the Receivable Update process to update DSO for the customer and discover that their DSO is at 40 days. If you select the SubCustomer check box when you run the Receivable Update process, you find that:

- SubCustomer qualifier 1 shows that the DSO in Sydney is 60 days and in London is 20 days.

This result might mean that the collector in Sydney is not doing as good a job as the collector in London.

- SubCustomer qualifier 2 shows that when shipments are made from Tokyo, payments are received in 25 days.

When shipments are made from New York, payments are received in 55 days. Therefore, the DSO for the entire customer is calculated at 40 days. You might use this information to contact customers in New York to determine if they are experiencing a problem with their shipments, so that you can correct the problem.

Note. SubCustomer qualifiers are also available as search criteria on some inquiry pages, such as the Item List page or the Outstanding Customer Payments page.

Pages Used to Define SubCustomer Qualifiers

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
SubCustomer Qualifier 1	SUBCUST_QUAL1_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Customers, SubCustomer Qualifier 1, SubCustomer Qualifier 1	Define the first set of customer qualifiers that the system uses to categorize the customers' data for recording balance, historical, aging, and reporting purposes.
SubCustomer Qualifier 2	SUBCUST_QUAL2_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Customers, SubCustomer Qualifier 2, SubCustomer Qualifier 2	Define the second set of customer qualifiers that the system uses to categorize the customers' data for recording balance, historical, aging, and reporting purposes.

Setting Up Parallel Processing for Aging

This section provides an overview of parallel processing for aging and discusses how to:

- Define the maximum instances for PSAdmin.
- Define the maximum concurrent processes for the server.
- Define the number of parallel processes.
- Add more parallel processes to the Aging - Parallel multiprocess job (AR_AGE).
- Add additional Aging process definitions.

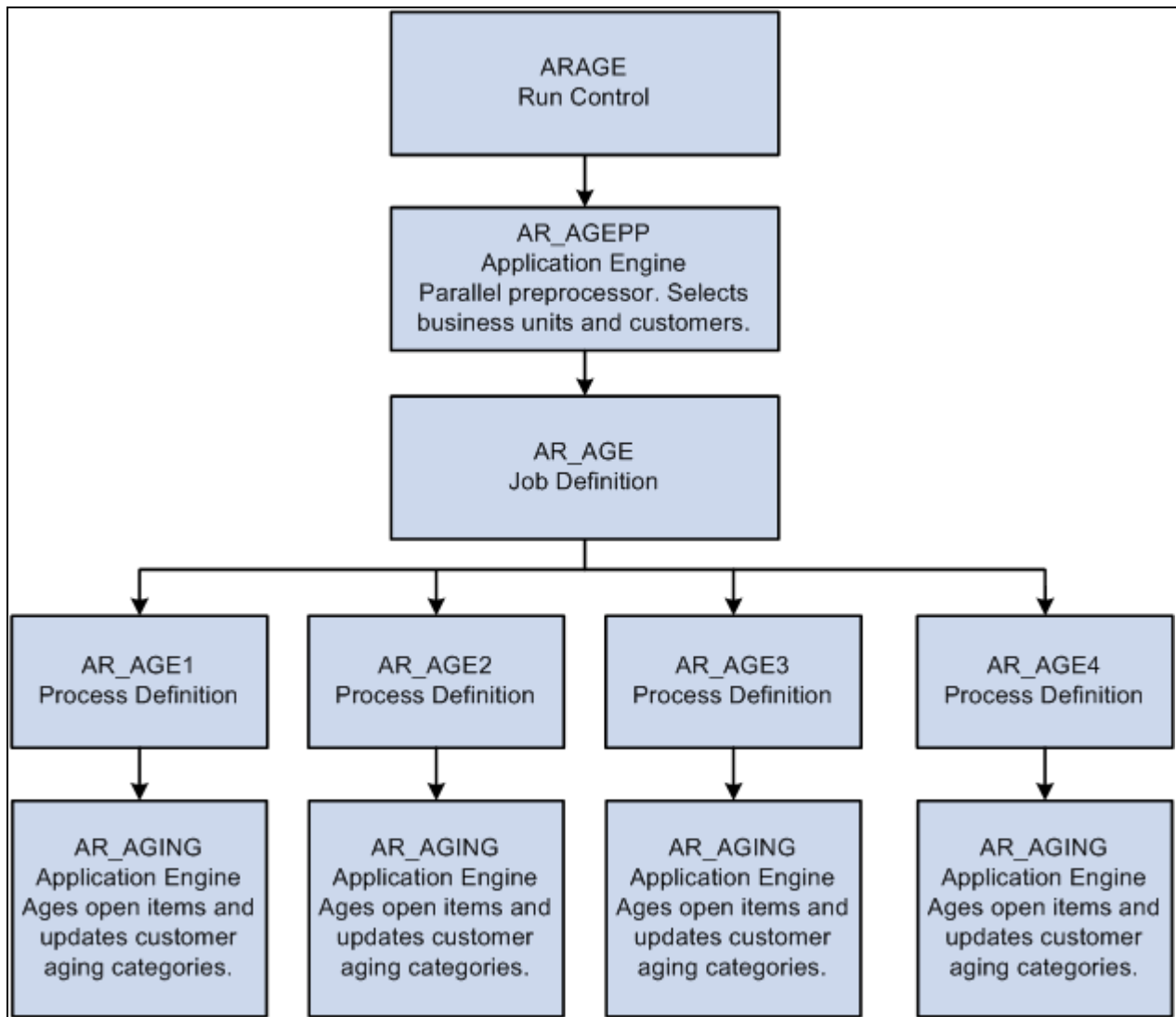
Understanding Parallel Processing for the Aging Process

PeopleSoft Receivables enables you to process multiple Aging processes in parallel to achieve higher performance. You initiate the processes using one run control and the process automatically divides the work between the number of partitions that you specify in your setup.

The Aging - Parallel multiprocess job (AR_AGE) includes:

- The Aging Parallel Preprocessor Application Engine process (AR_AGEPP).
- The Aging Parallel multiprocess job (AR_AGE).

The following diagram illustrates the process flow of the AR Parallel Aging process (AR_AGE) for four separate AR jobs. After setting up the AR_AGE Run Control page, the AR_AGEPP Application Engine parallel preprocessor selects business units and customers, then the AR_AGE runs the job definition for the jobs AR_AGE1, AR_AGE2, AR_AGE3, and AR_AGE4. The AR_AGING Application Engine ages open items and updates customer aging categories for each job.



Aging parallel multiprocessing workflow for multiple jobs

When you use the Process Monitor to check the status of the process, you view the status of the Aging Parallel Preprocessor process (AR_AGEPP) and each process within the Aging Parallel multiprocessing job (AR_AGE). The system does not indicate that the Aging - Parallel multiprocessing job (AR_AGE) is successful until each parallel process completes. The Job Message Log Summary page summarizes all the individual parallel process message log messages for the entire AR_AGE job.

This section discusses:

- AR_AGEPP process
- AR_AGE multiprocessing job

AR_AGEPP Process

The Aging Parallel Preprocessor process (AR_AGEPP) acts as a preprocessor for the aging process and also:

- Selects business units and customers for processing.
- Places the qualified data in temporary tables.
- Partitions the data between the child processes.
- Initiates the Aging Parallel multiprocess job (AR_AGE) that starts child processes in parallel.

The distribution of the data among the child or parallel processes is based on the composition of the data and the number of parallel processes. The process attempts to spread the data volume evenly among the processors that you previously set up. The staging phase takes a little longer, but the overall processing time is faster because multiple children processes run concurrently. You should balance the decision of using parallel processing or single thread processing based on the volume of data and the hardware capacity to get the maximum benefit from this feature.

AR_AGE Multiprocess Job

The Aging Parallel multiprocess job (AR_AGE) contains all the Application Engine process definitions that you use for parallel processing, such as AR_AGE1. Each process definition calls the AR_AGING Application Engine process, which actually ages the open items, updates the customer aging categories, and performs table cleanup before the process ends.

PeopleSoft Receivables delivers eight process definitions, AR_AGE1 through AR_AGE8. If you want to run more than eight partitions of the Aging process at once, you must define additional process definitions. Use the AR_AGE1 process definition as an example.

The standard setup for the Aging Parallel multiprocess job (AR_AGE) is to run a single threaded process and contains only the AR_AGE1 process definition. If you want to use parallel processing, you must assign additional process definitions to the job definition. You must also specify the number of partitions that your organization will use. You might have to experiment with the number of partitions that works for you. We recommend that you assign just a couple of additional partitions and increase the number, if needed.

You might also have to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances, you must change your configuration. If you also use parallel processing for the Payment Predictor (AR_PREDICT), Statements (AR_STMT), and Receivable Update (AR_UPDATE) processes, the maximum instances apply to those processes, as well. For example, if you want to run eight instances for the Receivable Update process and four for the Aging process, you must configure your server for eight instances.

Pages Used to Set Up Parallel Processing for Aging

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Server Definition	SERVERDEFN	PeopleTools, Process Scheduler, Servers, Server Definition	Define the maximum concurrent processes for Application Engine processes.

Page Name	Definition Name	Navigation	Usage
AR Parallel Processing Options	PARALLEL_AR_SBP	Set Up Financials/Supply Chain, Install, Installation Options, Receivables Click the Parallel Processing Options link.	Specify the exact number of parallel processes or partitions that you want for Aging.
Job Definition	PRCSJOBDEFN	PeopleTools, Process Scheduler, Jobs, Job Definition	Add additional Aging process definitions to run the Aging Parallel multiprocess job (AR_AGE).
Process Definition	PRCSDEFN	PeopleTools, Process Scheduler, Processes, Process Definition	Add additional Aging process definitions if you need to run more than eight parallel processes.

Defining the Maximum Instances for PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled *Values for config section – PSAESRV*.

The section looks as follows:

Values for config section - PSAESRV.

Max Instances = 3.

Recycle Count=0

Allowed Consec Service Failures=0.

2. Change the value for Max Instances to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Access the Server Definition page (PeopleTools, Process Scheduler, Servers, Server Definition).

Process Type and Max Concurrent

For the Application Engine process type, enter the maximum number of parallel processes that you run at once. This figure must be the same or greater than the maximum instances that you defined for PSAdmin.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Defining the Number of Parallel Processes

Access the AR Parallel Processing Options page (Set Up Financials/Supply Chain, Install, Installation Options, Receivables, and click the Parallel Processing Options link).

Parallel Process and Maximum Partitions

Enter the exact number of partitions or parallel processes that you want to run for the AR_AGE parallel process.

Adding More Parallel Processes to the AR_AGE Multiprocess Job

Access the Job Definition page for the AR_AGE job (PeopleTools, Process Scheduler, Jobs, Job Definition).

Job DefinitionJob Definition OptionsJob DistributionJob Notification

Process Type: PSJobJob Name: AR_AGEJobSet Report

*Description: PS/AR Aging - Parallel

Run Mode: Parallel

*Priority: Medium

*Process Category: DefaultDefault Category

Max Concurrent:

Override Process Retry Count: Retry Count:

Override Process Retention Day: Retention Days: 0

Process List

	*Process Type	*Process Name	Description	Run Always On Warning	Run Always On Error		
1	Application Engine	AR_AGE1	AR_AGE1	☒	☒	+	-
2	Application Engine	AR_AGE2	AR_AGE2	☒	☒	+	-
3	Application Engine	AR_AGE3	AR_AGE3	☒	☒	+	-

Job Definition page

Run Mode

Always select *Parallel*.

Process Type and Process Name

Enter *Application Engine* for the type and select from *AR_AGE2* to *AR_AGE8* for each separate partition or process that you want to run. If you define additional process definitions, select the name of the definitions that you added.

Note. You must have the same number of rows in the process list as you enter in the Maximum Partitions field on the AR Parallel Processing Options page.

Run Always On Warning and Run Always On Error You must select these check boxes.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Adding Additional Aging Process Definitions

Access the Process Definition page (PeopleTools, Process Scheduler, Processes, Process Definition).

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_AGE1 process definition, with two exceptions:

- Use another name.
- Use another description.

Use this format for the name: AR_AGE#, for example AR_AGE9.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Chapter 9

Setting Up Payment Predictor Processing

This chapter provides an overview of Payment Predictor processing and discusses how to:

- Define algorithm groups.
- Define payment predictor methods.
- Set up parallel processing.
- Select payments for Payment Predictor processing.
- Review payment predictor temporary tables and sections.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement Payment Predictor processing.

Understanding Payment Predictor Processing

The Payment Predictor Application Engine process (ARPREDCCT) is the automatic cash application process in PeopleSoft Receivables. It provides an alternative to applying payments using an express deposit or payment worksheet. Think of Payment Predictor as an automated version of the payment worksheet, which is used to match payments manually to open items or to create adjustments or write-offs for overpayments and underpayments. The items, which have a payment method of cash, check, credit card, electronic file transfer, or giro - EFT, qualify for Payment Predictor processing. The ones with direct debit and draft payment methods are processed by other processes.

This section discusses:

- Payment Predictor process flow.
- Algorithms and methods.
- Payment Predictor and multicurrency processing.
- Item-level adjustments and reference values.
- Payment Predictor multiprocessing job.

Payment Predictor Process Flow

Payment Predictor processes payments in stages. Before you run the Payment Predictor process, you must establish a hierarchy for processing business units, customers, deposits, and payments. You must also decide which customers or payments to exclude from Payment Predictor.

The source of payments does not matter when you use Payment Predictor. Payments can be online payments that are entered in a regular or express deposit, or they can enter the system through an electronic interface, such as electronic data interchange (EDI), bank statement reconciliation, a lockbox interface, the cash drawer receipts interface (CDR_LOADPMT), or the Excel Upload Payment process (AR_EDIT_UPLOADED_PAY_INFO).

Each payment must have a Magnetic Ink Character Recognition (MICR ID), customer ID, or some other type of reference information. The system uses the reference information to match payments to customers.

Payment Predictor first looks for the MICR ID. If it finds a valid MICR ID, it moves on to the next stage. If it does not find a valid MICR ID, it then looks for a customer ID with a business unit. If it does not find a valid customer ID with a business unit, then it looks for a customer ID without a business unit and uses the deposit business unit to determine which setID should identify the customer and the remit from customer.

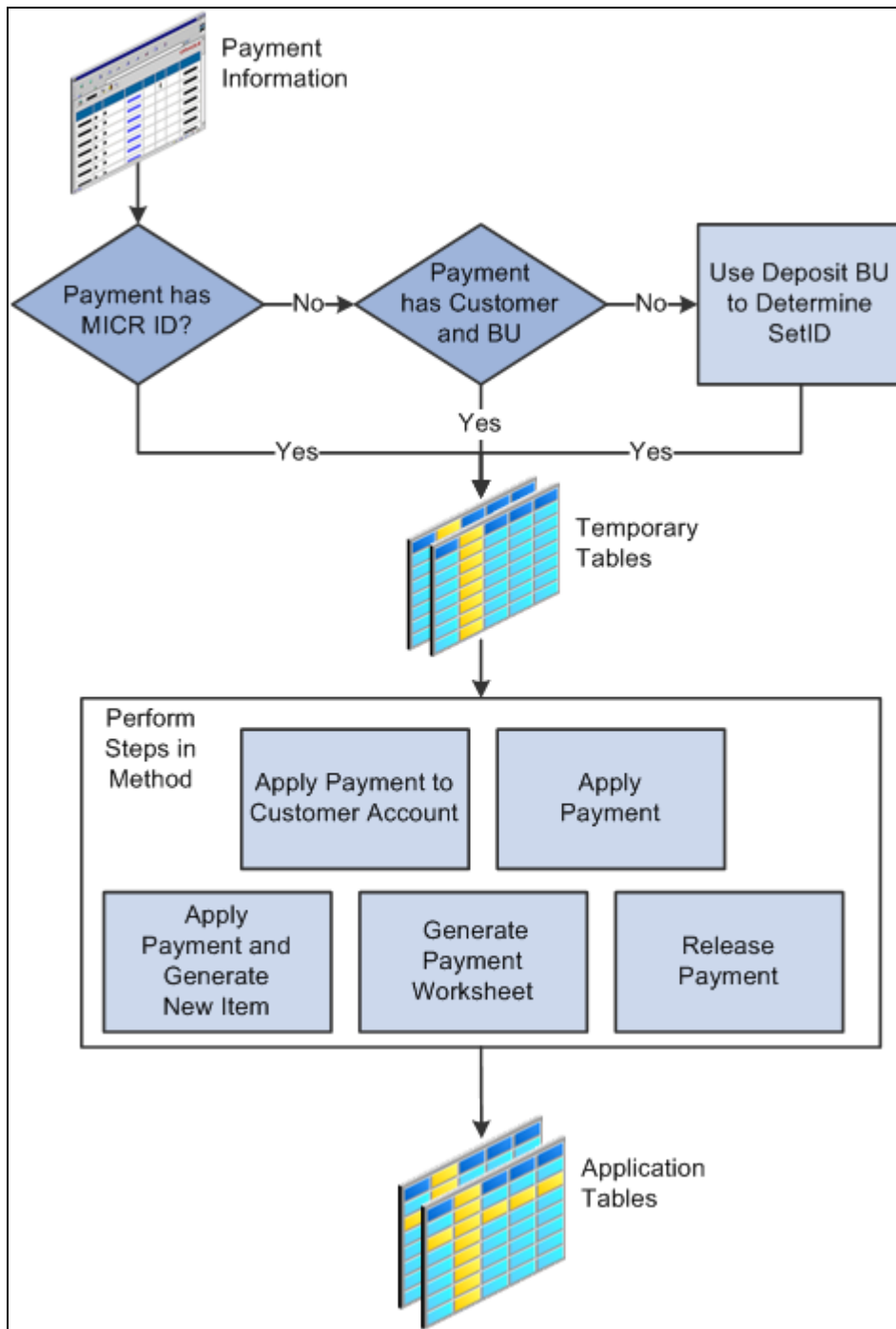
After Payment Predictor finds and validates the reference information, it stores the results in temporary tables. The temporary tables are used to identify which payment processing method the system uses.

When you set up Payment Predictor, you create a payment predictor method that includes a detailed set of instructions for applying payments. The method also includes instructions for handling payments that cannot be applied, such as placing the payment on the customer's account, generating a payment worksheet so that the payment can be manually applied, or releasing the payment.

After Payment Predictor has completed every step in the method, it moves the payment information from the temporary tables to the application tables.

Note. If the only reference information is the deposit business unit, you can direct Payment Predictor to apply the payment to a control customer. To do so, create a payment predictor method that contains a step without an identified customer identity and without an instruction to generate an item for a control customer. Assign this method to the deposit business unit.

This flowchart illustrates the Payment Predictor process flow. Starting with the identification of the reference information (MICR ID, customer ID, and more), the Payment Predictor process stores this information to temporary tables, which are used to identify the payment processing method. After Payment Predictor processes the method's steps, it moves the payment information to the application tables.



Payment Predictor Process Flow

Algorithms and Methods

Before you use Payment Predictor, you must establish exactly what you want it to do. How will you handle overpayments and underpayments? Should complex payments be reviewed before posting? You use algorithms and methods to tell Payment Predictor what kind of payment situations to expect and how to handle each one.

Algorithms are SQL statements that match payments with open items according to the criteria that you specify. *Algorithm groups* are collections of related algorithms. For example, the algorithm group PASTDUE includes two algorithms: PASTGR for all past due items without a discount and PASTNET for past due items with a discount.

Methods are a series of steps that are performed conditionally based on remittance information. Methods reference one or more algorithm groups.

The Payment Predictor algorithms use SQL to define how to match payments with open items. The program's flexibility means that the required setup generally needs the attention of the technical members of your project team who are fluent in SQL, especially for changes to algorithms. For method setup, the more technical members of the project team require input from the team members who are familiar with your customers' remittance patterns and exception processing procedures.

Payment Predictor and Multicurrency Processing

Payment Predictor applies payments even if the currency for the item and the currency for the payment are different. When more than one currency is involved in a payment, Payment Predictor looks at:

- The payment currency (PAYMENT.PAYMENT_CURRENCY).
- The base currency of the deposit business unit (PAYMENT.CURRENCY_CD).
- The item currency (ITEM.BAL_CURRENCY).
- The base currency of the item business unit (ITEM.CURRENCY_CD).

If the currencies are different, the process places the rows that have different currencies in the Payment Predictor Multicurrency Conversion table (PS_PP_MULTC_TAO). It converts the item amount to the currency for the payment using the exchange rate on the payment date to do the conversion.

Payment balancing is performed in the payment currency. The PAY_AMT field in the PS_PP_ITEM_TAO table contains the item amount in the payment currency. When a step in a payment predictor method generates an item to balance a payment, the Payment Predictor process uses exchange rate information for the payment and creates the item in the payment currency.

Realized Gain and Loss

The system calculates a gain or loss if a difference exists between the item amount in the base currency for the business unit of the item on the accounting and payment dates for the item.

If a discount has a gain or loss amount, the amount is included in the realized gain and loss calculation for the item.

Payment-Level Adjustments

When you use the #REFS algorithm group and one payment in a deposit pays for multiple items, then Payment Predictor creates one adjustment entry at the payment level instead of the item level. For example, if a payment pays for two items, Payment Predictor looks at the sum of both items and the payment amount. It uses this information to determine whether an overpayment or underpayment condition exists and to create one adjustment entry. The adjustment entry is either an on-account or write-off item.

Item-Level Adjustments

Detail reference information always includes the amount of the payment that Payment Predictor applies to an item. If the amount of the payment does not match the amount of the item, Payment Predictor handles it in the following way:

1. Closes the item as paid in full.
2. Calculates any realized gain or loss based on the entire amount, if needed.
3. Creates a new item based on the action to be taken as defined in the Payment Predictor method with the exception of the action, Release the Payment. For example, it could put it on account, write it off, make an adjustment, or make a deduction with an option to create a worksheet for review before posting. The action choice made in the Payment Predictor method for each condition should be tailored to your specific business requirements.

For example, a detail payment method could designate the following actions for handling an unmatched payment:

- When the overpayment exceeds 100.00 EUR or 25 percent, it releases payment for next matching.
No new item is created on this condition.
- When the underpayment exceeds 5.00 EUR, it creates a deduction item with the unmatched amount as its balance amount.
- When the underpayment is less than 5.00 EUR, it creates an item with the amount and writes it off.

The new item has the original item ID in the document field as a reference. The process creates two items in this case. For underpayments, it creates a WS-07 item to adjust the underpayment and then a WS-11 item (write-off an underpayment).

See Also

Chapter 30, "Processing Multiple Currencies in PeopleSoft Receivables," Understanding Realized Gain and Loss Processing, page 952

Item-Level Adjustments and Reference Values

If Payment Predictor creates new on-account, underpayment, overpayment, prepayment, or deduction items when it applies a partial payment, it assigns the reference information that is provided with the payment to the new items. The process uses the reference qualifier code in the Payment ID Item table (PS_PAYMENT_ID_ITEM) to determine what reference field to populate for the new item. If a payment has multiple references, the process retains all the reference values unless multiple references exist for the same reference qualifier code.

This table provides an example of how the process assigns reference values if multiple references exist:

Reference Qualifier Code	Reference Value	Action
I (item)	Item100	Does not assign reference value to new item.

Reference Qualifier Code	Reference Value	Action
I (item)	Item200	Does not assign reference value to new item.
O (order)	Order100	Assigns reference value to new item.
P (purchase order number)	PO100	Assigns reference value to new item.

The process populates these fields with reference values:

- Document
- Item ID
- Bill of Lading
- Letter of Credit
- Order Number
- PO Ref (purchase order reference)
- SubCustomer1
- SubCustomer2

If the reference value has the I (item) reference qualifier code and the value is the same as the item ID for the new item, the process places the reference value in the Document field.

This functionality enables you to match new credits and debits with the items that Payment Predictor creates using the Automatic Maintenance process (AR_AUTOMNT). To match the items, you should build automatic maintenance methods that match items by the appropriate reference fields and item amounts. This functionality is very useful if you use the Cash Drawer Receipts feature to enter payments and deposits for counter sales.

See Also

[Chapter 10, "Setting Up Automatic Maintenance Processing," Setting Up Automatic Maintenance Methods, page 326](#)

Payment Predictor Multiprocess Job

The Payment Predictor multiprocess job (ARPREDCCT) is a shell process that runs multiple subprocesses that process different sets of data concurrently. The multiprocess job contains two subprocesses that run sequentially. The second subprocess runs multiple child processes in parallel when you set up parallel processing for the Payment Predictor process.

- The AR_PREDICT1 Application Engine process gathers the data for the process run, determines how many rows each parallel process should process, and starts each parallel process.

- The Payment Predictor multiprocess job (AR_PP) starts after AR_PREDICT1 and calls each of the child processes that you define for it, such as AR_PP1 or AR_PP2. The child processes are multiprocess jobs and run in parallel.

Each child process, such as AR_PP1, calls the AR_PREDICT2 Application Engine process, which does the actual payment application. AR_PREDICT2 matches the payments, updates the application tables, and generates process instances before ending the process. Each child process has its own process instance number and set of temporary tables and matches payments independently from the other child processes.

See Also

[Chapter 9, "Setting Up Payment Predictor Processing," Setting Up Parallel Processing, page 309](#)

Defining Algorithm Groups

This section provides overviews of algorithm groups, Payment Predictor modes, and sample algorithm groups, and discusses how to:

- View algorithm groups.
- Deactivate an algorithm in an algorithm group.
- Add an algorithm group.
- Use #DETAIL and #DTL_TLR for partial payments and deductions.
- Use the #OVERDUE algorithm group.
- Review Payment Predictor and special conditions.

Understanding Algorithm Groups

Before you can use Payment Predictor to apply payments automatically, you must select and refine the algorithms that determine how Payment Predictor handles specific payment situations.

An algorithm group is a collection of related algorithms. An algorithm group represents a section in the Payment Predictor process and each algorithm in the group represents a step in the section. Each algorithm has at least three statements:

- A statement that names the algorithm within the group.
- An insert statement that populates the PS_PP_MATCH_TAO temporary table.

This step is usually named for the algorithm within the group, but it can be named anything.

- A statement that performs the post-match processing.

PeopleSoft Receivables has sample algorithm groups that you can use to set up Payment Predictor. You can use an algorithm group as delivered. You can deactivate the algorithms in the group that you do not want to use, copy the same algorithm group to another method, and then deactivate different algorithms. You can create new algorithm groups as needed by copying algorithms from other algorithm groups and then modifying the algorithms to suit your particular needs.

Understanding Payment Predictor Modes

Algorithm groups have instructions for processing payments. The instructions are based on the type of reference information that was used to match payments to customers. This table lists the type of reference information:

<i>Type</i>	<i>Description</i>
Customer reference information	Information such as the MICR ID or customer ID that is supplied with a payment. If a customer reference is not found, Payment Predictor uses item summary reference information or detail reference information to identify the customer.
Item summary reference information	Reference information that does not include the amount, for example, an item ID and reference qualifier code of I on payment entry.
Item detail reference information	Reference information that includes the amount, for example, item ID and item amount on payment entry.

The following table describes payment predictor modes:

<i>Payment Predictor Mode</i>	<i>Description</i>	<i>Payment Predictor Result</i>
Payments with customer identified and no item reference information provided.	Selects processing method for payments that are missing reference information.	If a payment is missing reference information, Payment Predictor places all open items for all of the customers identified by the payment into a temporary table called PS_PP_ITEM_TAO. Note. If the deposit in a Payment Predictor run has more than one payment with the same customer ID and business unit, the process processes only the first payment when you are using one of these algorithm groups: #BALANCE, #COMBOS, #OLDEST1, #OLDESTC, #OVERDUE, or #PASTDUE. For example, the deposit has three payments: Payment 1: References customer USA01 and business unit US001. Payment 2: References customer USA05 and business unit US001. Payment 3: References customer USA05 and business unit US001. The algorithm group would process only payments 1 and 2.
Payments with item summary reference information and the customer identified does not matter.	Selects a processing method for payments with summary reference information. (Summary reference information does not include the amount. Example: item ID with no item amount.)	Payment Predictor places all matched open items for all of the customers identified by the payment into a temporary table called PS_PP_ITEM_TAO.
Payments with item detail reference information and the customer identified does not matter.	Selects a processing method for payments with detail reference information (includes amount), for example, item ID and item amount.	Detail reference information enables you to use Payment Predictor to process deductions that are associated with a payment. For example, a deduction for prior freight damages of 100.00 CAD can be processed with a payment of 900.00 CAD to pay an open item of 1,000.00 CAD. The sum of the detail reference items less the sum of the deductions should equal the payment amount.

Understanding Sample Algorithm Groups

The following table lists the sample algorithm groups that come with PeopleSoft Receivables. As you review the samples, consider the automatic cash application capabilities of your current system and your customers' remittance patterns.

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
#BALANCE	Selects all open items for identified customers, only if the payment amount exactly matches the open items total.	Payments without item references only and customer identified.	<i>BALGR</i> Selects all open items. <i>BALNET</i> Selects all open items minus earned discounts.
#COMBOS	Selects all open items for identified customers only if the payment amount matches an item amount, an item amount with discount, or the total amount of any two items. The algorithm selects an item only if only one item matches the payment amount or if only two items match the payment amount. For example, if the payment amount is 200.00 EUR and one item for 200.00 EUR exists, it selects that item. However, if the payment amount is 200.00 EUR and two items exist, each for 200.00 EUR, it does not select any items.	Payments without item references only and customer identified.	<i>DEBITGR</i> Selects a single unique open item. <i>DEBITNT</i> Selects a single unique open item minus earned discount. <i>ANY2GR</i> Selects any two unique open item balances combined.
#OLDEST1	Selects items with oldest due dates first until the remaining payment amount is less than the next item.	Payments without item references only and customer identified.	<i>OLDEST</i> Selects open items in oldest first order by due date. Creates a partial payment for the next item.

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
#OLDESTC	Adds all items with credit balances to the payment amount. Then selects items with debit balances in oldest due dates order until the remaining payment amount is less than the next item.	Payments without item references only and customer identified.	CREDITS First adds all credits to the payment amount. Then selects open items in oldest first order by due date. Creates a partial payment for the next item.
#OVERDUE	Selects all overdue items for payment matching using the sequence of the entry reasons associated with overdue charges.	Payments without item references only and customer identified.	OVERDUE Selects the items to apply to the payment. First uses the sequence of overdue entry reasons. Then selects open items in oldest first order by due date. Creates a partial payment for the next item.
#PASTDUE	Selects all past-due items for the customers identified only if the payment amount exactly matches the total of the past-due items.	Payments without item references only and customer identified.	PASTGR Selects all past-due open items. PASTNET Selects all past-due open items minus earned discounts.

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
#REFS	Selects open items that exactly match the references supplied with a payment.	Payments with item summary references only and customer identified does not matter.	<i>ITEMREF</i> Selects all open items identified by the references regardless of customer identification. Enables you to add a unique debit or credit item for an underpayment or overpayment that completes the application. If a customer reference is provided, Payment Predictor selects the items where the item ID matches the item summary reference and customer ID matches the customer reference. If a customer reference is not provided, and only an item summary reference is provided, Payment Predictor selects the items where the item ID matches the item summary reference.
#REF_ONE	Selects only open items that exactly match the references supplied with a payment.	Payments with item summary references only and customer identified.	<i>ONECUST</i> Selects all open items identified by the references limited to the customer whose MICR ID or customer ID is supplied with the payment. Enables you to add a unique debit or credit item that completes the application.

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
#REFS_NG	Uses reference information that does not exactly match to select items.	Payments with item summary references only and customer identified does not matter.	PeopleSoft Receivables includes these algorithms as samples of possible ways for dealing with bad references. They are platform-specific and you can take advantage of any functions that your database allows. <i>FIRST8</i> Selects all open items identified by the first eight characters of the references. <i>MIDDLE7</i> Selects all open items identified by the seven characters after the first three characters in the references.
#DETAIL	Selects only open items that exactly match the references supplied with a payment.	Payments with item detail references only and customer identified does not matter. Created adjustments only adjust remaining overpayment or underpayment.	<i>DETAIL</i> Selects all open items identified by matched references. Also accepts WS-08 deduction references. Payments with detail references should balance, but if not, the #DETAIL algorithm creates an Adjust Remaining Underpayment item for underpayments or an Adjust Remaining Overpayment item for overpayments.

<i>Algorithm Group (SECTION)</i>	<i>Selects These Open Items</i>	<i>Use For</i>	<i>Algorithms in Group (STEPS)</i>
#DTL_TLR	Selects only open items that exactly match the references supplied with a payment.	Payments with item detail references only and customer identified does not matter.	DTL_TLR Selects all open items identified by matched references. Closes items that match the payment amount. If an underpayment exceeds the tolerances, it looks at the bill to customer to determine whether partial payments are allowed. If they are allowed, it creates a partial payment on the item. The actions taken are based on the selections on the Receivables Options - Predictor Detail Options page.

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
#DTL_PM	Selects only open items that exactly or approximately match the detail references supplied with a payment.	Payments with item detail references. Identified customer does not matter.	#DTL_PM: - First Pass: Selects all open items identified by matched references, including deduction references (WS-08). - Second Pass: Whenever an overpayment is about to be created and there are unmatched items referenced in the payment, this algorithm serves as an example of how to deal with bad references. You can easily modify the algorithm to adapt to your organization's needs for matching open items. - FIRST8 Selects all open items identified by the first eight characters of the reference. - MIDDLE7 Selects all open items identified by the seven characters after the first three characters in the reference. Payments handled by this algorithm method should balance. If any of the payments do not balance, the #DTL_PM algorithm creates an Adjust Remaining Underpayment item (WS-07) for underpayments or

<i>Algorithm Group (SECTION)</i>	<i>Selects These Open Items</i>	<i>Use For</i>	<i>Algorithms in Group (STEPS)</i>
			an Adjust Remaining Overpayment item (WS-06) for overpayments. If the customer cannot be identified for the new item, the algorithm applies the payment item based on the value selected (First, Last, Specify) for the Control Customer and Business Unit field on the Receivables Options, Predictor Details Options page.

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
#DTL_TPM	Selects open items that exactly or approximately match the detail reference item supplied with the payment.	Payments with item detail references only and customer identified does not matter.	#DTL_TPM: - First Pass: Selects all open items identified by exactly matched references. - Second Pass: Whenever an overpayment is about to be created, and there are unmatched items referenced in the payment, this algorithm serves as an example of how to deal with bad references. You can easily modify the algorithm to adapt to your organization's needs for matching open items. - FIRST8 Selects all open items identified by the first eight characters of the reference. - MIDDLE7 Selects all open items identified by the seven characters after the first three characters in the reference. If an underpayment exceeds the tolerances specified on the Receivables Options, Predictor Detail Options page. The system looks at the Bill To customer to see whether partial payments are allowed. If partial payments are allowed, it creates a

Algorithm Group (SECTION)	Selects These Open Items	Use For	Algorithms in Group (STEPS)
			partial payment on the item. If the customer cannot be identified for the new item, the algorithm applies the payment item based on the value selected (First, Last, Specify) for the Control Customer and Business Unit field on the Receivables Options, Predictor Details Options page.
#STATMNT	Selects items from the most recent customer statement.	Payments without item detail references and customer identified.	STMTALL Selects items from the most recent statement. The payment amount must exactly match the total amount of the items on the statement.

Viewing Algorithm Groups

This section explains how to view the contents of an algorithm group.

To view an algorithm group:

1. Open the AR_PREDICT2 Application Engine program in Application Designer.
2. Locate the name of the algorithm group in the sections.

Algorithm groups have names that start with # and appear first in the list.

3. To view details about the algorithms (steps), expand the algorithm group.

Some algorithm groups, such as #BALANCE and #REFS, may have steps in a repeating pattern. More details about this pattern are in the example that follows this procedure.

4. To view the SQL statement, double-click the SQL folder for the algorithm.

Example: #BALANCE

To understand how a customer-based algorithm group works, examine #BALANCE. This algorithm group compares the amount of the payment to the total of all items for the customer. When you scroll through the steps, you might notice that the steps have a pattern: ALGO_1, BALGR, ALGO_X1, then ALGO_2, BALNET, ALGO_X2.

Payment Predictor evaluates overpayments and underpayments based on the information in the PS_PP_MATCH_TAO. As long as an item has not been selected by another payment, it either fully applies a payment (if it matches the balance of all open items) or it does not apply it at all. An overpayment or underpayment condition cannot exist.

In one case, however, an overpayment condition can exist. Payment Predictor processes two payments together for the same customer, and the first payment pays one item while the second payment pays the entire customer balance including that same item. This situation might occur if the customer forgets that the first payment has already been made when they create the second payment. In this case, Payment Predictor determines that the sum of the open items matches the amount of the payment. It inserts rows only for items that are not already selected by another payment into the PS_MATCH_TAO temporary table. In this limited case, Payment Predictor detects and evaluates an overpayment condition.

If in your business environment applying a tolerance to the evaluation of a balance makes sense, modify the algorithm to include a tolerance calculation. This modification directs Payment Predictor to insert into PS_PP_MATCH_TAO item rows for which the total nearly, but not exactly, matches the amount of the payment. This tolerance calculation then enables Payment Predictor to recognize an overpayment or underpayment condition and then to take the appropriate action. This table describes the steps in the #BALANCE algorithm group:

Step	Description
ALGO_1	Sets the name of the algorithm within the group. It updates the payment for any payments applied by this algorithm. Type: Select Statement: <pre>%SelectInit(ALGORITHM) SELECT 'BALGR' FROM PS_INSTALLATION WHERE 1 = 1</pre>
"THE INSERT"	Populates PS_PP_MATCH_TAO. This step is usually named for the algorithm within the group but can be called anything. In this algorithm, the name of the first algorithm is BALGR. Type: Update/Insert/Delete Statement: <pre>%Sql(ARPPREDICT\$CLAUSESCUSTIDU) AND P.PAYMENT_AMT = (SELECT SUM(PAY_AMT) FROM %Table(PP_ITEM_TAO) WHERE PROCESS_INSTANCE = P.PROCESS_INSTANCE AND DEPOSIT_BU = P.DEPOSIT_BU AND DEPOSIT_ID = P.DEPOSIT_ID AND PAYMENT_SEQ_NUM = P.PAYMENT_SEQ_NUM)</pre>

Step	Description
ALGO_X1	If the system works after the process populates PS_PP_MATCH_TAO, it removes invalid items from PS_PP_MATCH_TAO and classifies the payment as either fully applied, over-applied, or under-applied. Runs a section called ALGRDONE. <i>Type:</i> Do When <i>Statement:</i> <pre>%SelectInit(AE_EXISTS) SELECT 'X' FROM %Table(PP_MATCH_TAO) WHERE PROCESS_INSTANCE = %Bind(PROCESS_INSTANCE) AND PP_PROC_FLAG = '0'</pre>
ALGO_2	The name of the second algorithm in the group if more than one exists. <i>Type:</i> Select <i>Statement:</i> <pre>%SelectInit(ALGORITHM) SELECT 'BALNET' FROM PS_INSTALLATIONWHERE 1 = 1</pre>
"THE INSERT"	Populates PS_PP_MATCH_TAO. This step is usually named for the algorithm within the group, but can be called anything. In this algorithm, the name of the second algorithm is BALNET. <i>Type:</i> Update/Insert/Delete <i>Statement:</i> <pre>%Sql(ARPPREDICT\$CLAUSESCUSTIDU) AND P.PAYMENT_AMT = (SELECT SUM(PAY_AMT - DISC_PAY) FROM %Table(PP_ITEM_TAO) WHERE PROCESS_INSTANCE = P.PROCESS_INSTANCE AND DEPOSIT_BU = P.DEPOSIT_BU AND DEPOSIT_ID = P.DEPOSIT_ID AND PAYMENT_SEQ_NUM = P.PAYMENT_SEQ_NUM)</pre>
ALGO_X2	If the system works for the second algorithm after the process populates PS_PP_MATCH_TAO, it removes invalid items from PS_PP_MATCH_TAO and classifies the payment as either fully applied, over-applied, or under-applied. Runs a section called ALGRDONE. <i>Type:</i> Do When <i>Statement:</i> <pre>%SelectInit(AE_EXISTS) SELECT 'X' FROM %Table(PP_MATCH_TAO) WHERE PROCESS_INSTANCE = %Bind(PROCESS_INSTANCE) AND PP_PROC_FLAG = '0'</pre>

Example: #REFS

To understand how an item-summary-reference-based algorithm group works, examine #REFS. This algorithm group has one algorithm that selects only open items that exactly match the references supplied with a payment. When you scroll through the steps, you may notice that the steps have a pattern.

To help you understand how #REFS works, this table describes the steps.

Step	Description
ALGO_1	Sets the name of the algorithm within the group and updates the payment for any payments applied by this algorithm.
MATCHTMP2	Clears the PS_PP_MATCH2_TAO table.
ITEMREF	Populates PS_PP_MATCH2_TAO. It is done once for each unique reference qualifier that is used by the payments to be applied. If a payment is in both PS_PP_MATCH2_TAO and PS_PP_MATCH_TAO, it removes it from PS_PP_MATCH2_TAO. Then it copies the data from PS_PP_MATCH2_TAO to PS_PP_MATCH_TAO.
ALGR_A1	Removes invalid items from PS_PP_MATCH_TAO.
ALGR_B1	Processes matches.
ALGR_C1	Updates payment status.
ALGO_D1	Retrieves counts.
ALGO_E1	Sets PP_PROC_FLAG to 1 and ends the matching process.

Example: #REFS_NG

The #REFS_NG algorithm group has algorithms that you can modify to handle references that do not match items exactly. They are platform-specific and you should feel free to take advantage of any functions that your database allows. Because this algorithm group compares a partial ID and returns any possible matches, the processing time for this algorithm group is longer than for other algorithm groups. Use this algorithm group only when no other way is available to create matches, and always set up the payment predictor method to generate a worksheet, where you review and finalize the payment.

The following table describes the two algorithms in the #REFS_NG algorithm group:

Algorithm	Description
FIRST8	Matches the first eight characters in the reference information to the first eight characters of the specified fields on the item in the database. You can change the parameters in the %substring from either side of the equation, depending on how you want to match. <pre>%Substring(I.%Bind(FIELDNAME, NOQUOTES), 1, 8) = %Substring(%Sql⇒ (ARCASTCHAR, %Bind(REF_VALUE), 30), 1, 8)</pre>
MIDDLE7	Skips the first three characters and matches the middle seven characters in the reference information to the middle seven characters of the specified fields on the item in the database. <pre>%Substring(I.%Bind(FIELDNAME, NOQUOTES), 3, 7) = %Substring(%Sql⇒ (ARCASTCHAR, %Bind(REF_VALUE), 30), 1, 7))</pre>

Deactivating an Algorithm in an Algorithm Group

This section explains how to deactivate algorithms in an algorithm group that you do not want to use. For example, the #BALANCE algorithm group has two algorithms that are similar, but you need only one of them.

To deactivate an algorithm:

1. Open the AR_PREDICT2 Application Engine program in Application Designer.
2. Locate the name of the algorithm group in the sections.
Algorithm groups have names that start with # and appear first in the list.
3. Expand the algorithm group and locate the step (algorithm) that you want to deactivate.
4. Deselect the Active check box to deactivate the algorithm.

Adding an Algorithm Group

You can add an algorithm group by copying algorithms from an existing algorithm group. Oracle recommends copying whenever possible. However, if copying is not permitted on the platform that you are using, you can write one yourself.

To add a new algorithm group:

1. Open the AR_PREDICT2 Application Engine program in Application Designer.
2. Select Insert, Section.
A new section titled *Section1* appears in the list.
3. Type over the name of Section1 algorithm group.

The new name must start with #. For example: #NEW.

4. Save your work.
5. Copy algorithms from existing algorithm groups and paste them into the new algorithm group.

Each algorithm requires a minimum of three statements: name, insert, and post match system processing.

If the algorithm is customer-based, copy an existing algorithm that is most similar to the one that you want to create.

If the algorithm is reference-based, copy #REFS.

To copy, right-click the section that you want to copy and select *Copy*.

To paste, right-click the section where you want to insert the new section and select *Paste*.

6. Copy and paste the SQL statements for each step.

To copy, right-click the appropriate action and select *View SQL*.

To paste, right-click the appropriate action folder in the new section and select *Paste*.

7. Modify the SQL as needed.

Using #DETAIL and #DTL_TLR for Partial Payments and Deductions

This section provides tips for using the #DETAIL or #DTL_TLR algorithm group. You must select one of these algorithm groups to process detail reference information that includes the amount of the item, as well as an item ID.

Typically, you use the #DETAIL algorithm group for payment-level adjustments and the #DTL_TLR group for partial payments and discounts.

The #DETAIL algorithm group handles exceptions as either an overpayment adjustment (AO) or an underpayment adjustment (AU), unless a create a deduction (WS-08) transaction or a write-off an item (WS-09) transaction is entered on the Detail Reference Information page for the payment (PAYMENT_ID_ITEM record). The #DETAIL algorithm group can assign only AO or AU entry types. Because the entry types assigned by the #DETAIL algorithm group are predefined by the system, you do not need to define more steps when using this algorithm group to create a payment method.

The #DTL_TLR algorithm group enables you to specify the desired entry type and entry reason for handling exceptions. When you are using the #DTL_TLR algorithm group, the action that Payment Predictor takes for underpayments, overpayments, and discounts is based on the options specified on the Receivables Options - Predictor Detail Options page. Because you specify the adjustments assigned by the #DTL_TLR algorithm group, you do not need to define more steps when using this algorithm group to create a payment method.

Detail reference information for a particular payment is stored in the following fields of the PS_PAYMENT_ID_ITEM table:

<i>Field</i>	<i>Description</i>
ITEM_AMT	The gross amount of the item selected to be paid.
PAY_AMT	The net amount of the item selected to be paid.

<i>Field</i>	<i>Description</i>
DISC_TAKEN	The discount amount applied to the item.

Either PAY_AMT or else both ITEM_AMT and DISC_TAKEN must be positive numbers. If all these amounts are provided, Payment Predictor uses only PAY_AMT.

Using #DETAIL for Deductions

The #DETAIL algorithm group enables you to take deductions. For a deduction to occur, in the PAYMENT_ID_ITEM record, the ENTRY_USE_ID must be WS-08 (create a deduction). The record should also contain item reference information, including the business unit, customer ID, and item ID. For existing items, the deduction must be for the open item that is selected for the current payment. In addition, the sum of the payment amount and the deduction amount must equal the item balance. For example, if your customer wants to take a deduction for 50 USD on an item balance of 1,000 USD, then the payment amount must be 950 USD.

Using #DETAIL for Write-offs

The #DETAIL algorithm group enables you to deduct a write-off at the item level. For a write-off to occur, the ENTRY_USE_ID must be WS-09 (Write-Off) in the PAYMENT_ID_ITEM record. The record should also contain item reference information, including the business unit, customer ID, and item ID. To process a write-off using #DETAIL, you must also have a payment (PY) transaction for the same item in the PAYMENT_ID_ITEM record, and you must select the Partial Payment Switch field on the Bill To Options page for the customer. In addition, the detail references must equal the item amount. For example, if you have an item for 1,000 USD and you want to eliminate a 50 USD write-off from that balance, then the payment amount must be 950 USD. In this example, the Pay Amt field in the PAYMENT_ID_ITEM record must also be 950 USD.

Using #DTL_TLR for Partial Payments and Discounts

If Payment Predictor runs a payment predictor method that contains the #DTL_TLR algorithm group, the processing of partial payments differs depending on how you set up the tolerances on the Receivables Options - Predictor Detail Options page and whether you selected the Partial Payment Switch field on the Bill To Options page for the customer.

If you select the Partial Payment Switch check box, the process performs one of the following actions:

- If the payment amount is less than the open balance amount minus the earned discount amount, the process performs one of the following actions:
 - If the remaining amount is within the tolerances on the Receivables Options - Predictor Details Options page, it closes the item and creates a write-off or adjustment based on the setup.
 - If the remaining amount is greater than the tolerances on the Receivables Options - Predictor Details Options page, it makes a partial payment and leaves the remaining amount open on the item.
- If the payment amount is greater than the open balance amount minus the earned discount amount, the process pays the item in full and uses the values that you entered on the Receivables Options - Predictor Details Options page to determine whether to eliminate as a write-off or adjust an overpayment.

If you deselect the Partial Payment Switch check box, the process uses the values that you entered on the Receivables Options - Predictor Details page to determine whether to eliminate as a write-off or adjust an underpayment or overpayment.

For example, suppose that the tolerance amount is set at 50.00 USD and the percentage is set at 10 percent. If a payment of 90.00 USD is received after the payment term for the discount has expired for a 100.00 USD item, the payment will be within tolerance because the 10.00 USD short pay is less than the fixed tolerance amount of 50.00 USD and the calculated amount of 10 percent using 100×0.10 . Therefore, the 10.00 USD of the short pay amount is adjusted or eliminated as a write-off based on what is specified using the Payment Predictor detail options.

A condition exceeds tolerance if it either exceeds the fixed tolerance amount or exceeds the tolerance percentage. In that case, you can set up Payment Predictor to take a different action for overpayments and underpayments.

Note. If an item does not qualify for an earned discount but the Disc (discount) field is selected for the item on the Detail Reference Information page and a discount amount is entered, the process takes the unearned discount. The process takes the unearned discount regardless of the setting of the Partial Payment Switch field.

To set up your system to use tolerances for partial payments and discounts, you must perform the following tasks:

- Assign the #DTL_TLR algorithm group to payment predictor methods.
- Select or deselect the Partial Payment Switch check box for customers for whom you want to apply payments using the #DTL_TLR algorithm group on the Bill To Options page.
- Assign a payment predictor method that runs the #DTL_TLR algorithm group to customers on the Bill To Options page or to business units on the Receivables Options - Payment Options page.
- Assign the entry types and reasons for the #DTL_TLR algorithm group to the appropriate automatic entry types on the Automatic Entry Type - Selection page.
- Select the Disc (discount) check box and enter a discount amount on the Detail Reference Information page.
- Define the discount tolerances and write-off limits for underpayments and overpayments on the Receivable Options - Predictor Detail Options page.
- (Optional) Override the default system function to use for underpayments and overpayments and unearned discounts on the Receivables Options - Predictor Detail Options page.

This table represents various scenarios and how Payment Predictor handles payments, earned discounts, and unearned discounts. All amounts are in USD.

<i>Original Balance Amount</i>	<i>Payment Amount</i>	<i>Entered Discount</i>	<i>Discount Check Box Selected</i>	<i>Calculated Earned Discount</i>	<i>Calculated Unearned Discount</i>	<i>Action Item</i>	<i>Partial Payment Allowed</i>	<i>Results after running Payment Predictor and Receivables Update Process</i>	<i>Item Status</i>	<i>Closing Balance</i>
1000	980	0	Y	20	0	0	Yes or No	20 USD earned discount is taken.	Closed	0

Original Balance Amount	Payment Amount	Entered Discount	Discount Check Box Selected	Calculated Earned Discount	Calculated Unearned Discount	Action Item	Partial Payment Allowed	Results after running Payment Predictor and Receivables Update Process	Item Status	Closing Balance
1000	1000	0	N	0	0	0	Yes or No	Apply payment in full and close the item.	Closed	0
1000	990	10	Y	0	10	0	Yes or No	10 USD unearned discount is taken (within the tolerance specified).	Closed	0
1000	960	40	Y	0	40	0	No	40 USD deduction item is created (the discount is not within the tolerance amount, a partial payment is not allowed, and the underpayment is not within the specified tolerance).	Closed	0
1000	960	40	Y	0	40	0	Yes	Process a partial payment (the discount is not within the specified tolerance amount).	Open	40
1000	980	10	Y	0	10	10 (WAU)	Yes or No	10 USD underpayment is written off (the discount is within the specified tolerance amount and the underpayment is within the specified invoice tolerance percent or amount).	Closed	0

Original Balance Amount	Payment Amount	Entered Discount	Discount Check Box Selected	Calculated Earned Discount	Calculated Unearned Discount	Action Item	Partial Payment Allowed	Results after running Payment Predictor and Receivables Update Process	Item Status	Closing Balance
1000	1010	0	N	0	0	10 (WAO)	Yes or No	10 USD overpayment is written off (the overpayment is within the specified invoice tolerance percent or amount).	Closed	0
1000	1010	0	Y	20	0	30 (OA)	Yes or No	New on-account item is created (the overpayment is above the specified invoice tolerance percent or amount).	Closed	0
1000	490	10	Y	0	10	0	Yes	Process the partial payment (the discount is not within the specified tolerance percentage).	Open	510
1000	490	10	Y	0	10	0	No	510 USD deduction item is created (the discount is not within the specified tolerance amount and a partial payment is not allowed).	Closed	0

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Automatic Entry Types, page 88

Chapter 3, "Defining PeopleSoft Receivables Business Units," Selecting Payment Predictor Options, page 37

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

Using #DTL_PM and #DTL_TPM to Handle Unmatched Payments

When the Payment Predictor process (ARPREDCCT) runs, the PeopleSoft Receivables #DETAIL algorithm processes every item that gets matched with payment lines. If a payment has ten item detail references and nine of them match exactly and one remains unmatched, the nine matched item detail references are processed, while the unmatched item detail reference is not processed and remains untouched. In this case, an overpayment is usually created and the detail reference is lost.

When the payments and their item references get loaded from an external system, the system usually does not verify that the items exist. These unmatched items are usually off by a letter or two, which prevents the payments from being applied.

Before these processes can create these new items, you must access the Receivables Options – Predictor Detail Options page and select one of these values for the new Control Bus Unit and Customer field:

The #DTL_PM (partial match) and #DTL_TPM (tolerance partial match) algorithms identify items to be matched with a payment using the detail reference information in the first pass, just like the #DETAIL algorithm. The referenced customer does not matter. If, after this initial pass, the entire payment was not applied and an underpayment item must be created, and items were referenced in the payment that the #DETAIL algorithm method did not match, then a second payment predictor pass tries to match any unmatched items. In the second pass, the remaining payment amount from the first pass is considered, and a LIKE construct searches for the items that were not matched in the first pass. The referenced customer does not matter. The algorithm only uses the item as a reference. All of the items that are matched in the second pass are added to the ones found in the first pass, and from that point on these items will be treated as if they were all found in a single pass. Payments handled by this algorithm method should balance. However, if they do not balance, the #DTL_PM method creates an Adjust Remaining Underpayment item (WS-07) for underpayments or an Adjust Remaining Overpayment item (WS-06) for overpayments.

For example, there are ten payment lines with detail reference information. However, an item ID of one of the payment lines is off by a letter. The algorithm matches, but does not close, the first nine payment lines, and tries to match the tenth payment line by approximation using the FIRST8 or MIDDLE7 methods. If the match is successful, then the ten items will be in the same location, and all ten of the items will be processed and closed.

However, if the algorithm is unable to match the tenth item, the algorithm closes the nine items, and the tenth item remains outstanding. The algorithm creates an adjustment payment item (underpayment or overpayment) for the remaining payment amount. The system places this adjustment item either on a worksheet or on a customer account, depending on the setup.

The #DTL_TPM algorithm processes just like the #DTL_PM during the first and second passes through Payment Predictor. However, if an underpayment exists, #DTL_PM checks the tolerances and rules set up on the Receivable Options, Predictor Detail Options page. If an underpayment exceeds these tolerances, the system checks whether the Bill To customer allows partial payments. If partial payments are allowed, the system creates a partial payment of the item.

Important! Before the #DTL_PM and #DTL_TPM algorithms can create these new items, you must access the Receivables Options, Predictor Detail Options page and select a value in the Control Bus Unit and Customer field:

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Selecting Payment Predictor Options, page 37.](#)

Using the #OVERDUE Algorithm Group

The #OVERDUE algorithm group handles payments for overdue charge line items. If you use the option to create overdue charges by item line, you can create payment predictor methods that use this algorithm group. You assign a sequence number to each entry reason for the overdue charge (FC-01) item entry type on the Item Entry Type - Selection page. Payment Predictor uses this sequence number to determine the order in which to pay the overdue charge line items. The #OVERDUE algorithm group handles payments based on certain conditions:

- Payment Predictor applies payments and any credit amount available to all overdue charges first before the remaining amount is disbursed to the principal amount.
- Payment Predictor applies a partial payment to the first item after the last fully paid item in the sequence if insufficient funds are available to pay for remaining open overdue charge line items.

The sequence is determined by due date in ascending order. If any credit amount is available, Payment Predictor applies it as part of the payment.

To set up your system to use the #OVERDUE algorithm group, perform these tasks:

1. Set up the sequence number for each entry reason for the overdue charge item entry type.
2. Set up a payment predictor method containing the #OVERDUE algorithm group.
3. Assign a payment predictor method that contains the #OVERDUE algorithm group to customers.

Example: #OVERDUE Algorithm Group

This section provides an example of how payment predictor applies payments to overdue charge line items.

This table lists the sequence numbers that are assigned to the entry reasons for the automatic entry type for finance charges for this example:

<i>Entry Reason</i>	<i>Sequence Number</i>
ADMIN	1
PNLTY	2

This table lists items and finance charge line items that are open for a customer:

<i>Item</i>	<i>Line Number</i>	<i>Due Date</i>	<i>Entry Type</i>	<i>Entry Reason</i>	<i>Balance Amount</i>
IT_OC1	1	March 17, 2002	OC	ADMIN	16.16 USD
IT_OC2	1	March 17, 2002	OC	ADMIN	32.32 USD

<i>Item</i>	<i>Line Number</i>	<i>Due Date</i>	<i>Entry Type</i>	<i>Entry Reason</i>	<i>Balance Amount</i>
IT_OC2	2	March 17, 2002	OC	FIN	32.32 USD
IT_OC1	2	March 17, 2002	OC	FIN	16.16 USD
IC_OC1	3	March 17, 2002	OC	PNLTY	16.16 USD
IC_OC2	3	March 17, 2002	OC	PNLTY	32.32 USD
IT_OC1	0	March 3, 2002	IN	Not Applicable	1000.00 USD
IT_OC2	0	March 3, 2002	IN	Not Applicable	2000.00 USD

This table lists the sequence numbers that Payment Predictor would apply to the items to determine the payment order:

<i>Item</i>	<i>Line Number</i>	<i>Due Date</i>	<i>Overdue Charge Sequence Number</i>
IT-OC1	1	March 17, 2002	1
IT_OC2	1	March 17, 2002	1
IT_OC1	3	March 17, 2002	2
IT_OC2	3	March 17, 2002	2
IT_OC1	0	March 3, 2002	9
IT_OC2	0	March 3, 2002	9
IT_OC1	2	March 17, 2002	9
IT_OC2	2	March 17, 2002	9

This table shows what the results would be if you applied a 50.00 payment to the customer.

<i>Payment Amount</i>	<i>ITEM ID</i>	<i>ITEM Line</i>	<i>TYPE</i>
16.16 USD	IT_OC1	1	PY
32.32 USD	IT_OC2	1	PY
1.52 USD	IC_OC1	3	PY

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Item Entry Types, page 84

Reviewing Payment Predictor and Special Conditions

This section provides background information about how algorithms handle special conditions.

To handle special conditions, Payment Predictor uses statements that run within the algorithm group or within sections that are done from the algorithm group. This functionality enables Payment Predictor to segment processing so that the answer set can be modified between segments. Payment Predictor uses a DO SELECT statement that is driven by the same SQL statement to run the statements.

Reference-Based Algorithms

To process a reference-based algorithm, Payment Predictor builds a list of references for all payments in the run. Then, for each type of reference used, it modifies and processes the algorithm dynamically. For example, if any payments in the run have ITEM references, it modifies the SQL to "AND I.ITEM = D.REF_VALUE AND D.REF_QUALIFIER_CODE = 'I.'" Oracle recommends that you use an index based over PS_ITEM for each type of reference that you use regularly.

In the ID_ITEM section, Payment Predictor uses the reference to identify a customer by using the item. In the ITEM_REF algorithm, a DO SELECT drives a DO of the section RLOOP. This action populates the PS_PP_MATCH_TAO temporary table using the same two lines and %BIND variables concatenated at the end of the basic insert that joins the payment, items, and item references.

```
AND X.REF_QUALIFIER_CODE = %BIND(REF_QUALIFIER_CODE)
AND X.REF_VALUE = I.%BIND(FIELDNAME, NOQUOTES)
```

Limiting Items Applied by References to Customer-Identified Items

Normally, a payment with an item reference pays items regardless of the item's customer ID. In cases in which you receive both reference information and customer identification, Payment Predictor restricts the items applied by references to the customers identified through the use of an algorithm group called #REFS_ONE. The #REFS_ONE algorithm group contains a section, ONE_CUST, that deletes from the PS_PP_MATCH_TAO record those rows in which the customer is not part of the remit from group associated with the MICR ID or the customer. This statement has no effect if the MICR ID or customer ID is invalid.

Ordering by Oldest Due Date First

Payment Predictor loads all the customer items into the PS_PP_MATCH_TAO record to perform oldest first processing (ordering items with the oldest item first). It loops through the items, record by record, in oldest due date first order and then deletes any unused records. Payment Predictor uses two algorithm groups that accomplish the same result in the same manner. They selectively eliminate items from the PS_PP_MATCH_TAO record with an ordering option. The two algorithms are:

- #OLDEST1: Orders open items from oldest to latest due date, including credit items.
- #OLDESTC: Includes all credits as part of the payment first, then applies payments.

Orders the remaining items from oldest to latest due date.

Allowing Partial Payments

If you are using the #OLDEST or #OLDESTC algorithm, Payment Predictor always makes partial payments on the last item that depletes the remainder payment amount for bill to customers when the payment amount does not exactly match the sum of the matched items. If you are using DTL_TLR (detail with tolerance algorithm), Payment Predictor makes partial payments when the payment amount does not exactly match the item balance amount and if the customer has been set up for partial payments on the Bill To Options page.

See [Chapter 9, "Setting Up Payment Predictor Processing," Using #DETAIL and #DTL TLR for Partial Payments and Deductions, page 291.](#)

Setting Up for Prepayments

If your organization receives payments that are prepayments for specific invoices that you created in your billing application, you can set up Payment Predictor to create Prepay Items (WS-04). To take advantage of this feature, you must receive the invoice number in the ITEM field on the PS_PAYMENT_ID_ITEM record. You must also activate the NOTFOUND step (algorithm) in the DETAIL section (algorithm group) of the AR_PREDICT1 Application Engine process. You must also use a payment predictor method that uses detail references.

Using this feature is the same as creating a prepayment item on the payment worksheet. Payment Predictor applies the prepayment to an item later—after you enter an item in PeopleSoft Receivables that has an item ID that matches the value that you received in the ITEM field in the PAYMENT_ID_ITEM record.

Defining Payment Predictor Methods

To define payment predictor methods, use the Predictor Method (PP_METHODS) and Predictor Method Review (METHOD_REVIEW) components.

This section provides an overview of payment predictor methods, lists a prerequisite, and discusses how to:

- Define a payment predictor method.
- Review an example of a payment predictor method.

Understanding Payment Predictor Methods

A payment predictor method tells Payment Predictor how to handle the different situations it encounters during processing. Each method consists of a series of conditions and actions based on remittance information. You can define as many methods as you want, but keep the methods as simple as possible and tailor them closely to the remittance patterns of your customers to optimize the efficiency of auto matching. Although PeopleSoft Receivables ships with sample methods, you must create your own methods and assign them to a setID or individual customers.

Ideally, the methods that you define should enable Payment Predictor to apply all your regular payments, leaving only the exceptions to be applied online using payment worksheets. To minimize the number of exceptions, your methods must reflect the ways that your customers pay you. You can assign methods to an entire business unit or to specific customers so that you can tailor your methods to groups of customers with similar payment practices.

If you have a mixed situation with some overrides, diagnosing problems is much easier if your methods are stored under one setID. Deposit business unit values and item business unit values, if different, should both point to the same, common TableSet. Oracle also recommends that you keep the number of methods that you use to a minimum. Start with one method that is specified at the deposit business unit level. Then add methods for handling customers who consistently pay you in a way that is different from your other remit from customers.

When you define a payment predictor method, consider the reference information that comes with the payment and how it can be used to match the payment to the customer. The type of reference information determines which algorithms you use.

Oracle recommends that the first algorithm group in a method apply the most payments.

Important! If you use the vendor rebate option in PeopleSoft Purchasing or the claim back option in PeopleSoft Order Management, create payment predictor methods that do not write off the remaining balance for items. Assign those methods to the business unit that is set up for vendor rebate and claimback processing. Use the Claims Management Workbench in PeopleSoft Purchasing or PeopleSoft Order Management to handle write-offs. This enables the system to determine whether the write-offs meet the write-off tolerances for claim processing.

Payments Without Reference Information

For payments with no reference information, use the following algorithm groups.

- #BALANCE
- #COMBOS
- #OLDEST1
- #OLDESTC
- #OVERDUE
- #PASTDUE
- #STATMNT

Payments with Summary Reference Information

For payments with summary reference information (that is, references with item identification but no amount), use the following algorithm groups:

- #REFS
- #REF_ONE
- #REF_NG

If you use the Cash Drawer Receipts feature to record payments for counter sales, use one of these algorithm groups in your payment predictor method to apply the payments.

Note. Use an algorithm group for detail references if you receive payments with summary reference information that pay for multiple line items with the same item ID.

Payments with Detail Reference Information

For payments with detail reference information (that is, references with item identification and amount), use the following algorithm groups:

- #DETAIL
- #DTL_TLR
- #DTL_PM
- #DTL_TPM

See Also

[Chapter 9, "Setting Up Payment Predictor Processing," Understanding Payment Predictor Modes, page 276](#)

[Chapter 9, "Setting Up Payment Predictor Processing," Understanding Sample Algorithm Groups, page 278](#)

Prerequisite

You must define the algorithm groups for payment methods, because methods use algorithm groups to select items.

Pages Used to Define a Payment Predictor Method

Page Name	Definition Name	Navigation	Usage
Predictor Method	PP_METHODS_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Predictor Method, Predictor Method	Define a payment predictor method.
Predictor Method Review - Review	PP_METHODS_REVIEW	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Predictor Method Review, Review	View, but do not change, an existing payment predictor method. The fields on this page are identical to those on the Predictor Method page.

Defining a Payment Predictor Method

Access the Predictor Method page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Predictor Method, Predictor Method).

Predictor Method

SetID: SHARE Method: PP-REFS-NG

Payment Method Definition Find | View All | First 1 of 1 | Last

*Effective Date: 01/01/1900 *Status: Active + -

*Description: REFS_NG Algorithm

Step Find | View All | First 1 of 1 | Last

Step 1 *Customers Identified: One *References Supplied: Summary

Order: Top Up Down Bottom + -

☐ Exclude Disputed Items

☐ Exclude Deduction Items

Condition and Action Find | View All | First 1 of 1 | Last

	Amount	Currency	Percent	
1 First...				
☐ Release The Payment				
☒ Execute Algorithm Group	#REFS_NG			☐ Worksheet
☐ Generate An Item				☐ Worksheet
☐ Apply To Control Customer				☐ Worksheet
☐ Generate A Worksheet				

Predictor Method page

Step

Each step consists of one or more payment conditions; each condition has an action. The step number determines the order in which the step is processed in the method.

Click the Order buttons to change the order of the steps.

Customers Identified	Select if customers must be identified for this step. Values are: <i>None</i> , <i>One</i> , <i>More Than One</i> , and <i>Doesn't Matter</i> .
References Supplied	Select the type of reference information that the payment must have for this step. Values are: <i>Summary</i>: Use summary references (references such as an invoice number without amounts). <i>Detail</i>: Use detail references (references such as an item ID with an amount). <i>No</i>: No reference identification. <i>Doesn't Matter</i>: Process the step with or without reference information. In some cases, you do not care about customer information or payment references. For example, if you receive payment references, you can designate that customer information <i>Doesn't Matter</i> or vice versa. You might even define a step using <i>Doesn't Matter</i> in both cases: no matter how many customers are involved and regardless of payment reference information, take the specified action.
Exclude Disputed Items	Select if you do not want to apply payments to items in dispute.
Exclude Deduction Items	Select if you do not want to apply payments to deductions.

Condition and Action

A step must have at least one condition. You can assign up to seven conditions to a step and select one of five actions for each condition. The conditions cannot conflict with each other. The number of the condition determines the order in which it will be processed within the step. Values are:

1. *First...*
2. *Any Overpayment*
3. *Overpayment Exceeds*
4. *Overpayment Is Less Than*
5. *Any Underpayment*
6. *Underpayment Exceeds*
7. *Underpayment Is Less Than*

Note. If you use *Any Overpayment* or *Any Underpayment*, you cannot use the tolerance choices for overpayments or underpayments that exceed or fall short of a certain amount. The reverse is also true. If you use *Overpayment Exceeds*, *Underpayment Exceeds*, or *Underpayment Is Less Than*, you cannot use *Any Overpayment* or *Any Underpayment*. The exceptions are the #DTL_TLR and the #DTL_TPM algorithm group. For the #DTL_TLR and #DTL_TPM algorithm groups, you should not select any of the underpayment or overpayment conditions. The conditions for exceptions for this algorithm group are defined using the Predictor Detail Options page.

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Selecting Payment Predictor Options, page 37.](#)

Amount or Percent

If you select an overpayment or underpayment, enter values in one or both of these fields. For example, you can specify an action when an overpayment is less than 100.00 EUR or less than 12 percent of the payment. If you specify both an amount and a percent, the system processes the overpayment or underpayment as long as one of the tolerance criteria is met. You can specify only one set of tolerance criteria for each condition. Enter the currency for the amount to enable the system to convert amounts properly when determining whether a write-off amount meets the tolerance.

You must select one of the following actions:

Release The Payment

Select to have Payment Predictor reset the payment for processing in a subsequent step. Normally, if Payment Predictor has applied even part of a payment, it ignores that payment in future steps. You can release the payment several times within a method.

Not available for condition 1, *First*.

Execute Algorithm Group

Select to have Payment Predictor run the SQL statements that are predefined as part of the selected algorithm group. A field appears to the right, so you can select the algorithm group.

If the method results in successful application, the payment status is *Applied*, and Payment Predictor creates a group and sets the posting action to *Batch Standard*. You can look at the group using an inquiry page. Select *Worksheet* to have Payment Predictor create payment worksheets instead of setting the posting action for the payment to *Batch Standard*.

Generate an Item

Select to have Payment Predictor create a pending item according to the system function that you provide in the field that appears. The payment status is *Applied*, and the posting action is *Batch Standard*. Select *Worksheet* to have Payment Predictor create payment worksheets instead of setting the payment to a *Batch Standard* posting action.

For an underpayment or overpayment condition, when more than one customer is identified in the PS_PP_CUST_TAO table, Payment Predictor will not create an adjustment item. Instead, it will create a payment worksheet and leave the remaining amount on the worksheet. You must manually balance the worksheet. The MAX function in SQL determines the highest ID through an alphanumeric sort sequence that will differ by database platform.

Valid system functions differ according to the payment conditions. Condition 1 can use only WS-05. Conditions 2, 3, and 4 can use only WS-04, WS-05, WS-06, and WS-10. Conditions 5, 6, and 7 can use only WS-07, WS-08, and WS-11.

Apply To Control Customer

Select to have Payment Predictor place the payment or remaining amount on account for the control customer business unit and customer ID that you provide. (If you omit the business unit, the system uses the deposit business unit by default.)

The payment status is *Applied*, and Payment Predictor creates a group and sets the posting action to *Batch Standard*. Select *Worksheet* to have Predictor create payment worksheets instead of setting the posting action for the payment to *Batch Standard*. This option is useful for placing payments on a control account when no customer is identified. This action is available only for Condition 1, *First*.

Generate A Worksheet

Select to have Payment Predictor create a payment worksheet for online review. The payment status is *Worksheet*. You can look at the resulting payment worksheet by accessing the Worksheet Selection page. The worksheet has the items that Payment Predictor matched with payments, plus the suggested overpayments and underpayments. You can then use the worksheet to accept the results of Payment Predictor processing as is or to make manual adjustments. When you are done working with the payment worksheet, you can post the payments.

Note. If you select Apply To Control Customer and Payment Predictor cannot identify any customers, Payment Predictor determines whether the default method associated with the deposit business unit indicates Apply To Control Customer when the customer identification is missing or is set to *Doesn't Matter*.

Reviewing an Example of a Payment Predictor Method

This section includes an example of a summary reference Payment Predictor method.

The sample method contains five steps. Each step is based on remittance characteristics: how to structure Payment Predictor's actions based on the results of customer identification and the presence or absence of summary reference information. Each step considers various payment conditions and each condition has an associated action.

The example assumes that you receive a mix of payments, some with payment summary references—references without associated item amounts—and some without summary references. It places the steps using algorithm groups for payments with references first, because it is normally more efficient to perform those steps first.

Note. To create an example of a detail reference method, change the algorithm group in Step 1 to one of the algorithm groups for detail references.

Step 1

In Step 1, the method's remittance conditions take into account payments with references. Regardless of whether customers are identified, if payment summary references are supplied, Payment Predictor runs the algorithms in the #REFS group.

For the Customers Identified field, select *Doesn't Matter*. For References Supplied, select *Summary*.

Step 1, Condition 1 (First) Select Execute Algorithm Group, and then select #REFS.

Step 1, Condition 3 (Overpayment Exceeds) Enter a value in the Amount or Percent field. For example, an amount of 100.00. Select Release The Payment.

If an overpayment exceeding the tolerance occurs, the method directs Payment Predictor to release the payment for processing by another relevant step.

This step shows that when a large variance occurs, the wrong item may have been referenced. In this case, releasing the payment is better than applying it to the wrong item, which may belong to a different customer.

Another possibility is that a mix of valid and invalid references caused the large overpayment. If most references are valid or most payments have only one reference, this use of the overpayment condition could be helpful.

Step 1, Condition 4 (Overpayment Is Less Than)

Enter a value in the Amount or Percent field, for example, a percent value of 15. Select Generate An Item and select the system function WS-05 to place an amount on account.

The same remittance conditions apply here as in the previous condition. If an overpayment is less than the specified tolerance, Payment Predictor creates an on-account item. You can then use this item to apply to another item on a maintenance worksheet.

Notice that the tolerance amounts are the same as for Condition 3. Use the same amounts for both of the overpayment conditions so that Payment Predictor can handle all overpayment amounts.

You don't need to build a worksheet for online review; instead, enable the resulting payment group to be processed the next time the Receivable Update Application Engine process (ARUPDATE) runs for the appropriate business unit.

Step 1, Condition 6
(Underpayment Exceeds)

Enter a value in the Amount field, for example, 5.00. Select Generate An Item and select the WS-08 system function to create a deduction.

The same remittance conditions apply here. If an underpayment occurs that is greater than the specified amount, Payment Predictor creates a deduction for the difference and builds a worksheet for online review.

To define this condition and the following one, an online payment application scenario was considered and Payment Predictor was directed to emulate that action during background processing.

Step 1, Condition 7
(Underpayment Is Less Than)

Enter a value in the Amount field, for example, 5.00. Select Generate An Item and select the WS-11 system function to eliminate an underpayment.

The same remittance conditions apply here. If a very small underpayment occurs, Payment Predictor writes off the amount of the underpayment. You don't need to build a worksheet for online review; instead, enable the resulting payment group to be processed the next time the Receivable Update process runs for the appropriate business unit.

Step 2

The second step in the sample method runs regardless of the results of customer identification and only if you did not receive references.

For Customers Identified, select *Doesn't Matter* to ask Payment Predictor to process any payment for which at least one customer was identified. For References Supplied, select *No*.

Step 2, Condition 1 (First)

Select Execute Algorithm Group, and then select #COMBOS.

This algorithm group has three algorithms, two of which are active in the sample data. The two active algorithms look for a single debit or a single debit net of earned discount—belonging to one of the identified customers—that matches the payment amount. This approach is useful if your remittance analysis indicates that your customers often pay one open item at a time and the open items are usually for different amounts.

If you do not offer discounts, inactivate the algorithm that evaluates earned discounts. If your customers often pay two items at a time, consider activating the algorithm that looks for any two items combined that match the payment amount.

Step 3

Step 3 repeats the same remittance conditions as Step 2. It runs regardless of the results of customer identification and only if you did not receive references.

This step is useful for customers who often pay their entire open-item balance. An algorithm variation exists for handling earned discounts.

For Customers Identified, select *Doesn't Matter* so that Payment Predictor processes any payment for which at least one customer is identified. For References Supplied, select *No*.

Step 3, Condition 1 (First) Select Execute Algorithm Group, and then select *#BALANCE*.

Step 4

Step 4 repeats the same remittance conditions as Steps 2 and 3. It runs regardless of the results of customer identification and only if you did not receive references.

For Customers Identified, select *Doesn't Matter* to ask Payment Predictor to process any payment for which at least one customer was identified. For References Supplied, select *No*.

Step 4, Condition 1 (First) Select Execute Algorithm Group, and then select *#PASTDUE*.

This step shows how the order in which algorithms are run must be taken into consideration. More than one algorithm group could apply to the same payment.

For example, if a remit from group has only one open item (for a new or low-volume customer), then either *#COMBOS* or *#BALANCE* would work. If all of the open items are past due (customer has not bought anything recently), then *#BALANCE* or *#PASTDUE* would work. Under these circumstances, you should order the algorithms from most to least efficient, which would result in the order *#COMBOS*, followed by *#BALANCE*, and then *#PASTDUE*.

Other factors, such as the number of payments that a given algorithm group applies, are also important. If *#PASTDUE* could apply to 90 percent of payments, *#BALANCE* to 10 percent, and *#COMBOS* to 10 percent (the total can exceed 100 percent), then an option is to place *#PASTDUE* first. These decisions must be made on an individual basis, looking at both payment profiles and enabled algorithms.

When you start using Payment Predictor, begin by ordering steps according to efficiency. If production runs demonstrate that most payments are applied in a step far down in the method, reorder the steps until you establish an optimal configuration.

Step 5

Step 5 runs regardless of remittance conditions. It places any payments that steps 1 through 4 did not apply on account for a control customer. It acts as a *catch all* for payments that it could not identify.

For Customers Identified, select *Doesn't Matter* to enable Payment Predictor to process any payment for which at least one customer is identified. For References Supplied, select *Doesn't Matter*.

Step 5, Condition 1 (First) Select Apply to Control Customer, and then select a business unit and customer ID, selecting 99999 or another out-of-range identifier. Select the Worksheet check box.

Take a similar approach if your business practices call for posting all unidentified cash to a control customer.

Setting Up Parallel Processing

This section provides an overview of parallel processing for Payment Predictor and discusses how to:

- Define the maximum instances for PSAdmin.
- Define the maximum concurrent processes for the server.
- Define the number of parallel processes.
- Add more parallel processes to the AR_PP multiprocess job.
- Add additional Payment Predictor process definitions.

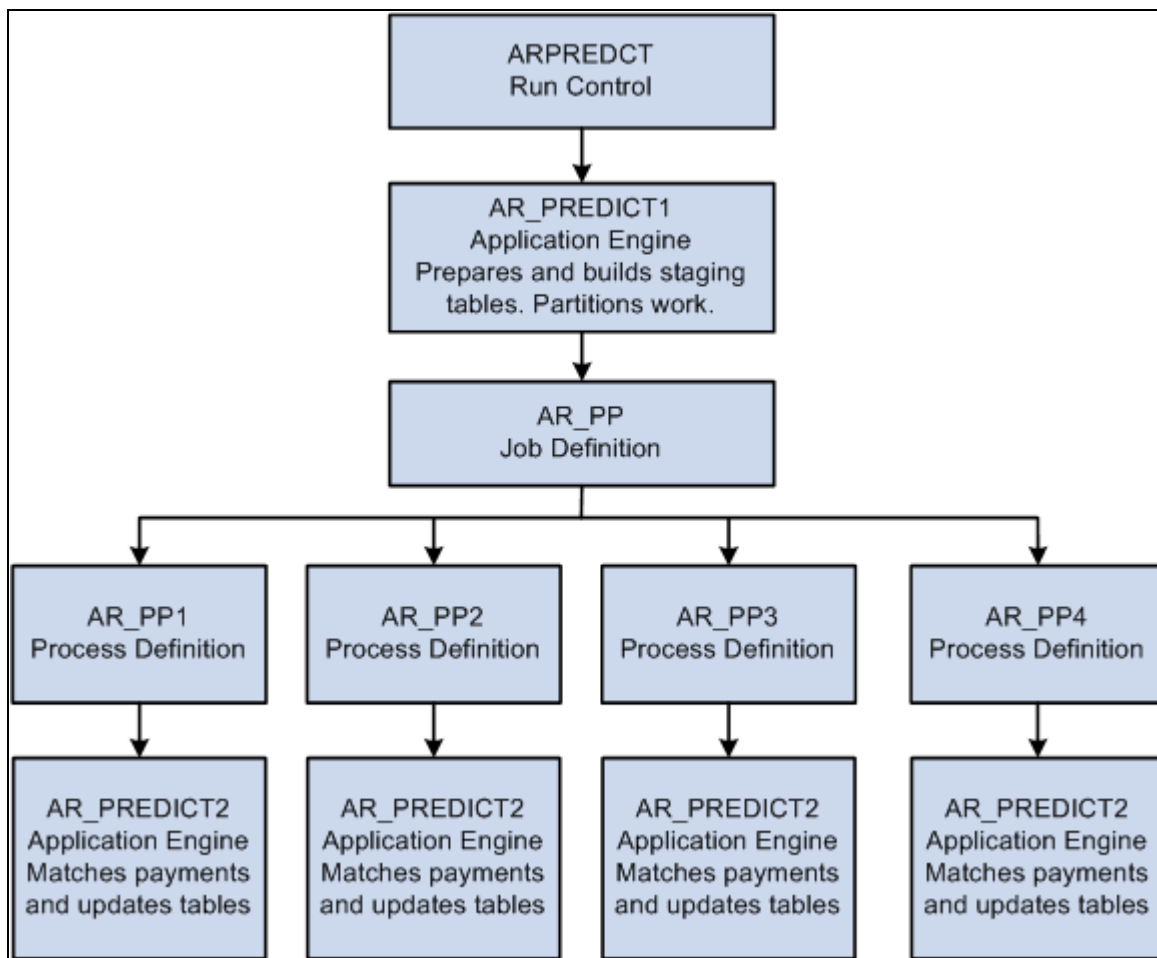
Understanding Parallel Processing for Payment Predictor

PeopleSoft Receivables enables you to process multiple Payment Predictor processes in parallel to achieve higher performance. You initiate the processes using one run control and the process automatically divides the work between the number of partitions that you specify in your setup.

The Payment Predictor multiprocess job (ARPREDCCT) includes:

- The AR_PREDICT1 process.
- The AR_PP multiprocess job.

The following diagram illustrates how the Payment Predictor process performs parallel processing on four different AR jobs. The process prepares and builds staging tables and partitions the work into four different jobs, which are run parallel to each other. The Payment Predictor process for each job matches the payments and updates the tables.



Payment Predictor parallel process workflow

When you use PeopleSoft Process Monitor to check the status of the process, you view the status of the AR_PREDICT1 process and each process within the AR_PP multiprocessing job. The system does not indicate that the Payment Predictor multiprocessing job (ARPREDT) is successful until each parallel process finishes. The Job Message Log Summary page summarizes all the individual parallel-process message log messages for the entire ARPREDT job.

AR_PREDICT1 Process

The AR_PREDICT1 process acts as a preprocessor for the actual payment matching process and also:

- Gathers all the qualified data for processing.
- Places the qualified data in temporary tables.
- Partitions the data between the child processes.
- Initiates the AR_PP multiprocessing job that starts child processes in parallel.

The distribution of the data among the child or parallel processes is based on the composition of the data and the number of parallel processes. The process attempts to spread the data volume evenly among the processors. The staging phase takes a little longer, but the overall processing time is faster because multiple children processes run concurrently. You should balance the decision of using parallel processing or single-thread processing based on the volume of data and the hardware capacity to get the maximum benefit from this feature.

AR_PP Multiprocess Job

The AR_PP multiprocess job contains all the Application Engine process definitions that you use for parallel processing, such as AR_PP1. Each process definition calls the AR_PREDICT2 Application Engine process, which actually matches the payments, updates the application tables, and performs table cleanup before the process ends.

PeopleSoft Receivables delivers eight process definitions—AR_PP1 through AR_PP8. If you want to run more than eight partitions of the Payment Predictor process at once, you must define additional process definitions. Use the AR_PP1 process definition as an example.

The standard setup for the AR_PP multiprocess job is to run a single threaded process, which contains only the AR_PP1 process definition. If you want to use parallel processing, you must assign additional process definitions to the job definition. You must also specify the number of partitions that your organization will use. You might have to experiment with the number of partitions that works for you. Oracle recommends that you assign just a couple of additional partitions and increase the number, if needed.

You might also have to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances, you must change your configuration. If you also use parallel processing for the Aging (AR_AGING), Statements (AR_STMTS), and Receivable Update (AR_UPDATE) processes, the maximum instances applies to those processes, as well. For example, if you want to run eight instances for the Receivable Update process and four for the Payment Predictor process, you must configure your server for eight instances.

Pages Used to Set Up Parallel Processing

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Server Definition	SERVERDEFN	PeopleTools, Process Scheduler, Servers, Server Definition, Server Definition	Define the maximum concurrent processes for Application Engine processes.
AR Parallel Processing Options	PARALLEL_AR_SBP	Set Up Financials/Supply Chain, Install, Installation Options, Receivables Click the Parallel Processing Options link.	Define the number of parallel processes or partitions to use with Payment Predictor.
Job Definition	PRCSJOBDEFN	PeopleTools, Process Scheduler, Jobs, Job Definition, Job Definition	Add additional Payment Predictor process definitions to run the AR_PP multiprocess job.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Process Definition	PRCSDEFN	PeopleTools, Process Scheduler, Processes, Process & Definition, Process Definition	Add additional Payment Predictor process definitions if you need to run more than eight parallel processes.

Defining the Maximum Instances for PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled Values for config section - PSAESRV.

The section looks like this:

Values for config section - PSAESRV.

Max Instances = 3.

Recycle Count=0

Allowed Consec Service Failures=0.

2. Change the value for Max Instances to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Access the Server Definition page (PeopleTools, Process Scheduler, Servers, Server Definition, Server Definition).

Process Type and Max Concurrent

For the Application Engine process type, enter the maximum number of parallel processes that you run at once. This figure must be the same or greater than the maximum instances that you defined for PSAdmin.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Defining the Number of Parallel Processes

Access the AR Parallel Processing Options page (Set Up Financials/Supply Chain, Install, Installation Options, Receivables and click the Parallel Processing Options link).

Parallel Process and Maximum Partitions

Enter the exact number of partitions or parallel processes that you want to run for the AR_PREDICT parallel process.

Adding More Parallel Processes to the AR_PP Multiprocess Job

Access the Job Definition page for the AR_PP job (PeopleTools, Process Scheduler, Jobs, Job Definition, Job Definition).

Job DefinitionJob Definition OptionsJob DistributionJob Notification

Process Type: PSJobJob Name: AR_PP

*Description: PS/AR Payment Predictor

Run Mode: Parallel

*Priority: Medium

*Process Category: Default

Max Concurrent:

Override Process Retry Count: ☐ Retry Count:

Override Process Retention Day: ☐ Retention Days: 0

JobSet Report

Process List						
	*Process Type	*Process Name	Description	Run Always On Warning	Run Always On Error	
1	Application Engine	AR_PP1	AR_PP1	☒	☒	+ -
2	Application Engine	AR_PP2	AR_PP2	☒	☒	+ -

Job Definition page

Run Mode

Always select *Parallel*.

Process Type and Process Name

Enter *Application Engine* for the type and select from *AR_PP2* to *AR_PP8* for each separate partition or process that you want to run. If you define additional process definitions, select the name of the definitions that you added.

Note. You must have the same number of rows in the process list as you enter in the Maximum Partitions field on the AR Parallel Processing Options page.

Run Always on Warning and Run Always on Error

You must select these check boxes.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Adding Additional Payment Predictor Process Definitions

Access the Process Definition page (PeopleTools, Process Scheduler, Processes, Process & Definition, Process Definition).

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_PP1 process definition with two exceptions:

- Use another name.
- Use another description.

Use this format for the name: AR_PP#. For example: AR_PP9.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Selecting Payments for Payment Predictor Processing

When you set up Payment Predictor methods, establish a hierarchy for processing business units, customers, deposits, and payments. This table describes how to further refine the process by excluding specific customers or payments:

Defaults	Page Used to Set Default	What Defaults Affect	Turn On/Off	Assign Method
TableSet	Receivables Options - Payment Options	Business Units Determines which Payment Predictor method the system uses as the default for a business unit.	NA	X

Defaults	Page Used to Set Default	What Defaults Affect	Turn On/Off	Assign Method
Bank Account	Information	Deposits Payment Predictor evaluates payments received electronically as well as those entered online. When the system receives a payment through a payment interface, it checks the bank account's attributes to determine whether payments from this bank account should use Payment Predictor as their default application approach. The associated bank account that uses Payment Predictor should have the PP_SW field in the PS_BANK_ACCT_DEFN table set to Y.	X	NA
Customer	Bill To Options	Bill To Customers Enables you to override the Payment Predictor method set at the business unit level for this customer. Supports putting an individual customer on hold to exclude its items from consideration by Payment Predictor.	X	X
Payment	Express Deposit Payments Regular Deposit Payments Worksheet Selection	Payments Determines whether Payment Predictor should apply an individual payment from an electronic payment or from an online payment. This choice overrides the on and off setting at the TableSet or bank account level. To include or exclude an entire deposit for Payment Predictor processing, you must take action for each payment in the deposit. Although usually not done, you can use Payment Predictor from the express deposit pages. Enter reference information, and then select Payment Predictor.	X	NA

Note. NA means Not Applicable.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Payment Options, page 32

Chapter 19, "Entering Payments," page 565

Chapter 21, "Applying Payments," Applying Payments Using Payment Worksheets, page 646

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Account Information

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

Reviewing Payment Predictor Temporary Tables and Sections

This section discusses how to:

- Review temporary tables.
- Review Payment Predictor sections and SQL statements.

Reviewing Temporary Tables

As an Application Engine-based program, Payment Predictor makes extensive use of set processing and temporary tables. This design improves performance and enhances your ability to modify processing for your environment.

Set processing is a method of manipulating data that operates on more than one row at a time. It is not a SELECT, FETCH, and UPDATE approach; rather, it inserts, updates, and deletes rows in sets. For example, Payment Predictor runs an algorithm group for all payments in all business units that use the current method and meet the remittance conditions of the current step.

The Payment Predictor uses cursor-based processing with reuse selected to avoid data contention and improve performance in support of the parallel processing.

Each of the temporary tables has PROCESS_INSTANCE as the high-order key to enable multiple Payment Predictor jobs to run on the server in parallel without interference.

The temporary tables are organized according to logical levels of data: payments, customers, items, steps, and matches.

Payment Predictor uses the following key temporary tables:

<i>Table</i>	<i>Description</i>
PS_PP_PYMNT_TAO	This table is the first table Payment Predictor populates. It contains one row for each payment processed. The PREPARE section populates this table. Payment Predictor processes only payments selected for Payment Predictor (PS_PAYMENT.PP_SW = Y) that are in balanced deposits (PS_DEPOSIT_CONTROL.BAL_STATUS = I) for requested business units. Keys: PROCESS_INSTANCE, DEPOSIT_BU, DEPOSIT_ID, PAYMENT_SEQ_NUM. If any rows exist in PS_PAYMENT_ID_ITEM, the system sets PP_REF_STATUS to Y—references supplied. This setting is important because Payment Predictor processes payments with reference information differently than payments without reference information. Note. Payment Predictor changes the initial value of Y to N—no references supplied—if it cannot identify any customers based on the reference information. That is, a value of N might be interpreted as no references supplied or that all references supplied are invalid. Payment Predictor sets the value of PP_MICR_STATUS based on an analysis of the contents of PS_PP_CUST_TAO. The field name is somewhat misleading; the values placed in the field refer to the broader results of customer identification and not just the presence of a MICR ID. End result values are: • M (more than one customer identified) • S (only one customer identified) • N (no customer identified). Payment Predictor stores the method and the setID for the method that was used to process the payment on this table. The PP_APPL_STATUS and PP_DISPOSITION fields contain information about the status of a payment and whether it has been applied or whether it requires a worksheet.

<i>Table</i>	<i>Description</i>
PS_PP_CUST_TAO	This table contains one row for each customer identified by each payment. Keys: PROCESS_INSTANCE, DEPOSIT_BU, DEPOSIT_ID, PAYMENT_SEQ_NUM, CUST_ID (duplicates allowed) Customers are identified using one or more of the following conditions: • One or many rows in PAYMENT_ID_ITEM containing reference information. • One or many rows in PAYMENT_ID_CUST containing a MICR ID. • One or many rows in PAYMENT_ID_CUST containing a customer ID (with or without a business unit). Note. When a payment has reference information, Payment Predictor does not use the customer identification information placed in the PS_PP_CUST_TAO table. Instead, it uses the reference qualifier and reference information to find the corresponding items on PS_ITEM. The PS_ITEM records contain the business unit and the customer identifier. Payment Predictor uses the business unit and customer identifier to determine the appropriate customers and related remit from customers.
PS_PP_ITEM_TAO	This table contains one row for each item considered for payment application. If the payment does not have reference information (rows in PS_PAYMENT_ID_ITEM), Payment Predictor loads all open items for all customers in PS_PP_CUST_TAO into this table. Later, non-reference-based algorithms that are associated with a method evaluate the data in PS_PP_ITEM_TAO. Note. An algorithm does not have to use this table as the basis for its evaluation. For example, suppose that the reference-based algorithms obtain information directly from PS_ITEM, bypassing PS_PP_ITEM_TAO completely. Payment Predictor then runs a reference algorithm by inserting a row for each item selected by that algorithm directly into PS_PP_MATCH_TAO. It then <i>backloads</i> the matches into PS_PP_ITEM_TAO to maintain consistency between these two tables.
PS_PP_STEP_TAO	This table contains one row for each step, condition, and action of each method that is processed in a run. The SBLD module populates this table and then performs each step in turn. SBLD drives the payment application process. After the process loads all steps for all identified methods into PS_PP_STEP_TAO, this module does a SELECT, FETCH, and DELETE of each method step in order. The actions associated with a step are performed simultaneously against all payments that have not been processed (or have been released), that have been assigned to the current method by Payment Predictor, and that meet the remittance pattern specified for the step. When the Payment Predictor process finishes, this table should be empty (because all steps should have been processed).

<i>Table</i>	<i>Description</i>
PS_PP_MATCH_TAO	The process uses this table to evaluate overpayment and underpayment conditions. This table contains one row for each item to be paid by the payment or to be included on a payment worksheet. It is populated by an algorithm (or by WBLD when you use the Generate A Worksheet option). It might also contain one additional row for each payment that represents a new item generated by the Payment Predictor. It is actually the join between this table and PS_PP_ITEM_TAO that represents the transactions generated by a payment for a worksheet or pending group.
PS_PP_OCSEQ_TAO	The process uses this table to evaluate the sequence of overdue charge entry reasons in the ENTRY_REASN_TBL.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

Reviewing Payment Predictor Sections and SQL Statements

The Payment Predictor multiprocess job (AR_PREDCT) runs two Application Engine processes—AR_PREDICT1 and AR_PREDICT2. Each Application Engine process runs a collection of SQL statements. The AR_PREDICT2 process contains algorithm groups that represent sections. Each algorithm in the section represents a step that is either an SQL statement or the DO command of another section. If you want to perform a DO command on a section more than once, you use a DO SELECT. The processes perform the section that you specify once for each row that the select returns. It places values returned by the select in %BIND variables and references them by name in subsequent SQL statements.

The AR_PREDICT1 process prepares the staging tables and populates the temporary tables for the second multiprocess job. The staging tables are PS_PP_ITEM_TMP, PS_PP_CUST_TMP, and PS_PP_PYMNT_TMP, and they are images of the tables PS_PP_ITEM_TAO, PS_PP_CUST_TAO, and PS_PP_PYMNT_TAO. The staging tables populate the temporary tables used by the child processes. The AR_PREDICT2 process uses the information in the temporary tables to generate the groups and worksheets.

The AR_PREDICT2 process flow has four stages:

- Executing method steps.
- Generating transactions.
- Updating tables and status.
- Releasing process instances on tables.

This section provides background information about the sections in the AR_PREDICT1 and AR_PREDICT2 Application Engine processes.

AR_PREDICT1 - Preparing Temporary Tables

This table describes the sections that prepare temporary tables:

Section	Description
PREPARE	Builds the temporary tables PS_PP_PYMNT_TAO and PS_PP_ITEM_TAO. For payments containing no references or completely invalid references (PS_PP_PYMNT_TAO.PP_REF_SW = N), it loads all items for the customers identified through PS_PAYMENT_ID_CUST into PS_PP_ITEM_TAO.
ID_ITEM	Populates the temporary table PS_PP_CUST_TAO with customer identification information for payments with references (PS_PYMNT_TAO.PP_REF_STATUS = Y). Platform-specific codes can apply in this section. First, Payment Predictor determines a list of the types of references that it uses for all payments in the run. Then for each type of reference it uses, it builds a dynamic SQL statement to insert a row into PS_PP_CUST_TAO for each payment. For each type of reference, it runs two SQL statements based on the algorithms CUSTMP1 and CUSTMP2. For example, if ITEM references were included in any payments in the run, the module would concatenate "AND X.REF_QUALIFIER_CODE = 'I' AND X.REF_VALUE = I.ITEM)" to the end of the statements and run the statements. Loaded from the PREPARE section as a DO SELECT, ID_ITEM. <pre>%SelectInit(REF_QUALIFIER_CODE, FIELDNAME)SELECT DISTINCT R.REF_⇒ ⇒ ⇒ ⇒ ⇒ ⇒ ⇒ ⇒ ⇒ ⇒ ⇒ ⇒ QUALIFIER_CODE , R.FIELDNAMEFROM %Table(PP_PYMNT_TAO) P , PS_PAYMENT_ID_ITEM X , PS_AR_FLD_REF_TBL R WHERE P.PROCESS_INSTANCE = %Bind(PROCESS⇒ INSTANCE) AND P.PP_REF_STATUS = 'Y' AND P.DEPOSIT_BU = X.DEPOSIT_BUAND P.DEPOSIT_ID = X.DEPOSIT_IDAND P.PAYMENT_SEQ_NUM = X.PAYMENT_⇒ SEQ_NUMAND X.REF_QUALIFIER_CODE = R.REF_QUALIFIER_CODE AND R.REF_STATUS ⇒ 'A'</pre> Payment Predictor accomplishes the same results without a special module for the dynamic SQL. All the SQL is dynamic, and Payment Predictor uses the Application Engine bind variables that are returned from the DO SELECT. <pre>AND X.REF_QUALIFIER_CODE = %BIND(REF_QUALIFIER_CODE)AND X.REF_⇒ VALUE = I.%BIND (FIELDNAME, NOQUOTES)</pre>

Section	Description
ID_CUST	Populates the PS_PP_CUST_TAO temporary table with customer identification information for payments with MICR or customer references. This is also done from PREPARE. Platform-specific codes can apply in this section.

AR_PREDICT2 - Executing Method Steps

This table describes the sections that run method steps:

Section	Description
SBLD	This section builds the PS_PP_STEP_TAO temporary table and then performs each step in turn. First, it inserts one row for each step, condition, and action of each method needed to process all payments for all business units requested. For example, if the step has a condition that runs an algorithm and then generates an adjustment for an underpayment, it inserts two rows into PS_PP_STEP_TAO. It deletes each row upon completion; this table should be empty at the end of a normal run. After the PS_PP_STEP_TAO table is created, the second phase begins.
STEP	The Step Manager, done from SBLD with a DO SELECT. Depending on the step and condition that the system is processing, the appropriate section is done.
GENITEM	Run for each Generate An Item step. It might generate items based on the criteria specified in the method and on the condition of the payment.
WBLD	Run for each Generate A Worksheet step. It might generate worksheets based on the criteria specified in the method and on the condition of the payment.
CNTL_ACT	Run for a control account step.
RELEASE	Run for each release. The payment step uses only the temporary tables. It releases a payment that an algorithm has attempted to apply, enabling subsequent method steps that match the remittance profile to process the payment. When an algorithm finds any items to apply for a payment, another algorithm (or method step) does not consider that payment for application unless a Release The Payment step releases it.

Section	Description
ALGR	Not a true section. A <i>dynamic DO</i> performs the actual run of the SQL contained in the algorithm group, and the section that is run is the name of the algorithm group. The name of an algorithm group must begin with a # and must match the name of a section. An algorithm is a group of statements in a section. When an algorithm populates PS_PP_MATCH_TAO, it must set the value of PP_PROC_FLAG to 0. Subsequent statements included in the algorithm group enable you to further adjust or refine the answer set contained in PS_PP_MATCH_TAO to: • Limit the answer set to just the customers included in the identifying information. • Add a unique single debit or credit.
ALGRDONE	Performs system processing after an algorithm populates PS_PP_MATCH_TAO. This includes handling the bulk of the Payment Predictor hold logic, performing the Check Pending option, and eliminating duplicate items from being selected. After it is called, all items selected have PS_PP_MATCH_TAO.PP_PROC_FLAG = 1. This switch changes to 2 after the group of steps is completed—after an Execute Algorithm and then overpayment and underpayment clauses. ALGRDONE appears in sections at the points where the answer set can be modified. PeopleSoft Receivables implements this in the algorithm groups of #BALANCE, #COMBOS, #PASTDUE, and #STATEMNT.

AR_PREDICT2 - Generating Transactions

This table describes the sections that generate transactions:

Section	Description
UPDM	Updates the matches. This is required to assign sequence numbers needed for building the PS_PENDING_ITEM and PS_PAYMENT_ITEM tables. This is a SELECT, FETCH, and UPDATE operation. UPDM performs other functions, including building deposits and payments generated during the run, making an additional pass for the check pending option, and handling the orphan payments that have not been processed. In addition, it excludes items that have been selected but that have a different currency from the payment.
PGEN	Generates payment worksheets, group control, and pending items, as needed. These are all set mode operations—a series of SQL statements run, each creating worksheets for a subset of payments.

<i>Section</i>	<i>Description</i>
PUPD	Performs a SELECT, FETCH, and UPDATE of each payment being processed in this run and updates the PS_PAYMENT table accordingly. PUPD exists as an individual section, because it can be replaced with a stored procedure on some SQL platforms.
TERMINATE	Calculates and logs messages for the payment totals and payment amounts either applied, generated to worksheets, or released. Releases the process instances on tables used.

Chapter 10

Setting Up Automatic Maintenance Processing

This chapter provides an overview of the Automatic Maintenance Application Engine process (AR_AUTOMNT) and discusses how to:

- Set up automatic maintenance methods.
- Define automatic maintenance algorithm groups.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement automatic maintenance processing.

Understanding the Automatic Maintenance Process

The Automatic Maintenance process is a PeopleSoft Application Engine process that matches debit items to credit items. The process is useful when you want to automatically match items with the same amounts or when you want to automatically close deductions and disputed items.

The process places the items that meet your matching criteria in match groups unless they are already selected in a worksheet, such as the payment or maintenance worksheet. A match group must contain at least one debit item and one credit item, but it can contain multiple debit and credit items.

You create automatic maintenance methods that define the rules for matching the items, and specify which method to use for each business unit or when you run the process.

The process:

- Executes the steps in the automatic maintenance method that you assign to the business unit, unless you override it for all business units on the run control page.

As the process executes each step, it creates a row in a temporary table for each item that it tries to match. The process also stores the appropriate action for each step in a temporary table.

- Writes off the remaining balance for match groups, if the balance meets the write off tolerances.

If the match group contains only one debit and one credit, it creates either a MT-02 (write off a credit) or MT-03 (write off a debit) item. If the group contains multiple debits or credits, it creates either a MT-06 (write off remaining credit) or MT-07 (write off remaining debit) item.

- Creates a maintenance group for each corporate customer, which has match groups for conditions where the step does *not* create a worksheet.

The process sets the group to post. When you post the group, the Receivable Update process (ARUPDATE) creates distribution lines for the items, using the accounting template for the appropriate automatic entry template.

- Creates a maintenance worksheet for each corporate customer, which has match groups for conditions where the step creates a worksheet.

You must review the worksheet and set the group to post.

- Creates an item maintenance activity for each item.

Enters the same value in the match group ID field in the item maintenance activity for each item in the group.

- Uses the anchor business unit on the run control as the anchor business unit for each maintenance group or worksheet.

The Receivable Update process uses the anchor business unit to generate interunit accounting entries when items are matched across business units.

- Converts the item amounts to a common currency to handle items in different currencies.

The process uses the general ledger base currency for the anchor business unit that you entered on the run control for the common currency. If you do not enter an anchor business unit on the run control page, the process uses the general ledger base currency for the business unit with the lowest value in the grid that appears on the run control page.

See Also

Chapter 30, "Processing Multiple Currencies in PeopleSoft Receivables," Understanding Multicurrency Processing, page 947

Chapter 23, "Maintaining and Reviewing Item Information," Reviewing Item Activity for a Match Group, page 740

Chapter 24, "Maintaining Customer Account Balances," Write-Off Tolerances, page 754

Setting Up Automatic Maintenance Methods

To set up automatic maintenance methods, use the Automatic Maintenance Method component (AUTOMNT_METHOD).

This section provides an overview of automatic maintenance methods and discusses how to:

- Identify automatic maintenance methods.
- Define automatic maintenance method details.
- View a sample automatic maintenance method.

Understanding Automatic Maintenance Methods

Automatic maintenance methods define rules for matching debits and credits and for handling remaining balances for each match group. The Automatic Maintenance process uses the method that you assign to the business unit for processing unless you override the method for all business units on the Automatic Maintenance run control page.

Each method contains a series of steps that the process executes sequentially. For each step, you specify:

- One matching instruction.
- As many conditions and actions as necessary.
- Whether to exclude certain types of items, such as deductions.

You select one of these matching instructions for each step:

- Have the process match a value in a field in the debit items to a value in a field in the credit items.

If an automatic maintenance method indicates that the process should exactly match items by their open amount and the One to One option is selected in the method, the items must be unique. For example, if you have two 1,000.00 EUR credits and one 1,000.00 EUR debit, the process does not place any of the items in a match group.

- Have the process execute the #OLDEST or user-defined algorithm group.

The #OLDEST algorithm group matches open items by due date—matching the items with the oldest due dates first—until either all the available credits or all the available debits are matched. It uses the directions that you provide for the step to determine how to handle the remaining balance.

- Have the process write off items with a specific entry type and reason that were not matched in previous steps.

The write-off amount must meet the write-off tolerances defined for the entry reason assigned to the automatic entry types associated with the Write-off a Credit (MT-02), Write-off a Debit (MT-03), Write-off Remaining Credit (MT-06), and Write-off Remaining Debit (MT-07) system functions.

For the first two instructions, you define the action that the process takes based on the remaining balance for the match group. The system populates the actions for the last instruction and you cannot change them. You also define whether to put the match group or write-off on a maintenance worksheet.

Designing Methods Based on Reference Values

It is essential that you have a thorough understanding of how your organization tracks reference information on credit items when you create your automatic maintenance methods.

Ideally, the methods that you define enable the Automatic Maintenance process to match the majority of your debits and credits and to write off the remaining balances, leaving only the exceptions to be matched or written off using the maintenance worksheet. The trick is to fit your methods to the way that your business processes populate reference information.

Place the steps that produce the greatest number of matches at the beginning of the automatic maintenance method. For example, if you are creating a method to resolve deductions, and the majority of your customers provide the claim number in the Claim Number field when they take the deduction, and you also enter it in the Claim Number field when you create the credit memo, use the Claim Number field in the first step.

As you work with methods during implementation, you will probably change them until you find the most efficient way to match items.

Pages Used to Set Up Automatic Maintenance Methods

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Method Summary	AUTOMNT_METHOD	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Automatic Maintenance Methods, Method Summary	Add a new automatic maintenance method or view a summarized list of the steps in an existing method.
Method Detail	AUTOMNT_STEP	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Automatic Maintenance Methods, Method Detail	Define the steps that the Automatic Maintenance process performs when you run a method.

Identifying Automatic Maintenance Methods

Access the Method Summary page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Automatic Maintenance Methods, Method Summary).

Method Summary Method Detail

SetID: SHARE Method: MATCH EQUAL AMT

Method Steps Find | View All | First | 1 of 1 | Last

*Effective Date: 01/01/1900 *Status: Active

*Description: Match Equal Amount

Step	Option	Debit Field	Operator	Credit Field	Algorithm Group ID
1	Match	Item Balance	=	Item Balance	

Steps Customize | Find | First | 1 of 1 | Last

Step	Option	Debit Field	Operator	Credit Field	Algorithm Group ID
1	Match	Item Balance	=	Item Balance	

Method Summary page

Method Displays the unique code that identifies the automatic maintenance method.

Steps

The Steps grid displays a list of all the steps in the automatic maintenance method. When you first add a new method, the list is blank.

Step Displays the step number. The process performs the steps in sequential order.

Option Displays the type of task that the step performs. Values are:

Match: Matches the values in a field for a debit item to the value in a field for a credit item.

Algorithm: Matches or creates a write-off based on the algorithm that you selected.

Write-Off: Writes off debit or credit items that the process did not previously match that have an amount that is less than the defined tolerances for either the business unit, customer, or automatic maintenance reason associated with the automatic entry type for the write-off item, such as Write off a Debit or Write off a Credit.

Debit Field Displays the field whose value you are matching for debit items.

Operator	Displays the operator that the process uses to match the items. Values are: = (equals): Creates exact matches. <i>LIKE</i> : Creates partial matches.
Credit Field	Displays the field whose value you are matching for credit items.
Algorithm Group ID	Displays the name of the Application Engine section that the process runs for the step.

Defining Automatic Maintenance Method Details

Access the Method Detail page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Automatic Maintenance Methods, Method Detail).

Method Summary | **Method Detail**

Step Detail Find | View All First 1 of 1 Last

SetID: SHARE **Method:** MATCH EQUAL AMT **Effective Date:** 01/01/1900 **Status:** Active

Steps Find | View All First 1 of 1 Last

Step: 1

☒ **Match References** **Debit Field:** Item Balance **Operator:** = **Credit Field:** Item Balance

☐ **Execute Algorithm** **Customer Level:** N **Match Type:** One to One

☐ **No Match Write-off** **Group:** **Entry Type:** **Entry Reason:**

Excluded Items

☐ Exclude Deduction Items ☐ Exclude Dispute Items ☐ Exclude Other Debit Items

Conditions and Actions Customize |

Remaining Balance	*Action	Worksheet
= 0	Resolve	☐
> 0, within tolerance	Release to the next step	☐
> 0, over tolerance	Release to the next step	☐
< 0, within tolerance	Release to the next step	☐
< 0, over tolerance	Release to the next step	☐

Step Order

Top
Up
Down
Bottom

Method Detail page

Steps

When the Automatic Maintenance process runs, it examines each debit item and performs the steps in the method in sequential order. The system automatically assigns the Step number.

Select one of these options for each step:

Match References	Matches the values in a field in a debit item to a value in a field in a credit item. For example, it could match the invoice for a debit item with the document ID for a credit item. When you select this option, you must specify the match criteria.
Execute Algorithm	Performs matching and write-offs defined in a Application Engine section. Each section is an algorithm group and each step in the section is an algorithm. The Automatic Maintenance process executes the actions based on the results of the algorithm. When you select this option, you must enter the name of the algorithm group in the Group field. Select a user-defined algorithm or select the system-defined #OLDEST algorithm, which matches all debits and credits in oldest first order by due date. See Chapter 10, "Setting Up Automatic Maintenance Processing," Defining Automatic Maintenance Algorithm Groups, page 338.
No Match Write-off	Writes off debit or credit items not matched by the previous steps that have an amount that is less than the tolerances that you defined. When you select this option, select the Entry Type and Entry Reason for the items that you want to write off. For example, enter <i>DED</i> for the entry type to write off deduction items. When you create entry reasons for an entry type, you might want to create an entry reason for a small amount, such as 5.00 USD. When you create an item, such as a deduction, assign the entry reason for small amounts to the item. Enter the entry reason for small amounts in the Entry Reason field. If you want to write off both debits and credits, you need to create two separate steps. Note. If you select No Match Write-Off for a step, the Automatic Maintenance process does not check the percentage tolerance, because the percentage will always be 100.

If you selected Match References, specify the criteria for creating a match.

Debit Field	Enter the field whose values you want to match in debit items.

Operator

Select the operator to use for matching. Values are:

=: Creates exact matches.

LIKE: Creates partial matches, including values that begin with the same characters or numbers. For example, the process would match a debit whose reference ID is 123 to a credit whose reference ID is 12345, or it would match a debit whose reference ID is 12345 with a credit whose reference information ID is 123. However, it will not match 12345 to 12378.

If you want to create both exact and partial matches, enter one step to create exact matches and one to create partial matches. Because like matches also retrieve exact matches, always precede a *Like* match step with an *Exact* match step.

Credit Field

Enter the field whose values you want to match in credit items.

You can match values in the following fields in the Item table (PS_ITEM) for either the debit or credit items. The field for the credit does not have to be the same field as the debit. Select from these values: *AR Specialist, Bill of Lading, Broker ID, Carrier ID, Claim Number, Class of Trade, Collector, Contract number, Credit Analyst, Item Balance* (open amount), *Division, Document ID, Family, Invoice, Item ID, Major Classification, Order No, Open Amount, Promotion/Merchandising, Proof of Delivery, Purchase Order Reference, Sales Person, Sales Person 2, or User 1 through User 10.*

Customer Level

You can expand match groups to include items across all customers in a customer group. Select the customer level to use when creating match groups. Values are:

C: Corporate customer group.

N: No customer relationships considered. This is the default value.

R: Remit from customer group.

Match Type

Specify how the process does the matching. Select one of these values:

All: Places all items that meet the matching criteria in one match group.

One to One: Matches only one debit to only one credit in a match group. If the matching criteria creates a match group with more than one debit or credit, the process does not match them. Matches debit and credit items of the same amount for a customer as long as the amounts are unique. For example, if you select *Item Balance* as the matching criteria in both the Debit Field and the Credit Field, and there are two 1,000.00 USD debits and one 1,000.00 USD credit, it does not match the items.

Exclude Deduction Items

Select to exclude deduction items from matching when processing the step.

Exclude Dispute Items

Select to exclude disputed items from matching when processing the step.

Exclude Other Debit Items

Select to exclude all items other than deduction and disputed items from matching when processing the step.

Step Order

The buttons in the Step Order group box move a step up or down in the method. Place the steps that produce the greatest number of matches at the beginning of the method.

Conditions and Actions

If you select Match References or Execute Algorithm, you must select an action for each condition. Each step includes five remaining balance conditions.

If you select No Match Write-off, the system defines the conditions and actions, and you cannot change them. However, you can specify whether you want to place the write-off items on a worksheet.

Remaining Balance

Displays the condition for the remaining balance for a match group. Values are:

= 0: The remaining balance is zero.

> 0, *within tolerance*: The remaining balance is greater than zero and meets the write-off tolerances.

> 0, *over tolerance*: The remaining balance is greater than zero and exceeds the write-off tolerances.

< 0, *within tolerance*: The remaining balance is less than zero and meets the write-off tolerances.

< 0, *over tolerance*: The remaining balance is less than zero and exceeds the write-off tolerances.

Note. You define the write-off tolerances for each business unit and override them for individual customers or for the automatic maintenance reason that you assign to the automatic entry types associated with these system functions: Write-off a Credit (MT-02), Write-off a Debit (MT-03), Write-off Remaining Credit (MT-06), and Write-off Remaining Debit (MT-07).

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24.](#)

Action

Select the action that you want the process to perform based on the remaining balance for the group. Values are:

Resolve: The process matches the entire amount of the items. Select this when the balance is zero.

Resolve, write off balance: The process matches the items and creates a write-off item for the amount of the remaining balance. Select when the remaining balance is within tolerances.

Resolve, Create new item: The process matches and closes the items and creates a new item (either an MD or MC item) for the difference between the balances of the matched items.

For example, if the process matches debit items totaling \$200 to credit Items totaling -\$145, the items are closed and a new MD item is created for \$55. If the process matches debit items totaling \$200 to credit items totaling -\$233, the items are closed and a new MC item is created for -\$33.

Resolve, Item balance open: The process matches the items and closes the items with the smaller total absolute amount. The process also closes the items with the larger total absolute amount, except for the item with the latest due date, which remains open with a balance equal to the difference between the two amounts. The process does *not* create a new item.

For example, the process matches debit items totaling \$200 to credit Items totaling -\$145, the credit items are closed, and the debit items are closed, except for the debit item with the latest due date, which remains open with a balance of \$55.

Note. If you select the No Match Write-off button, the *Resolve, Item balance open* actions are not available for selection.

Release to next step: The process does not match the items. The debit and credit items are available for processing in the next step. Select for either a zero balance or a remaining balance.

Important! If you use PeopleSoft Promotions Management, you should not create automatic maintenance methods that write off the balance for a match group, because the promotion information will not be updated correctly in PeopleSoft Promotions Management.

Worksheet

Select to place the match group on a maintenance worksheet for online review. The worksheet displays the match groups and suggested write-off items or remaining open amounts. You can accept the results or make manual adjustments before posting the maintenance group.

Note. You can select Worksheet only for a *Resolve, write off balance* action for a No Match Write-Off step.

Viewing a Sample Automatic Maintenance Method

We provide several sample methods in the sample database for you to review before you design your own methods. The following sections provide an example of a automatic maintenance method. The example:

- Matches all items except deduction and disputed items that have matching unique open amounts.
- Matches values in the Document field in the Item table for deduction items with the values in the Document field in the Item table for credit items.

The example has four steps. Each step considers the remaining balance for the match group and provides an action based on the balance.

Note. You may want to have several steps that exactly or partially match different references, because not all of your customers supply the same reference information.

Step 1 - Exact Match on the Open Amount

Step 1 provides instructions on creating a match group for each set of debit and credit items that have a unique open amount as well as instructions on resolving each group. For example, the open amount for a debit is 999.00 CAN and the open amount for a credit is –999.00 CAN. Each match group is set to post. You want to match items—except exception items—for all customers associated with the remit from customer.

To create these instructions:

1. Select Match References and enter the following matching criteria:

Debit Field	Select <i>Item Balance</i> .
Operator	Select =.
Credit Field	Select <i>Item Balance</i> .
Customer Level	Select <i>R</i> .
Match Type	Select <i>One to One</i> .

2. Select Exclude Deduction Items and Exclude Dispute Items.
3. Select an action for each condition.

You must select *Resolve* when the remaining balance = 0. You can select any action for the other conditions, because the remaining balance is always zero for this matching criteria and none of the other conditions apply.

4. Deselect the Worksheet check box.

Step 2 - Exact Match of a Reference Value

Step 2 provides instructions for the Automatic Maintenance process to take if the value in the Document field for the deduction item is exactly the same as the value in the Document field for a credit item. The process matches items for all customers associated with the remit from customer.

To create these instructions:

1. Select Match References and enter the following matching criteria:

Debit Field	Select <i>Document ID</i> .
Operator	Select <i>=</i> .
Credit Field	Select <i>Document ID</i> .
Customer Level	Select <i>R</i> .
Match Type	Select <i>All</i> .

2. Select Exclude Dispute Items and Exclude Other Debit Items.
3. Enter the parameters for each condition as shown in this table:

<i>Remaining Balance</i>	<i>Action</i>	<i>Worksheet</i>
<i>= 0</i>	<i>Resolve</i>	Clear to post the match group.
<i>> 0, within tolerance</i>	<i>Resolve, Write off balance</i>	Clear to post the match group.
<i>> 0, over tolerance</i>	<i>Resolve, Item balance open</i>	Select to review the match group on a maintenance worksheet.
<i>< 0, within tolerance</i>	<i>Resolve, Write off balance</i>	Clear to post the match group.
<i>< 0, over tolerance</i>	<i>Resolve, Item balance open</i>	Select to review the match group on a maintenance worksheet.

Step 3 - Partial Match of a Reference Value

Step 3 provides instructions to take if the value in the Document field for a deduction partially matches the value in the Document field for a credit item. The process matches items for all customers associated with the remit from customer.

To create these instructions:

1. Select Match References and enter the following matching criteria:

Debit Field	Select <i>Document ID</i> .
Operator	Select <i>Like</i> .
Credit Field	Select <i>Document ID</i> .
Customer Level	Select <i>R</i> .
Match Type	Select <i>All</i> .

2. Select Exclude Dispute Items and Exclude Other Debit Items.
3. Enter the parameters for each condition as shown in this table:

<i>Remaining Balance</i>	<i>Action</i>	<i>Worksheet</i>
<i>= 0</i>	<i>Resolve</i>	Clear to post the match group.
<i>> 0, within tolerance</i>	<i>Resolve, Write off balance</i>	Select to review the match group on a maintenance worksheet.
<i>> 0, over tolerance</i>	<i>Resolve, Item balance open</i>	Select to review the match group on a maintenance worksheet.
<i>< 0, within tolerance</i>	<i>Resolve, Write off balance</i>	Select to review the match group on a maintenance worksheet.
<i>< 0, over tolerance</i>	<i>Resolve, Item balance open</i>	Select to review the match group on a maintenance worksheet.

Step 4 - No Match Write-Off

Step 4 provides instructions to take if the value in the Document field for a deduction does not match the value in the Document field for any credit items, when the entry reason for the deduction is SMALL. The write-offs will not be placed on a worksheet. Use this instruction when an item amount is too low to make investigating the open balance worthwhile.

To create these instructions:

1. Select No Match Write-Off.
2. Select Exclude Dispute Items and Exclude Other Debit Items.
3. Enter the entry type code for deductions, such as *DED*, in the Entry Type field.
4. Enter *SMALL* in the Reason field.

Defining Automatic Maintenance Algorithm Groups

This section provides an overview of automatic maintenance algorithm groups and discusses how to add a new algorithm group.

Understanding Automatic Maintenance Algorithm Groups

The Automatic Maintenance process uses algorithm groups to match debit items to credit items. When you implement the Automatic Maintenance process, you must create custom algorithm groups from scratch, if you need to use them. For example, you might include a step in your automatic maintenance method that matches the values in two debit item fields to the values in two credit item fields, because you want to match debit items to credit items by matching the invoice number and the purchase order number in both items.

An algorithm group is a section in a Application Engine program. You need to be familiar with Structured Query Language (SQL) and with creating Application Engine processes to write a custom algorithm group.

We provide a sample algorithm group, called #SAMPLE1, in the sample database. The algorithm group matches a debit item to a credit item when the invoice number and the purchase order number are the same in both the debit and the credit item. The algorithm group contains two steps, and each step contains one SQL statement. The sample provides an example of an exact match. However, you can also design your algorithms to create a partial or *LIKE* match.

This text is the SQL statement for the DEBITS step in the #SAMPLE1 section:

```
%InsertSelect(MT_ITEM_TAO, MT_ITMOPN_TAO, CORPORATE_SETID = SETID,
CORPORATE_CUST_ID = CUST_ID, MATCH_GROUP_ID = %BIND(AUTOMNT_METHOD)
%CONCAT %NumToChar(%BIND(STEP_NUM)) %Concat %Upper(INVOICE) %CONCAT %Upper(PO_⇒
REF),
AUTOMNT_METHOD = %Bind(AUTOMNT_METHOD), STEP_NUM = %Bind(STEP_NUM),
DR_AMT = BAL_AMT, CR_AMT = 0, DR_CNT = 1, CR_CNT = 0, ITEM_AMT = BAL_AMT,
ITEM_AMT_BASE = BAL_AMT_BASE, ENTRY_USE_ID = 'MT-01')
FROM %Table(MT_ITMOPN_TAO)
WHERE PROCESS_INSTANCE = %ProcessInstance
AND BAL_AMT > 0
AND INVOICE <> ' '
AND PO_REF <> ' ' %Bind(AE_WHERE, NOQUOTES)
```

This text is the SQL statement for the CREDITS step in the #SAMPLE1 section:

```
%InsertSelect(MT_ITEM_TAO, MT_ITMOPN_TAO, CORPORATE_SETID = SETID,
CORPORATE_CUST_ID = CUST_ID, MATCH_GROUP_ID = %BIND(AUTOMNT_METHOD)
%CONCAT %NumToChar(%BIND(STEP_NUM)) %Concat %Upper(INVOICE) %CONCAT %Upper(PO_⇒
REF),
AUTOMNT_METHOD = %Bind(AUTOMNT_METHOD), STEP_NUM = %Bind(STEP_NUM),
DR_AMT = 0, CR_AMT = BAL_AMT, DR_CNT = 0, CR_CNT = 1, ITEM_AMT = BAL_AMT,
ITEM_AMT_BASE = BAL_AMT_BASE, ENTRY_USE_ID = 'MT-01')
FROM %Table(MT_ITMOPN_TAO)
WHERE PROCESS_INSTANCE = %ProcessInstance
AND BAL_AMT < 0
AND INVOICE <> ' '
AND PO_REF <> ' ' %Bind(AE_WHERE, NOQUOTES)
```

You can copy the SQL that we provide in the DEBITS and CREDITS steps to the steps in your algorithm groups, but you must change the WHERE statement as needed. You must also change the values for INVOICE and PO_REF in the SELECT statement to the appropriate field values that you want to match.

If you are creating an algorithm group to write off items not matched in previous steps, create algorithm groups by copying the SQL in the DEBITS and CREDITS steps in the WRITEOFF section and modifying the WHERE statements.

Adding a New Algorithm Group

Use PeopleSoft Application Designer to add a new algorithm group to the Automatic Maintenance process. All custom sections must begin with #, such as #CUSTOM.

There are two ways to add a new algorithm group:

- Copy an existing algorithm group (does not work on all platforms).
- Create an algorithm group from scratch.

We recommend copying whenever possible, because it saves you time.

See Also

PeopleTools PeopleBook: Application Engine

Chapter 11

Setting Up Draft Processing

This chapter provides an overview of draft processing, the draft life cycle, and setup for draft processing; and discusses how to:

- Review business events and subevents.
- Define draft transaction types.
- Define draft types.
- Define where draft documents are stored.
- Define draft collection methods.
- Assign customers to draft groups.
- Set up automatic numbering for draft processing.
- Set up draft reference qualifiers.
- Define Electronic Funds Transfer (EFT) reason codes and EFT file layout codes.

Note. This chapter is required. You must complete the tasks discussed in this chapter to implement draft processing.

Understanding Draft Processing

Many economies throughout the world use drafts as a payment method. The details vary country by country.

Vendor-initiated drafts, which are prepared by the vendor, are sometimes called *bills of exchange*. The vendor specifies the due date, whether the draft is to be discounted, and the remittance procedure (paper, EFT, or Electronic Data Interchange (EDI)). Typically, the vendor's bank submits the draft to the customer's bank for processing.

Customer-initiated drafts, which are usually, but not always prepared by the customer, are sometimes called *bills of order* or *promissory notes*. The customer specifies the due date and when the customer is to remit payment. The drafts are sent preapproved to the vendor, who must either accept or refuse the draft. The customer decides whether or not the draft is to be discounted and the remittance procedure (paper, EFT, or EDI).

Both types of drafts involve an obligation on the part of the buyer to pay the seller a particular sum on a given date. The drafts are redeemable on or after their stated due date, and it is common for both types of drafts to be redeemed before their due date at a discounted amount.

Understanding the Draft Life Cycle

This section discusses:

- Draft life cycle overview.
- Major events in the draft life cycle.
- Additional draft events.

Draft Life Cycle Overview

Processing a draft normally occurs over an extended period of time. The events that occur during the draft life cycle are the same for both customer- and vendor-initiated drafts.

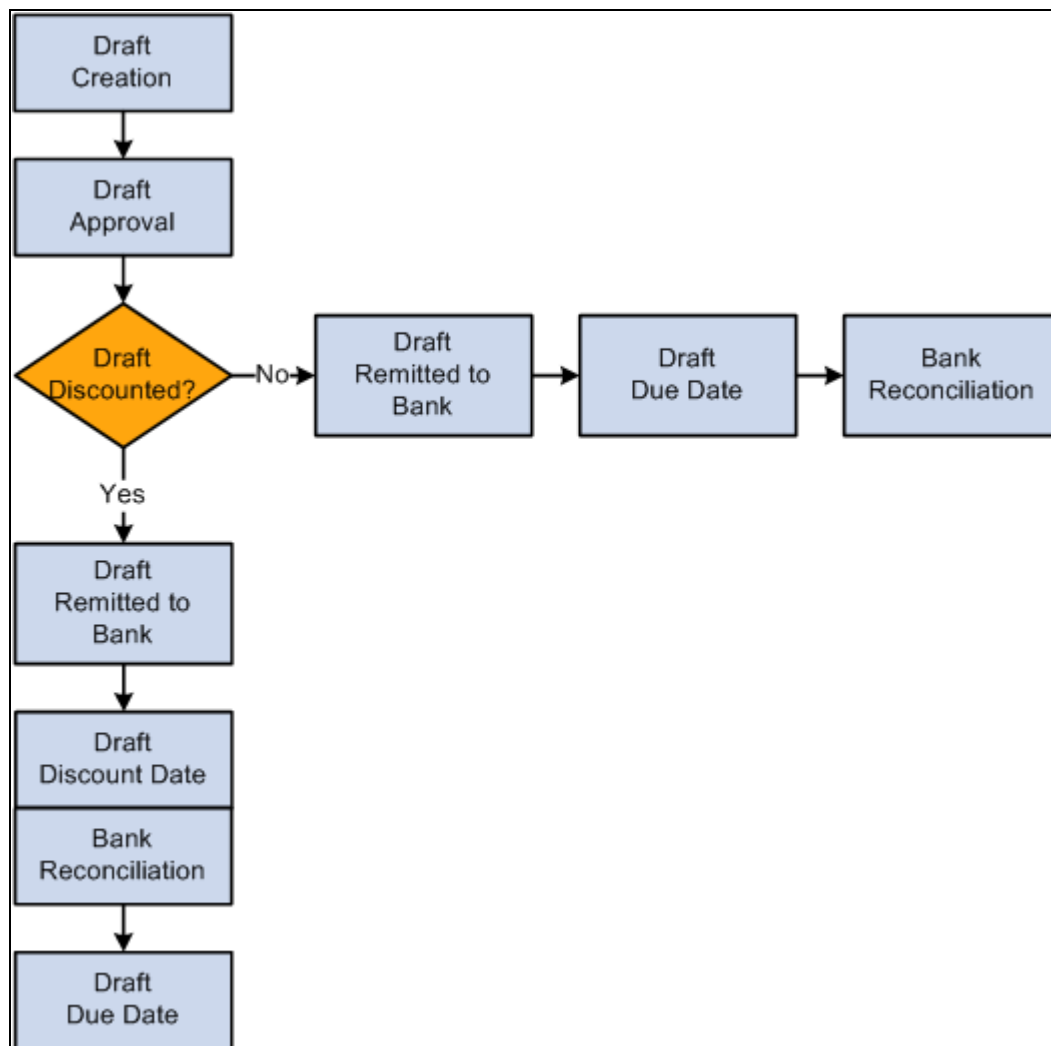
Each event in the draft life cycle generates accounting entries and changes the status of the draft. You initiate some of these events online and others occur automatically when you run the Receivable Update Application Engine process (ARUPDATE). PeopleSoft defines the draft processing rules for each business event that PeopleSoft Receivables supports. You define how the system creates accounting entries for each event by draft type.

The path that a draft takes in the draft life cycle depends on if the draft is:

- Nondiscounted.
- Discounted with recourse.
- Discounted without recourse.

Drafts that are discounted with recourse and drafts that are discounted without recourse follow the same path but generate different accounting entries.

The following graphic shows the major events that occur in the draft life cycle, which include draft creation, draft approval. If draft is not discounted, then the draft is sent to the bank for remittance of money owed, the money is collected on due date, and are reconciled with the bank. If draft is discounted with or without recourse, the draft is sent to the bank for remittance of money owed, the money is collected on the discount date if this a discount of a draft without recourse, reconciled with the bank, and completed. If this is a discount of a draft with recourse, the draft is discounted on the discount date or when the it is reconciled with the bank and is completed on the due date.



Life cycle of a draft with or without discounts.

The system keeps an audit history of all events that occur for an individual draft and records the history in the Draft Activity table (PS_DRAFT_ACTIVITY). Some events, such as the draft approval event, generate a group ID when the event occurs. For other events, such as draft remittance, the Receivable Update process assigns a group ID. The Receivable Update process also updates the activity record with the posting date.

Major Events in the Draft Life Cycle

This section describes the major events in the draft life cycle:

- Draft creation
- Draft approval
- Draft remittance
- Draft discount date
- Draft due date

- Bank statement reconciliation

Draft Creation

You create a draft using the Draft Request page or one of the two online entry pages (Draft Entry and Draft Mass Entry). The page that you use depends on whether you are creating a customer- or vendor-initiated draft. At this point in the draft life cycle, the draft enters the PeopleSoft Receivables system. You can also load a *kijitsu* draft (from Japan) into the system electronically by using an EFT file. The status of a draft that you create is either *Identified* or *Pending Acceptance*.

Draft Approval

After you apply items to the draft, you approve it using a draft worksheet or a draft approval worksheet. If the draft is preapproved, the system automatically approves the draft when you create it. The status of an approved draft is *Accepted*.

Draft Remittance

You send the draft to the bank to arrange for collection of the monies owed. You use the draft remittance worksheet to perform this task. The monies are collected at either the due date or the discount date, based on your specifications. If you specify that you want to collect the funds at the discount date, the bank normally charges a fee and interest. This effectively arranges for a short-term loan on the basis of the guaranteed future payment. The status of a remitted draft is *Remitted*.

Draft Discount Date

When the draft reaches its discount date, the bank places the funds in your account. If you discount a draft, the Receivable Update process creates accounting entries on the discount date. If a draft is discounted with recourse, the system automatically creates the appropriate liability accounting entries to record your financial exposure. These entries are necessary because the bank reserves the right to take the money back from you if your customer (issuer) fails to pay.

The status of the draft becomes *C (Complete)* unless you discounted the draft with recourse. If you discount a draft with recourse, the draft status changes to *M (Discounted)* on the discount date or when you reconcile the draft on a bank statement. The draft status becomes *Complete* on the due date.

Draft Due Date

When a nondiscounted draft comes due (reaches its due date or maturity date), the vendor's bank and the customer's bank process the exchange of funds. To accommodate this exchange, the Receivable Update process creates the accounting entries that are necessary to record the expected receipts. The bank statement records the actual funds when they are deposited in your bank account.

If you use cash clearing accounting and you have identified the bank account as a cash clearing account, the Receivable Update process transfers the amount from the cash clearing account to the cash account.

The status of the draft becomes *Complete*.

Bank Statement Reconciliation

When you receive the bank statement, you have the option to use the bank reconciliation feature to mark the drafts as reconciled. You can do this manually, or you can reconcile it automatically using the automatic Bank Reconciliation Application Engine process (FSPRECON). The system records the funds received for each draft on the bank statement. The reconciliation module provides a manual way to match the amount of the draft received with the amount that was submitted to the bank.

When you reconcile a draft on a bank statement, the status of the draft remains *Complete*, but the Receivable Update process identifies the draft as reconciled by changing the RECON_PROCESSED field to Y. The Receivable Update process also generates the appropriate accounting entries to record the reconciliation.

You have the option to recognize the cash either when you reconcile the draft on a bank statement, or on the due date for nondiscounted drafts or the discount date for discounted drafts. Specify the method to use when you set up your draft types. This table shows how the draft cycle looks:

Type of Draft	Draft Event
Nondiscounted	Remit ⇒ Due Date Or Remit ⇒ Bank Statement Reconciliation
Discounted	Remit ⇒ Discount Date ⇒ Due Date Or Remit ⇒ Bank Statement Reconciliation ⇒ Due Date

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Reconciling Statements"

Additional Draft Events

These additional events can occur in the draft life cycle at various points:

- Dishonoring a draft.
- Voiding a draft.
- Canceling a remittance.

Dishonor Draft

You dishonor a draft at any point in the draft life cycle after you approve it. After you dishonor the draft, you decide what action to take on the draft. When you dishonor a draft, the system changes the draft status to *D* (dishonored). The system debits the dishonored draft receivable account and credits the appropriate account. The account that the system credits is based on the system function associated with the business event that occurred before you dishonored the draft.

Void

You void a draft at any point in the draft life cycle after you approve the draft until you reconcile the draft on a bank statement. When you void a draft, the system reopens all the items associated with the draft. This process changes the draft status to *E* (Void).

Cancel Remittance

You cancel a remittance after you remit a nondiscounted draft either before or after the due date but before you reconcile the draft on a bank statement. For discounted drafts, you must cancel the remittance before the discount date or after you dishonor it. Canceling a remittance returns the draft to the state it was in after you approved and posted it. The system changes the draft's status to *A* (Accepted). You can remit the draft again at a later date.

Accounting Entries for Draft Voids and Cancel Remittances

When you void a draft or cancel a remittance, the system looks at the last activity that occurred to determine what accounting entries to create. It creates accounting entries that net the activities that have occurred. For example, if you are voiding a non-discounted draft after the due date, the system credits Cash and debits Accounts Receivable to net the following entries:

<i>Event</i>	<i>Debit</i>	<i>Credit</i>
Approve Draft	Draft Receivable	Accounts Receivable
Remit to Bank	Draft Cash Control	Draft Receivable
Draft Due Date	Cash	Draft Cash Control

Understanding Draft Setup

This section discusses:

- Draft setup overview
- Draft business events
- Draft types

- Distribution codes
- Bank account ChartFields
- Bank fees

Draft Setup Overview

The setup for draft processing enables you to generate whatever accounting entries your organization requires at each step of the draft life cycle and to define different processing rules for each type of draft that you use. Draft processing uses the following options to determine how to process drafts:

- System functions.
- Draft business events.
- Draft types.
- Draft distribution codes.
- Bank account ChartFields.

You generate different accounting entries for an event based on which path the draft follows. PeopleSoft provides you with the ability to define how the system generates accounting entries for each draft event for each type of draft that you use.

Draft Business Events

A draft business event is an action that can occur during draft processing that generates accounting entries and audit history information. PeopleSoft Receivables delivers and supports the business events and defines the processing characteristics for the Receivable Update process for each one.

When you define draft types, you assign a system function to each event that occurs for the draft type and optionally define the draft distribution codes by business unit. This provides the flexibility to define the accounting entries that occur for each event, as necessary.

Draft Types

Draft types determine the processing characteristics for drafts. They also determine how to generate accounting entries for them. You use draft types to tailor draft processing and draft accounting entries to meet your processing requirements.

When you define your draft types, you specify the draft events for which you want to generate accounting entries. You also specify how to generate the accounting entries by assigning a system function to each of those events and optionally you assign separate draft distribution codes to each business unit for that draft type. In some cases, you may be able to select one of several system functions for a draft event based on your processing requirements. You also assign a system function that defines how to generate accounting entries when you dishonor a draft after the draft event.

Distribution Codes

Draft processing uses the distribution codes that you set up for these distribution types:

- Receivable

- Draft Receivable
- Remitted Draft Receivable
- Discount Draft Receivable
- Discount Draft Liability
- Dishonored Draft Receivable

When you create a draft item by running the Create Drafts Application Engine process (AR_DRAFTS) or by applying items to a draft on the draft worksheet, the system assigns draft distribution codes for each distribution type to the draft item. It uses the following hierarchy to determine the correct distribution code:

1. Distribution code linked to the accounts receivable (AR) distribution code on the Distribution Code page for the original item.
2. Distribution code assigned to the draft type and business unit combination on the Draft Type Distribution Codes secondary page.
3. Distribution code assigned to the business unit on the Receivables Definition - Accounting Options 2 page.

When you run the Receivable Update process, it looks at the system function that you assigned to the event it is currently processing to determine which type of draft distribution code to use. The process uses the distribution code that is assigned to the draft item to create the accounting entries.

If the draft item does not have a draft distribution code for the event, the Receivable Update process marks the draft in error. To correct the error, you need to assign the appropriate draft distribution code to the business unit. You also assign one to the draft type and business unit combination, and (if necessary), to the AR distribution code for the original item. Then, you click the Update Distribution Codes button on the Correct Posting Errors, Draft - Group Action page to add the distribution code to the item. When you rerun the Receivable Update process, it creates the correct accounting entries.

See [Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Distribution Codes, page 80.](#)

Bank Account ChartFields

Several system functions use the ChartFields that you assign to your bank account on the External Accounts page. The types of cash control accounts that you set up depend on your country's accounting requirements. The following table lists the four cash accounts that you can assign to a bank account and their account types:

Account	Account Type	Description
Cash	Cash – AR	Use to record cash when you receive it.
Cash Control	Control – AR	Use for cash clearing to record cash prior to actually receiving the funds. Use when your organization uses only one account for all cash control activity.

Account	Account Type	Description
Draft Cash Control	Draft – AR	Use for cash clearing to record cash prior to actually receiving the funds. Use when your organization needs two cash control accounts. Use for nondiscounted drafts.
Discount Draft Cash Control	Discount – AR	Use for cash clearing to record cash prior to actually receiving the funds. Use when your organization needs two cash control accounts. Use for discounted drafts.

Each system function indicates which type of account to use to generate accounting entries. The Receivable Update process uses the cash account with the appropriate account type.

Bank Fees

When you discount a draft, you normally have to pay a bank fee or interest on the money that you collect prior to the due date. PeopleSoft provides a system function (DM-90) for bank fees. You need to set up an entry type and automatic entry type for bank fees and assign them an entry reason for interest. When you remit a discounted draft, you specify the entry type that is used to generate the accounting entries for bank fees. When you run the Receivable Update process on the discount date, the process creates an item for the draft fees that has a zero amount and automatically closes the item. The process uses the entry type for bank fees to generate the appropriate accounting entries.

See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

Reviewing Business Events and Subevents

To review business events and subevents, use the Draft Business Events (DR_BUSINESS_EVENT) and Sub Events (DR_SUB_EVENT) components.

This section provides an overview of business events and discusses how to:

- Review business events for drafts.
- Review subevents for drafts.

Understanding Business Events

PeopleSoft Receivables comes with predefined draft business events. Each draft business event has the processing characteristics already defined for the Receivable Update process, including those for dishonoring a draft after that event.

You initiate some events online, such as remitting a draft. The system automatically processes other events, such as due date processing, when you run the Receivable Update process. The process creates a group for each draft and posts the activity on the Draft Activity record.

The following table describes the delivered business events:

<i>Draft Business Event</i>	<i>Description</i>
A0 Draft Creation	It creates the draft in the system.
B0 Draft Approval	The customer approves the draft by pre-existing arrangement (drafts are automatically approved when you create them) or by receiving a signed draft document. This event has subevents that you use to set up accounting entries for adjustments, write-offs, prepayments, or deductions on a draft worksheet.
C1 Draft Remitted	You send a nondiscounted draft to the bank for collection of the funds owed. Your bank collects the money at the due date.
C2 Draft Remitted with Discount	You send a discounted draft with recourse to the bank before the due date to obtain funds in advance of the customer actually paying the draft. The date that you require the funds is known as discount date. The bank charges a fee and interest. This is effectively arranging a short-term loan on the basis of a guaranteed future payment.
D0 Cancel Remitted Draft	You cancel a remitted draft. The status returns to <i>Accepted</i> .
E2 Discounted Draft at Discount Date with Recourse	A discounted draft with recourse reaches the discount date (the date that the bank should release money to your bank account).
E3 Discounted Draft at Discount Date with no Recourse	A discounted draft without recourse reaches the discount date (the date that the bank should release money to your bank account).

<i>Draft Business Event</i>	<i>Description</i>
F1 Draft at Due Date	A nondiscounted draft reaches its due date (maturity date). This is the date you expect the bank to receive the money from the customer and to apply it to your bank account.
F2 Discounted Draft at Due Date with Recourse	A draft discounted with recourse reaches its due date (maturity date).
F3 Discounted Draft at Due Date with no Recourse	A draft discounted without recourse reaches its due date (maturity date).
H1 Bank Statement Reconciliation	The bank statement contains an entry that confirms a nondiscounted draft was paid. You have reconciled the bank statement.
H2 Reconcile Discounted Draft with Recourse	The bank statement contains an entry that the bank put money into your account for a discounted draft with recourse. You have reconciled the bank statement.
H3 Reconcile Discounted Draft with no Recourse	The bank statement contains an entry that a draft discounted without recourse was paid. You have reconciled the bank statement.
10 Void Draft	You mark a draft null and void. The system reopens the associated item to ensure that the outstanding debt is collected.

New Business Events

We recommend that you do not change the system-defined draft business events or add new ones. To prevent users from changing business events, ensure that the page options for Draft Business Events and Draft Sub-Events are display-only for most users. If you must create a new event, ensure that you set it up properly.

For a new batch event (events that are system-generated), select the Batch Event check box and write the SQL that triggers the processing for the event. You must use the *D* alias type for DRAFT_CONTROL record and *R* alias type for POSTING_REQUEST record when you write the SQL. Review one of the existing events with SQL before you write your own.

If you are adding a new event that you will initiate from an online page, you must create a new page. The DRAFT_TYPE field in the FUNCLIB_ARINTFC record contains all the code that is necessary to perform online processing. View some examples to see how this code is implemented. PeopleSoft employs three different methods:

- To see how PeopleSoft performs the processing for a single draft per page, look at the SavePreChange PeopleCode for DRAFT_WRK.APPROVE_BUTTON.

- To see how PeopleSoft performs the processing for a set of drafts that need posting (multiple drafts per page), look at the SavePostChange PeopleCode for DR_REMIT_WRK.COMPLETE_BUTTON.
- To see how PeopleSoft performs the processing of multiple drafts per page (line by line), look at the SavePreChange PeopleCode for DR_DISH_ITM_SBR.ITEM_SELECTED.

If you add a new system function for an on-account or prepayment item, you must update the PeopleCode for drafts to include the system function. You update the following:

- FUNCLIB_AR (record)
- RECNAME (field)
- Field Change (event)
- IsAdvancePayment (function)

Pages Used to Review Business Events and Subevents

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Business Events	DR_BUSINESS_EVENT	Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Business Events, Business Events	Review system-defined processing rules for draft business events.
Sub-Events	DR_SUB_EVENT	Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Sub-Events, Sub Events	Review subevents that can occur for a draft event. You can display subevents only for draft events that require subevents, such as Draft Approval.

Reviewing Business Events for Drafts

Access the Business Events page (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Business Events, Business Events).

Business Events

Event: F1
 *Active Status: Active
 Description: Draft at Due Date
 Short Desc: Draft at Due Date

☒ Specify System Function

Posting Details Find | View All First 1 of 2 Last
 Post Action: Actual ☐ Use Sub-events? ☒ Include in Cancel Remittance
 SQL Object ID:

Event Settings
 Draft Status: Complete
 Multiplier: 0 ☐ Disc Indic ☐
 Doc Type Option: Collection ☐ Recon ☐
☒ Batch Event?
 D.RECON_STATUS = 'UNR' AND D.DRAFT_DUE_DT <= R.POST_TO_DT AND D.DRAFT_DUE_DT <= %CurrentDateIn AND D.DISCOUNT_DRAFT='N' AND (D.DRAFT_STATUS='R'

Unpost Settings
☒ Unpost Flag
 Draft Status: Remitted
☐ Disc Indic ☐
☐ Recon ☐

Business Events page

Specify System Function

If selected, indicates that you must specify a system function for the event for each draft type to generate accounting entries.

Post Action

Select a value that indicates when the event occurs. Values are:

Actual: For the actual business event.

Dishonor: For drafts dishonored after the business event.

Most business events have a set of actual rules and another set of dishonor rules. Use the scroll area to see both sets of rules.

Use Sub-Events?

If selected, indicates the event has a subevent.

Include in Cancel Remittance

If selected, indicates that the Receivable Update process reverses the accounting entries and status for the event when you cancel a remittance.

SQL Object ID

Enter the SQL object that ensures the draft is in the right condition for the event.

Event Settings

The options in the Event Settings group box define the rules for the Receivable Update process when it posts the event.

Draft Status

Select the status of a draft after you run the Receivable Update process. Values are:

Accepted: The draft was marked approved on the draft worksheet.

Collateral: The draft is being used as collateral and is not available for processing.

Complete: The draft was paid at either the discount date or the due date.

Discounted: The draft was remitted as a discounted draft and has reached its discount date.

Dishonored: You dishonored the draft because a customer failed to pay or will be unable to pay on the due date.

Endorsed: You endorsed the draft to another party and it is not available for processing.

Identified: You created a customer draft, but have not built a worksheet for it yet.

No Action: This status updates the Draft Status field on the Item table. When it is set to *N*, the item is available to be paid by a draft or another payment method.

Pending: The draft appears on the draft worksheet, but you have not approved it.

Remitted: You identified a draft as complete on the draft remittance worksheet and it was sent to the bank for collection.

Void: You voided the draft.

Multiplier

Enter the option for changing the item balance:

1: Reduces the item and customer balance.

0: Does not update the item or customer balance.

-1: Increases the item and customer balance.

Disc Indic (discount indicator)

If selected, the Receivable Update process must update the DISCOUNT_PROCESSED field on the Draft Control record. The next field contains the value that Receivable Update process enters in the field. *Y* indicates that the draft has been discounted and *N* indicates that it has not been discounted.

Doc Type Option (document type option)

Select a value if the event requires document sequence numbers. Values are:

Collection: If document sequence numbers are required, you must assign the default document type to a bank account whose payment method is defined as *Draft* on the External Account - Collection Method page.

Group: If document sequence numbers are required, you must assign the default document type to the draft group type.

Recon (reconciliation)	If selected, the Receivable Update process must update the RECON_PROCESSED field on the Draft Control record. The next field contains the value that the Receivable Update process enters in the field. <i>Y</i> indicates that the draft has been reconciled and <i>N</i> indicates that it has not been reconciled.
Batch Event?	If selected, the Receivable Update process recognizes this event as a system-generated event instead of an online event. For example, Draft Approval is an online event and Draft at Due Date is a system-generated event. The <i>where</i> clause that triggers processing for a batch event is in the text box below this field. Select for a new batch event (events that are system-generated, rather than initiated from an online page).

Unpost Settings

The options in this group box define the rules for Receivable Update when it unposts the event.

Unpost Flag	If selected, you can unpost the event.
Draft Status	Displays the status of a draft after the Receivable Update process runs for the unpost group.
Disc Indic (discount indicator) and Recon (reconciliation)	The Disc Indic and Recon check boxes for unposting work the same as they do for posting.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

Reviewing Subevents for Drafts

Access the Sub-Events page (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Sub-Events, Sub-Events).

Sign	Indicates if amounts for this event are <i>Negative</i> , <i>Positive</i> , or <i>Unsigned</i> (either negative or positive).
Selected	If selected, the subevent updates the selected subtotal (total amount of items selected) on the draft worksheet.
Adjusted	If selected, the subevent updates the adjusted subtotal (total adjustment amount, including deductions, balance write-offs, prepayments, on-account payments, and adjustments) on the draft worksheet.

Write-Off

If selected, the subevent updates the write-off subtotal (total amount of items written off) on the draft worksheet.

Tolerance

If selected, the system uses the write-off tolerances for the users that appear on the User Preferences - Receivables Data Entry 2 page when you write off an item on the draft worksheet. The tolerances are the same ones used for payment worksheets.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining User Preferences," Defining Receivables Write-off and Discount Tolerances

Defining Draft Transaction Types

To define draft transaction types, use the Draft Transaction Type component (DRAFT_TXN_TYPE).

If you plan to customize reports and want to use draft transaction types in the reports, you must define the types of transactions that drafts pay, such as assets or inventory.

This section lists the page used to set up draft transaction types.

Page Used to Set Up Draft Transaction Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Transaction Type	DRAFT_TXN_TYPE	Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Transaction Type, Draft Transaction Type	Define the types of transactions that drafts pay, such as inventory or assets.

Defining Draft Types

To define draft types, use the Draft Type component (DRAFT_TYPE) (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Transaction Type, Draft Transaction Type).

This section provides an overview of draft types and discusses how to:

- Set up draft types.
- Copy a draft type.
- View accounting entry setup.

- Assign distribution codes to a draft type.
- Assign system functions to subevents.

Understanding Draft Types

Whenever you create a draft, you must assign it to a draft type. Draft types determine the rules for processing drafts, such as the rules for creating and canceling drafts. Draft types also determine how accounting entries are generated.

PeopleSoft Receivables delivers the following draft types:

<i>Draft Type</i>	<i>Description</i>
Bill of Exchange	A vendor-initiated draft that is normally sent to the customer for approval. PeopleSoft provides five samples of bills of exchange.
Promissory Notes	A customer-initiated draft that is sent preapproved to the vendor. PeopleSoft provides eight samples of promissory notes.

You can use the sample draft types as defined. However, many countries have set requirements for the accounting entries that you must generate for draft processing. If you find a sample that almost meets your requirements, copy it and modify it to suit your needs.

Pages Used to Define Draft Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Type	DRAFT_TYPE	Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Type, Draft Type	Define the processing rules for drafts and the type of accounting entries for each draft event.
Draft Type Copy	DRAFT_TYPE_CPY_SEC	Click the Copy Draft Type link on the Draft Type page.	Create a new draft using an existing draft type as a template.
View Accounting Entries	DRAFT_TYPE_ACT_SEC	Click the View Accounting link on the Draft Type page.	View the accounts that the Receivable Update process debits and credits for each draft event when processing drafts for this draft type.
Draft Type Distribution Codes	DRAFT_TYPE_DST_SEC	Click the Draft Distribution Codes link on the Draft Type page.	Override the draft type distribution codes for specific business units.

Page Name	Definition Name	Navigation	Usage
Draft Subevent System Function	DRAFT_TYPE_AR_SEC	Click the Sub-events link on the Draft Type page.	Assign system functions to subevents for a draft event. You can also specify which system function to use when you dishonor a draft after the subevent.

Setting Up Draft Types

Access the Draft Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Type, Draft Type).

Draft Type

SetID: SHARE Draft Type: BOE-FRA

*Description: Bill of Exchange - France Txn Type:
[Copy Draft Type](#)

*Initiator: Vendor ☐ EFT Draft? ☒ Remit Cancel? ☒ Void Draft? [View Accounting](#)

☒ Auto-number Draft Ref ☒ Discount? ☒ Unpost? ☒ Reject Reason Required [Draft Distribution Codes](#)

Posting Details

Customize | Find | View All | | First 1-5 of 11 Last

Event	Description	Sub-events	Standard	Dishonor
B0	Draft Approval	Sub-events		DM-50
C1	Draft Remitted		DM-20	DM-52
C2	Draft Remitted with Discount		DM-21	DM-53
E2	Discounted Draft at Discount Date with Recourse		DM-30	DM-57
E3	Discounted Draft at Discount Date with no Recourse		DM-31	DM-58

Draft Type page

Txn Type (transaction type) (Optional) Enter a draft transaction type to categorize drafts on custom reports.

Initiator Select a value to indicate whether this draft type is for customer- or vendor-initiated drafts.

EFT Draft? Select to indicate the draft type is only for drafts that you receive electronically.

Remit Cancel? Select to indicate that you can cancel remittances for drafts with this draft type.

Void Draft? Select to indicate that you can void drafts with this draft type.

Auto-number Draft Ref (automatically number draft reference IDs)	Select to enable the system to generate draft reference numbers automatically for vendor-initiated drafts. If the system assigns the draft number, it prints the number on the draft document. If you use preprinted draft forms with draft numbers, you should not select this option. If you select automatic draft numbering, the system varies the draft sequence numbers by draft type and business unit. You can use the draft reference ID to search for drafts in the system and to reconcile drafts on bank statements. This field is available only for vendor-initiated drafts.
Discount?	Select to enable drafts of this type to be discounted when you remit them to the bank.
Unpost?	Select to indicate that you can unpost drafts with this draft type.
Reject Reason Required	Select to require entry of a reason for dishonoring or voiding a draft and for canceling a draft remittance on the Dishonor Draft Worksheet, Void Draft Worksheet, and Cancel Remittance Worksheet pages.
Copy Draft Type	Click to copy this draft type to use as a starting point for a new draft type.
View Accounting	Click to view the accounting entries that the Receivable Update process generates for each event.
Draft Distribution Codes	Click to override distribution codes for specific business units for this draft type. The draft processing distribution codes automatically come from the business unit.

Posting Details

Use the Posting Details grid to assign system functions to draft business events for two circumstances: when the actual event occurs and when you dishonor the draft. The system function that you assign to an event determines how the system creates accounting entries.

If you do not assign a system function to an event, the system does not generate accounting entries for the event for drafts using this draft type. For example, you may want to generate accounting entries to recognize cash after the Bank Statement Reconciliation event, instead of after the Draft at Due Date event. In that case, you would not assign a system function to the Draft at Due Date event.

If an event does not require a system function, it does not appear in the list. For example, the Receivable Update process does not require a system function for the Unpost event because it reverses the entries for the prior event.

Sub-events	If the Standard field is unavailable, the event has subevents, and you must assign a system function to the individual subevents instead. Click to access the page where you can assign system functions to subevents.
Standard	Enter the system function for the actual event.
Dishonor	Enter the system function to use when you dishonor the draft after the event.

Note. You must create an automatic entry type for each system function that you assign. The "Defining Receivables Processing Options" chapter contains a table that lists all system functions and describes the accounting entries that they generate.

See [Chapter 4, "Defining PeopleSoft Receivables Processing Options," Understanding System Functions, page 56.](#)

Example: Draft Types for French Accounting

The following table shows how to set up draft types that meet French accounting requirements:

Note. N/A means Not Applicable.

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
B0 – Draft Approval	DM-01 DM-02 DM-03 DM-04 DM-05 DM-06 DM-07 DM-08 DM-09 DM-10	DM-50 DM-50 DM-50 DM-50 DM-50 DM-50 N/A N/A N/A N/A
C1 – Draft Remitted	DM-20	DM-52
C2 – Draft Remitted with Discount	DM-21	DM-53
E2 – Discounted Draft at Discount Date with Recourse	DM-30	DM-57
E3 – Discounted Draft at Discount Date with no Recourse	DM-31	DM-58
F1 – Draft at Due Date	DM-40	DM-58
F2 – Discounted Draft at Due Date with Recourse	DM-41	DM-58

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
F3 – Discounted Draft at Due Date with no Recourse	DM-47	DM-58
H1 – Bank Statement Reconciliation	N/A	N/A
H2 – Reconcile Discounted Draft with Recourse	N/A	N/A
H3 – Reconcile Discounted Draft with no Recourse	N/A	N/A

Example: Draft Types for German Accounting

The following table shows how to set up draft types that meet German accounting requirements:

Note. N/A means Not Applicable.

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
B0 – Draft Approval	DM-01 DM-02 DM-03 DM-04 DM-05 DM-06 DM-07 DM-08 DM-09 DM-10	DM-50 DM-50 DM-50 DM-50 DM-50 DM-50 N/A N/A N/A N/A
C1– Draft Remitted	DM-22	DM-54
C2 – Draft Remitted with Discount	DM-22	DM-54
E2 – Discounted Draft at Discount Date with Recourse	N/A	N/A

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
E3 – Discounted Draft at Discount Date with no Recourse	N/A	N/A
F1 – Draft at Due Date	N/A	N/A
F2 – Discounted Draft at Due Date with Recourse	DM-43	DM-58
F3 – Discounted Draft at Due Date with no Recourse	N/A	N/A
H1 – Bank Statement Reconciliation	DM-42	DM-58
H2 – Reconcile Discounted Draft with Recourse	DM-32	DM-57
H3 – Reconcile Discounted Draft with no Recourse	DM-42	DM-58

Example: Draft Types for Spanish Accounting

The following table shows how to set up draft types that meet Spanish accounting requirements:

Note. N/A means Not Applicable.

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
B0 – Draft Approval	DM-01	DM-50
	DM-02	DM-50
	DM-03	DM-50
	DM-04	DM-50
	DM-05	DM-50
	DM-06	DM-50
	DM-07	N/A
	DM-08	N/A
	DM-09	N/A
	DM-10	N/A

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
C1 – Draft Remitted	DM-23	DM-55
C2 – Draft Remitted with Discount	DM-24	DM-56
E2 – Discounted Draft at Discount Date with Recourse	DM-33	DM-58
E3 – Discounted Draft at Discount Date with no Recourse	N/A	N/A
F1 – Draft at Due Date	DM-46	DM-58
F2 – Discounted Draft at Due Date with Recourse	DM-41	DM-58
F3 – Discounted Draft at Due Date with no Recourse	N/A	N/A
H1 – Bank Statement Reconciliation	DM-46	N/A
H2 – Reconcile Discounted Draft with Recourse	DM-33	DM-58
H3 – Reconcile Discounted Draft with no Recourse	N/A	N/A

Example: Draft Types for Japanese Accounting

The following table shows how to set up draft types that meet Japanese accounting requirements:

Note. N/A means Not Applicable.

<i>Event</i>	<i>Actual</i>	<i>Dishonor</i>
B0 – Draft Approval	DM-01 DM-02 DM-03 DM-04 DM-05 DM-06 DM-07 DM-08 DM-09 DM-10	DM-50 DM-50 DM-50 DM-50 DM-50 DM-50 N/A N/A N/A N/A
C1 – Draft Remitted	N/A	DM-50
C2 – Draft Remitted with Discount	N/A	DM-50
E2 – Discounted Draft at Discount Date with Recourse	DM-33	DM-58
E3 – Discounted Draft at Discount Date with no Recourse	N/A	N/A
F1 – Draft at Due Date	DM-44	DM-58
F2 – Discounted Draft at Due Date with Recourse	DM-45	DM-58
F3 – Discounted Draft at Due Date with no Recourse	N/A	N/A
H1 – Bank Statement Reconciliation	DM-44	DM-58
H2 – Reconcile Discounted Draft with Recourse	DM-33	DM-58
H3 – Reconcile Discounted Draft with no Recourse	N/A	N/A

Copying a Draft Type

Access the Draft Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Type, Draft Type) for the draft type that you want to copy.

To copy a draft type:

1. Click Copy Draft Type to access the Draft Type Copy page.
2. Enter a setID and draft type code.
3. After you save the new draft type, modify it as needed.

Viewing Accounting Entry Setup

Access the View Accounting Entries page (click the View Accounting link on the Draft Type page).

View Accounting Entries		
SetID:	SHARE	Draft Type: BOE-FRA
Accounting Entries		
	Debit	Credit
Draft Approval	Draft Receivable	Accounts Receivable
Draft Remitted	Draft Cash Control	Draft Receivable
Draft Remitted with Discount	Discounted Draft Cash Control	Draft Receivable
Discounted Draft at Discount Date with Recourse	Cash	Discounted Draft Cash Control
	Discounted Draft Receivable	Discounted Draft Liability
Discounted Draft at Discount Date with no Recourse	Cash	Discounted Draft Cash Control
Draft at Due Date	Cash	Draft Cash Control
Discounted Draft at Due Date with Recourse	Discounted Draft Liability	Discounted Draft Receivable
Discounted Draft at Due Date with no Recourse		
Bank Statement Reconciliation		
Reconcile Discounted Draft with Recourse		
Reconcile Discounted Draft with no Recourse		

View Accounting Entries page

Review the Debit and Credit account fields for each draft event to make sure the accounting entries will be correct. If not, review your setup and make the necessary changes.

Assigning Distribution Codes to a Draft Type

Access the Draft Type Distribution Codes page (click the Draft Distribution Codes link on the Draft Type page).

Draft Type Distribution Codes

SetID: SHARE Draft Type: BOE-FRA

Distribution Codes

Customize | Find | View All | 1 of 1

First | Last

	*Unit	Draft AR	Remitted Draft	Discount Recv	Discount Liab	Dishonored		
1	FRA01	AR-DRFT	REMIT-DRFT		LB-DISDRFT		+	-

Draft Type Distribution Codes page

To override the default distribution code for a specific business unit for this draft type, enter a business unit. Then enter the distribution code to use for any of the following types of distribution types:

- Draft AR**

Enter the receivable account for approved drafts.
- Remitted Draft**

Enter the receivable account for remitted drafts.
- Discount Recv** (discount receivable)

Enter the receivable account for discounted drafts.
- Discount Liab** (discount liability)

Enter the liability account for drafts discounted with recourse.
- Dishonored**

Enter the receivable account for dishonored drafts.

Assigning System Functions to Subevents

Access the Draft Subevent System Function page (click the Sub-events link on the Draft Type page).

Draft Subevent System Function			
Event: B0 Draft Approval			
Sub Events			
Customize Find View All First 1-9 of 10 Last			
Sub Event	Description	Standard	Dishonor
1	Pay an Item	DM-01	
10	Deduction Write-off	DM-10	
2	Prepay	DM-02	
3	Place an Amount on Account	DM-03	
4	Adjust Remaining Overpayment	DM-04	
5	Adjust Remaining Underpayment	DM-05	
6	Create a Deduction	DM-06	
7	Write-off an Item	DM-07	
8	Write-off an Overpayment	DM-08	

Draft Subevent System Function page

Assign a system function to each Sub Event for which you want to create accounting entries. Enter the system function to use for the actual subevent in the Standard field.

Note. You enter the system function to use when you dishonor the draft after the subevent in the Dishonor field on the Draft Type page.

Defining Where Draft Documents Are Stored

To define where documents are stored, use the Draft Physical Location component (DRAFT_LOCATION).

You define each location where you store draft documents. You assign a draft location to a draft on the draft worksheet.

This section discusses how to define draft locations.

Page Used to Define Where Draft Locations Are Stored

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Physical Location	DRAFT_LOCATION	Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Physical Location, Draft Physical Location	Define where you store draft documents.

Defining Draft Locations

Access the Draft Physical Location page (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Physical Location, Draft Physical Location).

Enter the Location code and a description for each location.

Defining Draft Collection Methods

You must define the collection information for the bank accounts that receive the EFT files that you send.

This section discusses how to define collection information.

Page Used to Define Collection Methods

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Collection Methods	COLLECT_BANK	Banking, Bank Accounts, External Accounts, Collection Methods	Define collection information for the bank to which you send EFT files for drafts.

Defining Collection Information

Access the Collection Methods page (Banking, Bank Accounts, External Accounts, Collection Methods).

Select *Draft* in the Payment Method field. Then define the following additional information:

- If your organization uses document sequencing, assign document types for draft processing.
- Define the currency, minimum remittance amount, and the draft risk days.
- If you use discount drafts, define the credit limit information for discounts.
- Define the rules for determining the settlement date if the due date falls on a holiday.

- Define the EFT file attributes.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

Assigning Customers to Draft Groups

You have the option of assigning customers to draft groups. When you create drafts, you can create them for all customers in a draft group at once.

This section discusses how to:

- Create a draft group.
- Assign a customer to a draft group.

Pages Used to Assign Customers to Draft Groups

Page Name	Definition Name	Navigation	Usage
Customer Group Table	CUST_GROUP_TBL	Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Group Table, Customer Group Table	Create draft groups for customers who share the same functionality.
General Information - Customer Group Info	CUST_GROUP_INFO	Customers, Customer Information, General Information, General Info Select <i>0070 - Customer Group</i> in the General Info Links field on the General Info page for the customer.	Assign individual customers to a draft customer group.

Creating a Draft Group

Access the Customer Group Table page (Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Group Table, Customer Group Table).

Select *Draft* for the customer group type.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Establishing Customer Group Tables

Assigning a Customer to a Draft Group

Access the General Information - Customer Group Info page (Customers, Customer Information, General Information, General Info, and select *0070 - Customer Group* in the General Info Links field on the General Info page for the customer).

Select *DRFT* in the Group Type field and select the group in the Customer Group field.

Setting Up Automatic Numbering for Draft Processing

You must set up automatic numbering for draft IDs, draft approval IDs, draft remittance IDs, and IDs for the dishonor, void, and cancel remittance worksheets on the Automatic Numbering page.

The following table lists the number types that you must set up and the field name to select for each one:

<i>Number Type</i>	<i>Field</i>
Draft ID (DRFT)	DRAFT_ID
Draft Approval ID (DRAP)	DR_APPROVE_ID
Remittance ID (RMT)	REMIT_ID
Draft Worksheet ID (DISH)	DR_DISHONOR_ID

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Setting Up Automatic Numbering

Setting Up Draft Reference Qualifiers

To set up draft reference qualifiers, use the Draft Reference Qualifier component (DR_FLD_REF_TBL).

PeopleSoft Receivables delivers four draft reference qualifiers that you use to identify drafts when you build draft remittance worksheets: Draft ID, Draft Document Reference, Customer Bank, and Customer Group.

This section discusses how to set up reference qualifiers for remitting drafts.

Page Used to Set Up Reference Qualifiers

Page Name	Definition Name	Navigation	Usage
Drafts Reference Qualifier	DR_FLD_REF_TABLE	Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Reference Qualifier, Draft Reference Qualifier	Define new reference qualifiers for identifying drafts.

Setting Up Reference Qualifiers for Remitting Drafts

Access the Drafts Reference Qualifier page (Set Up Financials/Supply Chain, Product Related, Receivables, Drafts, Reference Qualifier, Draft Reference Qualifier).

Reference Qualifier

Draft Reference Qualifier

Reference Qualifier Code: B

Status: Active

*Description: B - Customer Bank

Short Description: Bank

*Record: DR_CNTL_BNK_VW

Field Name 1

*Field Name: BNK_ID_NBR_CUST

*Prompt Table: DR_RMT_B_VW

Field 2

Fieldname: BRANCH_ID_CUST

Prompt Table: DR_RMT_C_VW

Drafts Reference Qualifier page

- Record

Enter the table that contains the data used to build draft remittance worksheets.
- Field Name 1 or Field 2

Enter values to reference a field in the table. Enter the name of the field on the table that you want to reference in the Fieldname field. Enter the object name of the record used to retrieve the field values in the Prompt Table field.

Note. The Prompt table looks for fields that are in the DR_CONTROL_SBR and DR_CNTL_EVT_SBR records. It also looks for fields in any view that has the DR_CNTL[_]%VW profile. If you add new reference qualifiers for fields that are not contained in the DRAFT_CONTROL record, you must build a view that has the same profile as DR_CNTL[_]%VW. Look at the DR_CNTL_BNK_VW record for an example.

Defining EFT Reason Codes and EFT File Layouts

To set up EFT reason codes, use the EFT Reason Codes component (EFT_BANK_REASON).

This section provides an overview of EFT reason codes and discusses how to:

- Add reason codes.
- Select EFT file layouts.

Understanding EFT Reason Codes

In some countries, the bank sends an EFT file after you submit your drafts to the bank confirming whether the payment was collected. The file contains a reason code for each payment record that indicates whether it was collected. If it is not collected the reason code indicates why it was not collected. You run the AR_DRAFT_BNK Application Engine process to process the bank EFT file and to update the status of the Draft Control record. When you run the Receivable Update process, it creates the appropriate accounting entries based on the change to the control record.

Page Used to Define Reason Codes

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
EFT Reason Codes	EFT_BANK_REASON	Set Up Financials/Supply Chain, Common Definitions, EFT, EFT Reason Codes, EFT Reason Codes	Set up reason codes for draft processing.

Adding Reason Codes

Access the EFT Reason Codes page (Set Up Financials/Supply Chain, Common Definitions, EFT, EFT Reason Codes, EFT Reason Codes).

EFT Reason Codes

EFT Layout Code: RIDDirect Debit (ITA)

Reasons

Customize | Find | View All |   First 1-8 of 8  Last

*Reason Code	Description	Short Desc	*Event	Short Desc	Description		
1 50001	Customer Bank Account Closed	Closed	C 		Cancel		
2 50003	Insufficient Funds	No funds	C 		Cancel		
3 50004	Unapproved by Customer	Unapproved	C 		Cancel		
4 50006	Incorrect due to technical problems at Issuers Bank	Technical	C 		Cancel		
5 50007	Incorrect due to technical problems at Customer Bar	Technical	C 		Cancel		
6 50008	Payment stopped by Issuer	Stopped	C 		Cancel		
7 50009	Incorrect due to non-technical reasons	Non-tech	C 		Cancel		
8 50010	Payment Collected	Collected	D 		Cash at Due Date		

EFT Reason Codes page

Reason Code

Enter a user-defined reason code and description.

Event

Enter the appropriate draft business event, such as *10 (Void Draft)* or *F1 (Draft at Due Date)* that the system should use to set the status for payment records returned with this reason.

Post Action

Indicate whether the system should use the actual or dishonored rules that you defined for the business event. Values are *Actual* or *Dishonor*.

Set up the following reason codes for the RIBA files used in Italy. Other countries can use this as an example to set up their reason codes.

<i>Reason Code</i>	<i>Description</i>	<i>Action</i>
30006	Incorrect due to technical problems	Void draft
30007	Incorrect bank details	Cancel remittance
30008	Payment stopped by issuer	Void draft
30009	Due date beyond SIA guidelines	Void draft
30010	Payment collected	Apply cash
42010	Insufficient funds	Dishonor draft

Setting Up EFT File Layouts

The following is a list of EFT file layouts for draft processing:

<i>Eft File Layout Code</i>	<i>Description</i>	<i>Country</i>
ETBDR	Use for outbound transmissions.	France
RIBA	Use for inbound and outbound transmissions. Receive information from the bank indicating the success of payments.	Italy
KIJ	Use Kijitsu for inbound transmissions.	Japan

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up Files for Electronic Funds Transfers,"
Setting Up EFT Processing

Chapter 12

Setting Up Receivable Update and Pending Group Generator

This chapter provides overviews of the Receivable Update multiprocess job (ARUPDATE) and the Pending Group Generator process (AR_PGG_SERV) and discusses how to:

- Set up parallel processing.
- Set up run controls for Receivable Update.

Understanding the Receivable Update Application Engine Process

This section discusses:

- Receivable Update process.
- Receivable Update multiprocess job.
- Receivable Update processing options.
- Accounting history and accounting periods.

Receivable Update Process

The posting process in PeopleSoft Receivables is known as Receivable Update. The Receivable Update process occurs throughout the system as you post pending items. These pending items can be entered online, created by your billing interface, or created during payment processing, draft processing, direct-debit processing, or overdue charge processing, or during item maintenance activities.

When you post items in PeopleSoft Receivables, the system processes groups of pending items to update a customer's balance, system-defined history elements, and item balances. During processing, the system creates balanced, valid accounting entries. The Journal Generator Application Engine process (FS_JGEN) then summarizes the accounting entry information in general ledger journal format. The General Ledger Posting Application Engine process (GLPPPOST) updates the ledger balances.

Receivable Update processes records in these transaction tables:

- Group Control (PS_GROUP_CONTROL) - Contains header information for the transaction group.
- Pending Item (PS_PENDING_ITEM) - Contains the transaction type and transaction detail.
- Pending Distribution (PS_PENDING_DST) - Contains accounting entries.

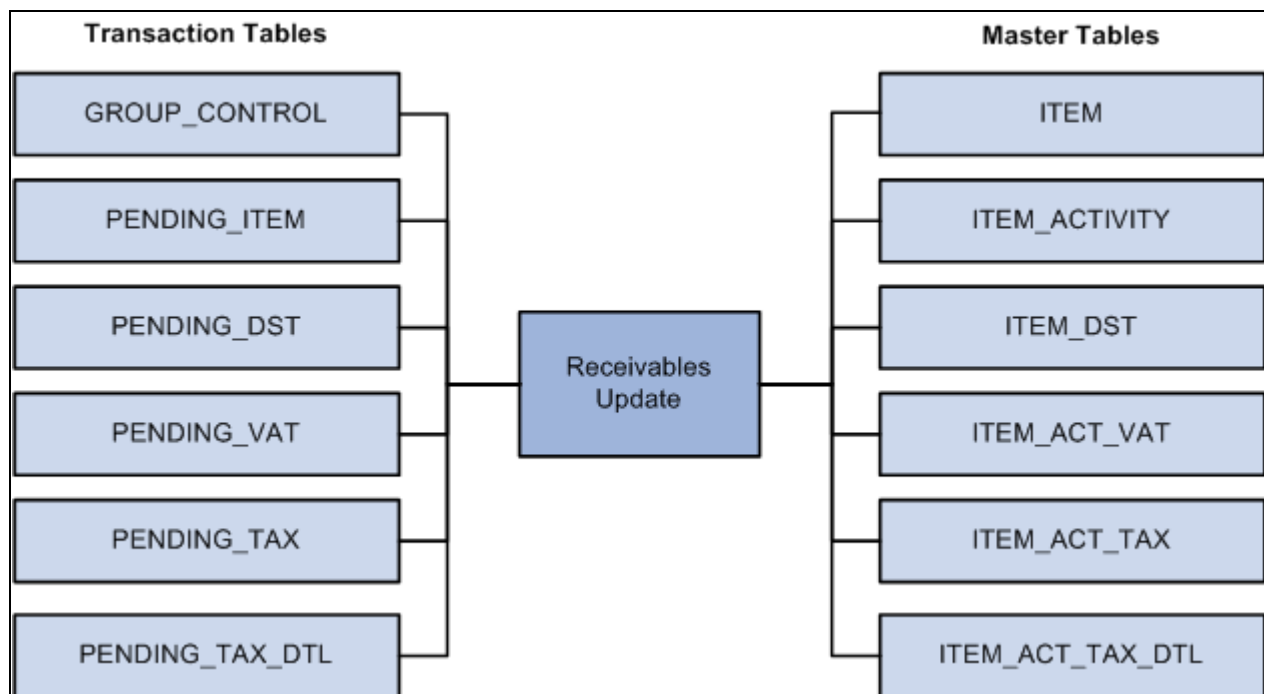
- Pending VAT (PS_PENDING_VAT) - Contains value-added tax (VAT) transaction type and transaction detail.
- Pending Tax (PS_PENDING_TAX) - Contains India excise duty tax and sales tax entries from a billing system.
- Pending Tax Details (PS_PENDING_TAX_DTL) - Contains India excise duty tax and sales tax details.

The process updates six master tables:

- Item (PS_ITEM) - Contains detailed information about the receivable.
- Item Activity (PS_ITEM_ACTIVITY) - Describes the action taken on the receivable item.
- Item Distribution (PS_ITEM_DST) - Contains the accounting entries for the item activity.
- Item VAT (PS_ITEM_ACT_VAT) - Contains the VAT transactions for the item activity.
- Item Tax (PS_ITEM_ACTTAX) - Contains tax information for India for the item activity.
- Item Tax Details (PS_ACTTAX_DTL) - Contains tax line information for India for the item activity.

Note. If you enabled the options for processing entry events selected at the installation level and on the Receivable Update Request - Options page, the Receivable Update process calls the Entry Events Generator Application Engine process (FS_EVENTGEN), which updates the Entry Event Accounting Lines table (PS_EE_ITM_ACCTG_LN) with the supplemental accounting entries.

This graphic shows the flow of data for the Receivables Update process. The transaction tables (GROUP_CONTROL, PENDING_ITEM, PENDING_DST, PENDING_VAT, PENDING_TAX, PENDING_TAX_DTL) are processed using Receivable Update and updated in the master tables (ITEM, ITEM_ACTIVITY, ITEM_DST, ITEM_ACT_VAT, ITEM_ACT_TAX, ITEM_ACT_TAX_DTL).



Receivable Update process updates transaction tables to master tables

The Receivable Update process also updates the system-defined customer history elements.

See Also

[Chapter 8, "Setting Up History and Aging," Understanding History Calculations, page 251](#)

Receivable Update Multiprocess Job

The Receivable Update multiprocess job (ARUPDATE) consists of up to eight steps. This table describes each step:

Step	Description
Receivable Update Application Engine process (ARUPDATE)	The process takes groups from all worksheets that are set to post and creates the GROUP_CONTROL and PENDING_ITEM records. (For pending item groups entered online or imported from a billing system, or for groups whose accounting entries have been created online, the GROUP_CONTROL and PENDING_ITEM records already exist.) This step prepares tables for parallel processing. Note. Any parameters that you add to narrow the scope or to change processing are ignored in the first step.
Pending Group Generator multiprocess job (AR_PGG)	The AR_PGG multiprocess job runs a predefined number of Pending Group Generator Application Engine processes (AR_PGG_SERV) in parallel. The Pending Group Generator process creates accounting entries and VAT lines for any groups that are set to post. This includes the output from the Receivable Update process (ARUPDATE), as well as any billing groups for which accounting entries are not already created. The process creates VAT lines only for certain types of system-generated groups. Note. For this step, you can narrow the scope of processing by one field.
Posting multiprocess job (AR_POST)	The AR_POST multiprocess job runs a predefined number of AR Posting Application Engine (AR_POSTING) processes in parallel. This process posts the transactions in each group. Note. For this step, you can specify multiple narrowing and chunking options.

Step	Description
(Optional) Entry Events Generator Application Engine process (FS_EVENTGEN)	Each AR Posting process calls the Entry Events Generator process to generate entry events. Entry events enable PeopleSoft Receivables to create standard accounting entries automatically based on accounting lines generated by receivables document posting. This process runs only if you have the options for processing entry events selected at the installation level and on the Receivable Update Request - Options page. <i>See PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Entry Events."</i>
Receivable Update Clean Application Engine process (AR_UPDATE2)	This process updates customer history for all business units and performs cleanup tasks.
(Optional) Revenue Estimate Application Engine process (AR_REV_EST)	The AR_UPDATE2 process calls the Revenue Estimate process to create source transactions for control budgets if you have enabled the commitment control feature for PeopleSoft Receivables and the business unit.
(Optional) Budget Processor Application Engine process (FS_BP)	The AR_UPDATE2 process calls the Budget Processor by way of the Revenue Estimate process to budget check the source transactions that the Revenue Estimate process created and creates the budget lines. The process uses the default source transaction type that you assigned to the business unit.
(Optional) Journal Generator (FS_JGEN)	The AR_UPDATE2 process calls the Journal Generator to create the journal lines for the general ledger if you enable the option to run it when you create the run control for the Receivable Update process.

See Also

Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Setting Up Parallel Processing, page 382

Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," page 927

Receivable Update Processing Options

When you run the Receivable Update process, you normally run it as a scheduled process. However, PeopleSoft Receivables enables you to post groups from a group action page immediately instead of waiting for a scheduled batch process to run. Use this function for small groups when you need to post a transaction immediately. Each posting action is associated with an on-demand process group by default, and you enable users to use an on-demand process group in user preferences. These posting options are available from the action pages:

Do Not Post	Saves the changes to the group, but no posting takes place. You also use this option to change the posting option for a group set to Batch Standard or Batch Priority if the group has not been processed yet. The Do Not Post option is associated with the ARACTIONA on-demand process group.
Post Now	Runs the Receivable Update process immediately, which calls the Revenue Estimate and Budget Processor processes if you have enabled the commitment control feature for PeopleSoft Receivables and the business unit. If the user enabled the notification feature, the system displays a message when the process finishes. This is not intended for large jobs. The Post Now option is associated with the ARPOST on-demand process group.
Post Now to GL	Runs the Receivable Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. This is not intended for large jobs. The Post Now to GL option is associated with the ARPOSTGL on-demand process group.
Batch Priority	Runs the Receivable Update process the next time that a priority job is scheduled or the next time that a standard batch job is scheduled if that occurs first. The Priority option is associated with the ARACTIONN on-demand process group.
Batch Standard	Runs the Receivable Update process the next time that a standard batch job is scheduled. This may occur once a day depending on how often your organization schedules standard jobs. The Batch Standard option is associated with the ARACTIONL on-demand process group.

Standard Jobs

To schedule a batch standard job, create a run control and do *not* create any RP_RUN_OPTIONS on the Application Engine Request page for the AR_POST Application Engine. Each time that the system runs the Receivable Update process for this run control, it processes all groups for which the posting action is set to Batch Priority or Batch Standard.

Priority Jobs

To schedule a batch priority job, create a run control and enter *PRIORITY* in the Value field and select *RP_RUN_OPTIONS* in the Bind Variable Name field on the Application Engine Request page for the AR_POST Application Engine. Each time that the system runs the Receivable Update process for this run control, it processes all groups for which the posting action is set to *Batch Priority*.

Setup for Receivable Update Processing Options

You must enable all users to run one of the system-defined process groups on the Define User Preferences - Process Group page. This enables users to select a posting action on the group action page. You specify from which group action page the user has access to these options. You can set this up for:

- Pending item entry.
- Payment worksheets.

- Maintenance worksheets.
- Transfer worksheets.
- Unpost groups.
- Item split.

Important! The Post Now and Post Now to GL options should be limited to a small group of users and should not be used as the standard method for posting transactions.

PeopleSoft Receivables defines which processes are included in each process group and from which pages a user can run the process groups. In addition to the Define User Preferences - Process Group page, you must specify any real-time run control options and real-time process options such as the server name and whether to use event notification on the On Demand Processing Options page.

Note. To check the status of the process if you do not set up event notification, check the FS_STREAMLN job in the PeopleSoft Process Monitor.

The ARPOST process group (Post Now option) posts the transactions in the group and creates the accounting entries. It runs these processes:

- Pending Group Generator.
- Interunit Central Processor (IU_PROCESSOR).
- Posting.
- Entry Event Generator (if enabled).
- Revenue Estimate (if commitment control is enabled).
- Budget Processor (if commitment control is enabled).

The ARPOSTGL process group (Post Now to GL option) posts the transactions in the group, creates accounting entries, generates the journal entries, and posts the journal entries to the general ledger. It runs these processes:

- Pending Group Generator.
- Interunit Central Processor.
- Posting.
- Entry Event Generator (if enabled).
- Revenue Estimate (if commitment control is enabled).
- Budget Processor (if commitment control is enabled).
- Journal Generator.
- Edit Journals (GLJEDIT) (if you have PeopleSoft General Ledger).
- Post Journals (GLPPPOST) (if you have PeopleSoft General Ledger).

Note. If you select the ARPOSTGL option and you do not have PeopleSoft General Ledger installed on the system, disable General Ledger on the Installed Products page so that the Journal Generator process does not call the Edit Journals or Post Journals processes.

See Also

Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Setting Up Run Controls for Receivable Update, page 389

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Up On-Demand Processing"

Accounting History and Accounting Periods

PeopleSoft Receivables gives you control over both your calendar periods and when you update history elements. You define detail calendars based on your processing schedule. Each period in this calendar represents a week, a month, or any other amount of time.

You assign a detail calendar for history calculations on the Receivables Options - General 1 page for each setID. The system calculates, summarizes, and stores all monetary transactions that fall within the date range for the periods that you define. You also specify which period in the calendar to use to calculate days sales outstanding (DSO) on the Receivables Options - General 1 page. The Receivable Update process uses this period to update the DSO history element. You also control when to update other history statistics using the Customer History Options check boxes on the Receivable Update Request page. When you select the option to update DSO, the page displays the period for which it will calculate the historical information.

Another factor to consider is the calendar that you use for accounting periods. You assign a calendar ID to a general ledger business unit on the Ledgers for a Unit page. By default, each receivables business unit has the same open periods with the same opening and closing dates as the general ledger business unit with which it is associated. However, you can have different periods open in PeopleSoft Receivables or even different beginning and ending dates for the period. You override the general ledger period information for an individual receivables business unit on the Open Period page. After you close an accounting period for a PeopleSoft Receivables business unit, you can no longer post transactions to that period.

After running Receivable Update to calculate historical information, if you do not want to log any additional activity to a historical period, you may want to do one of two things:

- Use the same detail calendar for your history elements that is used for the accounting periods for the general ledger business unit.
- Make sure that the period is closed before you run the Receivable Update process to calculate the DSO.

Understanding the Pending Group Generator Application Engine Process

All logic for creating accounting entries resides in the Pending Group Generator. The Pending Group Generator Application Engine process (AR_PGG_SERV) is a component of Receivable Update that creates all the accounting entries in PeopleSoft Receivables and:

- Runs each time the Receivable Update multiprocess job runs.

- Creates accounting entries for payment, overdue charges, maintenance, transfer, direct debit, and draft groups, depending on your setup.
- Creates accounting entries for online billing groups or for external billing groups when the billing interface does not provide accounting entries and PeopleSoft Receivables has been set up to create accounting entries.
- Calls the centralized Inter/IntraUnit Application Engine process to create interunit and intraunit accounting entries.

Pending Group Generator is the second step in the Receivable Update process.

You normally run Pending Group Generator online in a test environment when you want to make sure that your setup is generating the appropriate accounting entries. After the process creates accounting entries, you can review the results online on one of the Accounting Entries pages.

Setting Up Parallel Processing

This section provides an overview of parallel processing for Receivable Update and discusses how to:

- Define the maximum instances in PSAdmin.
- Define the maximum concurrent processes for the server.
- Define the number of parallel processes.
- Add more parallel processes to the AR_PGG and AR_POST multiprocess jobs.
- Add additional Pending Group Generator and Posting process definitions.

Understanding Parallel Processing for Receivable Update

This section discusses:

- Parallel processing.
- AR_UPDATE process.
- AR_PGG and AR_POST multiprocess jobs.

Parallel Processing

PeopleSoft Receivables enables you to break up the data that Receivable Update processes into multiple pieces (partitions) to be processed in parallel, achieving higher performance. You initiate the parallel processes by using a single run control, and the process automatically divides the work between the number of partitions that you specify in your setup.

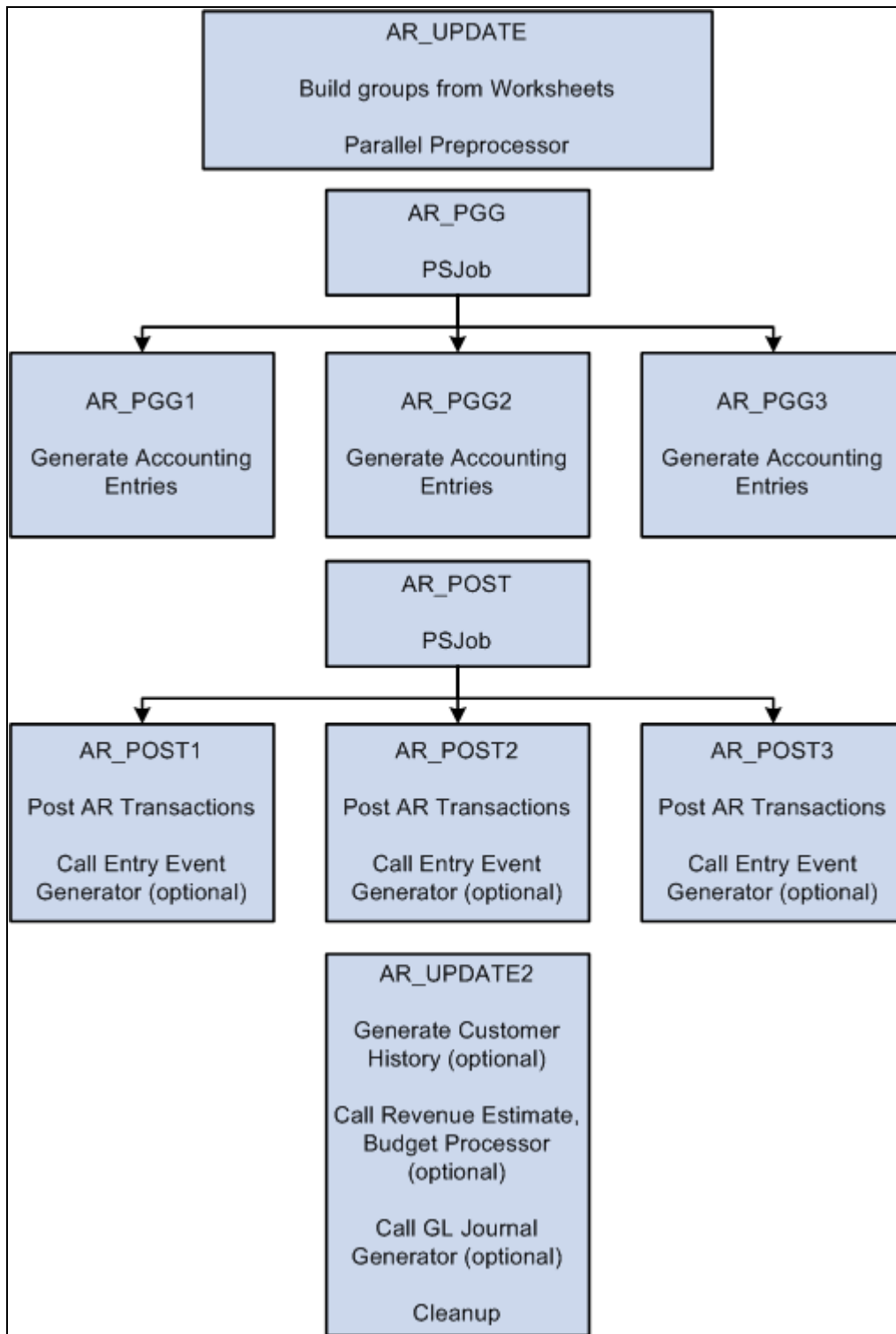
The Receivable Update multiprocess job (ARUPDATE) includes:

- The AR_UPDATE Application Engine process.
- The AR_PGG multiprocess job.

- The AR_POST multiprocess job.
- The AR_UPDATE2 process.

Note. The ARUPDATE multiprocess job also includes the Revenue Estimate process and the Budget Processor process. The AR_UPDATE2 process calls the Revenue Estimate and Budget Processor processes if you have enabled commitment control for PeopleSoft Receivables and the business unit. The AR_UPDATE2 process also calls the Journal Generator process if you select the Process GL Journal Generator field on the run control. You cannot divide the work for these processes into multiple partitions.

This diagram illustrates how the Receivables Update (AR_UPDATE) process works if you have three partitions. The process builds groups from worksheets and the parallel preprocessor partitions one job into three jobs to create accounting entries. AR_POST runs and posts the transactions for each job and calls the Entry Event Generator, if applicable. Receivables Update can then optionally generate customer history, call the Revenue Estimate and the Budget Processor process if Commitment Control is enabled, and call the GL Journal Generator. Finally, the Receivables Update process performs cleanup.



Running parallel processing using Receivable Update (AR_UPDATE).

When you use Process Monitor to check the status of the Receivable Update process, you view the status of the ARUPDATE multiprocess job and each process within the AR_PGG and AR_POST multiprocess jobs. The system does not indicate that the ARUPDATE multiprocess job is successful until each parallel process finishes. The Job Message Log Summary page summarizes all the individual parallel-process message-log messages for the entire ARUPDATE job.

AR_UPDATE Process

The AR_UPDATE process is the first process that is run within the ARUPDATE job. The AR_UPDATE process acts as a preprocessor for the actual AR_PGG and AR_POST processes and does these tasks:

- Builds groups from all worksheets set to post.
- Identifies all groups set to post.
- Partitions the data between all the child parallel processes for both AR_PGG and AR_POST.

The distribution of data among the child parallel processes is based on the composition and volume of the data. The process considers which groups are eligible for Receivable Update, based on the standard Receivable Update run control, and automatically partitions the data.

AR_PGG and AR_POST Multiprocess Jobs

The AR_PGG and AR_POST multiprocess jobs contain all the PeopleSoft Application Engine process definitions, such as AR_PGG1, that you use for parallel processing.

Each process definition for AR_PGG calls the AR_PGG_SERV Application Engine process. PeopleSoft Receivables delivers eight process definitions for AR_PGG_SERV—AR_PGG1 through AR_PGG8. Each process runs the appropriate Application Engine program to process a specific partition of data. For example, the AR_PGG2 process processes data only in partition 2.

Each process definition for AR_POST calls the AR_POSTING Application Engine process. PeopleSoft Receivables delivers eight process definitions for AR_POST—AR_POST1 through AR_POST8. Each process runs the appropriate Application Engine program to process a specific partition of data. For example, the AR_POST2 process processes data only in partition 2.

If you want to run more than eight parallel instances of the Pending Group Generator or Posting process at once, you must define additional process definitions by using the PeopleSoft Application Designer.

The standard setup for the AR_PGG multiprocess jobs is to run a single process that contains only the AR_PGG1 process definition. The standard setup for the AR_POST multiprocess job is to run a single process that contains only the AR_POST1 process definition. If you want to use parallel processing for these processes, you must assign additional process definitions to the job definition. Working with your system administrator and based on your system configuration, you must specify the number of parallel processes that your organization will use. Specify the number of parallel processes equivalent to the number of processors within your system. You will probably need to experiment with the number of parallel processes to find what works best. Oracle recommends that you assign just a couple of additional parallel processes to start with and increase the number if needed.

You may also need to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances you must change your configuration. If you also use parallel processing for the Payment Predictor process (ARPREDC), Aging process (AR_AGING), and Statements process (AR_STMTS), the maximum instances applies to those processes as well. For example, if you want to run eight instances for the Payment Predictor process and four for the Receivable Update process, configure your server for eight instances.

Pages Used to Set Up Parallel Processing

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Server Definition	SERVERDEFN	PeopleTools, Process Scheduler, Servers, Server Definition	Define the maximum concurrent processes for Application Engine processes.
AR Parallel Processing Options	PARALLEL_AR_SBP	Set Up Financials/Supply Chain, Install, Installation Options, Receivables Click the Parallel processing Options link.	Define the exact number of parallel processes or partitions that you want for Receivable Update and Pending Group Generator.
Job Definition	PRCSJOBDEFN	PeopleTools, Process Scheduler, Jobs, Job Definition	Add additional Pending Group Generator and Posting process definitions to the AR_PGG and AR_POST multiprocess jobs.
Process Definition	PRCSDEFN	PeopleTools, Process Scheduler, Processes, Process Definition	Add additional Pending Group Generator and Posting process definitions if you need to run more than eight parallel processes.

Defining the Maximum Instances in PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled *Values for config section - PSAESRV*.

The section looks like this:

Values for config section - PSAESRV.

Max Instances = 3.

Recycle Count=0

Allowed Consec Service Failures=0.

2. Change the value for Max Instances to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Access the Server Definition page (PeopleTools, Process Scheduler, Servers, Server Definition).

Process Type and Max Concurrent

For the *Application Engine* process type, enter the maximum number of parallel processes that you run at once. This figure must be the same or greater than the maximum instances that you defined for PSAdmin.

Defining the Number of Parallel Processes

Access the AR Parallel Processing Options page (Set Up Financials/Supply Chain, Install, Installation Options, Receivables, and click the Parallel processing Options link).

Parallel Process and Maximum Partitions

Enter the exact number of partitions to generate for the AR_PGG_SERV and AR_POSTING parallel processes. The number of partitions must be equal to the number of processes set up for the AR_PGG and AR_POST jobs. For example, if two AR_PGG processes are defined within the AR_PGG job (AR_PGG1 and AR_PGG2), then the AR_PGG maximum partitions must be set to 2. The maximum number of parallel process cannot exceed the maximum concurrent processes for the server.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

Adding More Parallel Processes to the AR_PGG and AR_POST Multiprocess Jobs

Access the Job Definition page for the AR_PGG or AR_POST job (PeopleTools, Process Scheduler, Jobs, Job Definition).

Job Definition

Job Definition Options

Job Distribution

Job Notification

Process Type:

PSJob

[JobSet Report](#)

Job Name:

AR_POST

*Description:

PS/AR Posting

Run Mode:

Parallel

*Priority:

Medium

*Process Category:

Default

Default Category

Max Concurrent:

Override Process Retry Count:

☐

Retry Count:

Override Process Retention Day:

☐

Retention Days:

0

Process List

	*Process Type	*Process Name	Description	Run Always On Warning	Run Always On Error		
1	Application Engine	AR_POST1	PS/AR Posting	☒	☒	+	-
2	Application Engine	AR_POST2	PS/AR Posting	☒	☒	+	-

Job Definition page

Process Type and Process Name

Select *Application Engine* for the type and select *AR_PGG* or *AR_POST* for each separate partition or process that you want to run. The processes must be defined in the job sequentially; for example, AR_POST1, AR_POST2, AR_POST3. A job definition of AR_POST1, AR_POST2, AR_POST5 is incorrect. If you define additional process definitions, select the name of the definitions that you added.

Note. You must have the same number of rows in the process list as you enter in the Maximum Partitions field on the AR parallel Processing Options page.

Run Mode

Always select *Parallel*.

Run Always on Warning and Run Always on Error

You must select these check boxes.

See Also

PeopleTools PeopleBook: Process Scheduler PeopleBook

Adding Additional Pending Group Generator and Posting Process Definitions

Access the Process Definition page (PeopleTools, Process Scheduler, Processes, Process Definition).

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_PGG1 and AR_POST1 process definitions with the following two exceptions:

- Use another process name.

Oracle recommends that you use this format for the name: AR_PGG# or AR_POST#, for example AR_PGG9.

- Use another description.

To add more processes to run in parallel than the eight delivered by PeopleSoft Receivables:

1. Open an existing Application Engine program definition such as AR_PGG1 or AR_POST1 in PeopleTools Application Designer.

Do a Save As using the new program name, such as AR_PGG9 or AR_POST9.

2. For an AR_PGG program, you must edit program step *MAIN.PGG_SERV.DoWhen* to define which partition will have accounting entries generated by that individual process. Change only the last parameter to match the partition. For example:

```
SelectInit (AR_UPDATE_AET.PGG_MODE, AR_UPDATE_AET.PARTITION)
```

```
%Sql (ARUPDATEPARALLELEXISTS, , 9)
```

3. For an AR_POST program, you must edit program step *MAIN.POSTING.DoWhen* to define which partition will be posted by that individual process. Change only the last parameter to match the partition. For example, for AR_POST9:

```
%SelectInit (AR_UPDATE_AET.RP_ACTION, AR_UPDATE_AET.PARTITION)
```

```
%Sql (ARUPDATEPARALLLEXISTS, 2, 9)
```

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Setting Up Run Controls for Receivable Update

This section provides an overview of run control setup and discusses how to:

- Create run control IDs for Receivable Update.
- Select additional processes to run.
- (Optional) Modify steps for AR_POST.
- (Optional) Modify steps for AR_PGG.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

Understanding Run Control Setup

The Receivable Update process processes all groups for all business units specified on the Receivable Update request. Depending on your installation size and the volume that you process, you may want to use a different method known as *chunking*. Chunking enables you to process large sets of data more efficiently by breaking them into subsets or smaller units of work. You can chunk by business unit, by group type, by both of these, or by group.

To use chunking when you run the Receivable Update process or set up batch priority run parameters:

1. Create a run control ID for the Receivable Update multiprocess job on the Receivable Update Request page.
2. Modify the Application Engine steps for the run control ID for each AR_POST# process on the Application Engine Request page.

For example, if you have three partitions, you define the parameters for AR_POST1, AR_POST2, and AR_POST3.

3. Modify the Application Engine steps for the run control ID for each AR_PGG# process on the Application Engine Request page.

For example, if you have three partitions, you define the parameters for AR_PGG1, AR_PGG2, and AR_PGG3.

In most cases, you probably will run the Receivable Update process by using a scheduled job.

When you create a run control request for the Receivable Update process, you can also specify that you want to run the Entry Events Generator and the Journal Generator processes.

Pages Used to Set Up Run Controls for Receivable Update

Page Name	Definition Name	Navigation	Usage
Receivable Update Request	POSTING_REQUEST	Accounts Receivable, Receivables Updates, Request Receivables Update, Receivable Update Request	Enter run parameters for the Receivable Update process for specified business units and run the process.
Options	POSTING_OPTIONS	Accounts Receivable, Receivables Updates, Request Receivables Update, Options	Select optional processes to run and specify an accounting entry definition for the Journal Generator process and an entry events definition for the Entry Events Generator process. These options apply to all business units processed by the run control.

Page Name	Definition Name	Navigation	Usage
Application Engine Request	AE_REQUEST	Accounts Receivable, Receivables Update, Request Application Engine, Application Engine Request	Modify the steps for a run control ID for AR_POST# and AR_PGG#.

Creating Run Control IDs for Receivable Update

Access the Receivable Update Request page (Accounts Receivable, Receivables Updates, Request Receivables Update, Receivable Update Request).

Group Unit	Enter the business unit of the group that you want to post.
High Balance Basis Date	Select the date to use when calculating the customer history ID of HI_BAL_AMT. Options are: <i>Run Date:</i> By default, the Receivable Update process uses the run date. <i>Calc Date</i> (calculation date): Select if you want HI_BAL_AMT to be calculated as of the calculation date. The Receivable Update process then uses the calendar ID on the Receivables Options - Options 1 page to determine the calculation date.
Accounting Date From and Accounting Date To	When the system scans the database, it looks at the group accounting date for each group that is set to post to determine whether it falls in the date range that you specify here. If the effective date on the General Info page for a customer is outside the range of the accounting dates, the system does not select pending items to be posted for a customer.
User Defined	Select to update the history elements that you established on the User Defined History page. For example, if you use the user-defined history of SALES, sales history is calculated for the year and period defined by the accounting date of the activity.
Payment Performance	Select to update the system-defined history IDs for average days late, weighted average days late, weighted average terms, and weighted average days paid.
DSO (days sales outstanding)	Select to update both DSO30 and DSO90. SALES history is also included because DSO calculations use the sales figures updated as part of user-defined history. If you run DSO without calculating SALES history, no sales figures will be available.
Calculation Year and Period	If you select DSO, these fields appear. You can change the settings on the Receivables Options - Options 1 page.

SubCustomer

If you select DSO, this field appears if you selected either *Use Both* or *Use 1st* in the SubCustomer Usage field on the Installation Options - Overall page. This option updates history at subcustomer levels for all customers in the business unit who have subcustomer history enabled.

Note. If you do not want to use DSO30 or DSO90, use the System-Defined History page to make these customer history IDs inactive.

The run control ID that you used to access this page is linked to your user ID. When you add a Receivable Update request, the system creates an Application Engine request for you with the same user ID and run control ID combination, specifying AR_PGG1 and AR_POST1 as the processes. If you want to add options to other parallel processes, you must add them separately.

See Also

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Setting Overall Installation Options

Selecting Additional Processes to Run

Access the Request Receivables Update - Options page (Accounts Receivable, Receivables Updates, Request Receivables Update, Options).

Process GL Journal Generator

Select to run the Journal Generator process, which generates the journals for the general ledger when the Receivable Update process finishes. If errors occurred in the accounting entries, the process will not process the entries.

Process Entry Events

Select to run the Entry Events Generator process as part of the Receivable Update process. This field is available only if you selected entry events during installation.

SetID and Accounting Definition Name

Select the accounting entry definition that the system should use when it creates the journal header and lines, such as *ARDEFN*. These fields are available only if you selected the Process GL Journal Generator field.

SetID and Entry Event Definition Name

Select the entry event process definition for the system to use when it creates supplemental accounting lines, such as *ARUPDATE*. These fields are available only if you selected the Process Entry Events field.

Modifying Steps for AR_POST

Access the Application Engine Request page (Accounts Receivable, Receivables Update, Request Application Engine, Application Engine Request).

Application Engine Request

User ID: DVP1

Run Control ID: SEPA_DD_REMIT_01

Run

Program Name: AR_POST1

AR_POST

Last Run

Process Origin:	Scheduler	Process Instance:	10330	Status:	Completed	10/01/2009 10:15:47AM

Process Frequency: Always

Market:

As Of Date:

Parameters

State Record: RP_POSTING_AET

*Bind Variable Name: RP_RUN_OPTIONS

Value: PRIORITY

Date:

Modifying run parameters for the AR_POST1 process on the Application Engine Request page

Enter the name of the appropriate AR_POST# program, such as AR_POST1.

Use the State Record, Bind Variable Name, and Value fields to define exactly what data to post. This enables you to process smaller units of data. Add as many rows as needed.

Setting PRIORITY Parameters

Enter *PRIORITY* in the Value field to give priority to groups whose posting action is Batch Priority. *PRIORITY* is designed to run on a recurrence definition that directs the system to run periodically throughout the day to pick up only new priority groups. You define recurrence definitions by using the Process Scheduler when you indicate how often to run the Receivable Update process (for example, hourly, or daily).

The following table describes *PRIORITY* and provides sample field values.

Description	Sample Field Values
Run <i>PRIORITY</i> as needed. Suppose that you have 10 business units and 5 different run control IDs, each specifying different combinations of business units by user ID. During the day, you want to post groups set to <i>PRIORITY</i> for any of the 10 business units. To do this, add a Receivable Update request with a new run control ID (for example, <i>URGENT</i>) that specifies all 10 business units. Add the <i>PRIORITY</i> run option as a parameter on the Application Engine request for the run control ID you created by adding an additional line.	Program name: <i>AR_POST#</i>, such as <i>AR_POST1</i> State record: <i>RP_POSTING_AET</i> Bind variable name: <i>RP_RUN_OPTIONS</i> Value: <i>PRIORITY</i> Note. After you enter the run parameters, assign the Receivable Update request to a Process Scheduler job with a scheduled run recurrence that runs every hour (for example, <i>HOURLY</i>). By selecting the hourly recurrence and initiating this job, direct the system to process all <i>PRIORITY</i> groups each hour for each of the specified business units. You can set up multiple <i>PRIORITY</i> server jobs to run at different intervals, processing a few business units in each job or processing only certain group types.

Note. You do not need to set up an `RP_RUN_OPTIONS` for a Batch Standard run control. With standard processing, the system processes groups with either a Batch Priority or Batch Standard posting action. A standard scheduled job processes any priority groups that have not been processed since the last scheduled `PRIORITY` run.

Narrowing the Scope of Receivable Update

These tables show how you can narrow the scope of what the process posts.

<i>Description</i>	<i>Sample Field Values</i>
Post one group to a specific business unit.	<i>First row:</i> State record: <code>RP_POSTING_AET</code> Bind variable name: <code>GROUP_ID</code> Value: (appropriate value) <i>Second row:</i> State record: <code>RP_POSTING_AET</code> Bind variable name: <code>GROUP_BU</code> Value: (business unit)
Post one business unit to see all activity for a particular business unit.	State record: <code>RP_POSTING_AET</code> Bind variable name: <code>GROUP_BU</code> Value: (appropriate value, such as <code>US001</code>)
Post one group type, such as billing groups.	State record: <code>RP_POSTING_AET</code> Bind variable name: <code>GROUP_TYPE</code> Value: (appropriate value, such as <code>B</code> for Billing)
Post groups assigned to one user. Use this option if you run Receivable Update once a day, but you do not want to wait for the scheduled run.	State record: <code>RP_POSTING_AET</code> Bind variable name: <code>RP_USE_OPRID</code> Value: (user ID, such as <code>VP1</code>) Note. Add more rows to further narrow the scope. For example, you could add a row with a bind variable name for a <code>GROUP_BU</code> with a value of a specific business unit. Or add a row with a bind variable name for a <code>GROUP_TYPE</code> with a value of <code>P</code> (for Payment).

Description	Sample Field Values
Combine processing options. For example, see only those payment groups in business unit US001.	<i>First row:</i> State record: <i>RP_POSTING_AET</i> Bind variable name: <i>GROUP_TYPE</i> Value: (appropriate value, such as <i>P</i> for Payment) <i>Second row:</i> State record: <i>RP_POSTING_AET</i> Bind variable name: <i>GROUP_BU</i> Value: (business unit, such as <i>US001</i>)

Using Chunking in Receivable Update

Chunking enables you to process large sets of data more efficiently by breaking them into subsets or smaller units of work. You can chunk by business unit, by group type, by both of these, or by group. This table shows examples of how to enter chunking parameters.

Description	Sample Field Values
Post one business unit at a time.	State record: <i>RP_POSTING_AET</i> Bind variable name: <i>RP_CHUNK_BY</i> Value: <i>BU</i>
Post one group type at a time across all business units requested.	State record: <i>RP_POSTING_AET</i> Bind variable name: <i>RP_CHUNK_BY</i> Value: <i>TYPE</i>
Post one group type at a time, one business unit at a time.	State record: <i>RP_POSTING_AET</i> Bind variable name: <i>RP_CHUNK_BY</i> Value: <i>BU_AND_TYPE</i>
Post each group, one at a time.	State record: <i>RP_POSTING_AET</i> Bind variable name: <i>RP_CHUNK_BY</i> Value: <i>GROUP</i>

See the documentation on managing Application Engine programs in the *PeopleTools PeopleBook: Application Engine*.

Modifying Steps for AR_PGG

Access the Application Engine Request page (Accounts Receivable, Receivables Update, Request Application Engine, Application Engine Request).

Application Engine Request

User ID:VP1Run Control ID:ARRUNRun

Program Name:AR_PGG1AR_PGG

Last Run

Process Origin:OtherProcess Instance:Status:Pending

Process Frequency:AlwaysMarket:As Of Date:

Parameters

State Record:PGG_SERVICE_AET*Bind Variable Name:GROUP_TYPE

Value:P

Date:

Viewing run parameters for AR_PGG1 on the Application Engine Request page

Enter the name of the appropriate AR_PGG# program, such as AR_PGG1.

You use the State Record, Bind Variable Name, and Value fields to define exactly what data to process. Add as many rows as needed.

This table shows how you can narrow the scope of what the process posts.

Description	Sample Field Values
To generate accounting entries for only group type <i>P</i> .	State record: <i>PGG_SERVICE_AET</i> Bind variable name: <i>GROUP_TYPE</i> Value: <i>P</i>
Add a parameter to specify the chunking method. You are limited to chunking by one field only, but you are not limited to specific values.	State record: <i>PGG_SERVICE_AET</i> Bind variable name: <i>AE_CHUNK_BY</i> Value: <i>BU</i>: One business unit at a time. <i>TYPE</i>: One group type at a time across all business units requested. <i>BU_AND_TYPE</i>: One group type at a time, one business unit at a time.

Chapter 13

Understanding Interunit and Intraunit Accounting and ChartField Inheritance

This chapter discusses:

- Interunit and intraunit accounting.
- ChartField inheritance.
- Anchor lines for transactions.

Interunit and Intraunit Accounting

This section provides an overview of interunit and intraunit accounting and discusses:

- Interunit and intraunit setup
- Interunit accounting entries
- Intraunit accounting entries

Interunit and Intraunit Overview

PeopleSoft Receivables creates interunit accounting entries for these transactions:

- Payments made on the payment, draft, and direct debit worksheet or using the Payment Predictor Application Engine process (ARPREDCCT), where the payment, draft, or direct debit is processed using a bank account that reflects a general ledger business unit that differs from the item's general ledger business unit.
- Transactions entered on the maintenance worksheet or created by the Automatic Maintenance Application Engine process (AR_AUTOMNT) to offset items from other general ledger business units.
- Items transferred from one business unit to another, where the general ledger business units are different.
- Direct journal transactions where the deposit is processed using a bank account that reflects a general ledger business unit that differs from the general ledger business unit where revenue is recorded.

The system populates the ChartFields for interunit accounting entries based on the rules that you specify.

Note. If you enable the Use Affiliate option for the Business Unit ChartField for a ledger group, the system populates the Affiliate ChartField with the other business unit involved in the transaction. Otherwise, it leaves the Affiliate ChartField blank.

PeopleSoft Receivables creates intraunit accounting entries for the following transactions if you enable ChartField balancing for a ledger group on the Ledger Groups - Balancing page and if balancing ChartField values in the transactions differ in any of the distribution lines:

- Transactions on the payment, draft, or direct debit worksheet or transactions created by the Payment Predictor process.

IntraUnit entries are created only when monetary amounts are not balanced between the IntraUnit related fields. It is recommended that your system be set up so that the IntraUnit Balancing Entries check box is selected on the Ledger Groups - Balancing page, and that *Use Affiliate* is specified for at least one field.

- Transactions on the maintenance worksheet or transactions created by the Automatic Maintenance process, such as refunds and offsetting items with different balanced ChartFields.
- Transactions on the transfer worksheet.

When you generate accounting entries, the Pending Group Generator Application Engine process (AR_PGG_SERV) calls the central processor (IU_PROCESSOR) to create the interunit and intraunit accounting entries.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Interunit and Intraunit Accounting and ChartField Inheritance"

Interunit and Intraunit Setup

Setup for interunit and intraunit accounting entries is linked to the business unit definition for general ledger. PeopleSoft Receivables uses the setup for the general ledger business unit associated with each receivables business unit.

Note. If you plan to use discounts and multibook, then you need to have the same ledger group set up for both business units.

PeopleSoft Receivables provides three unique system transaction definitions that define specific rules for receivables transactions:

- Receivables Item (ARIT): Used for all other receivables transactions.
- Receivables Transfer (ARTR): Used for transfers.
- Receivables Direct Journal (ARDJ): Used for direct journal payments.

You should *not* modify these definitions unless you modify your application. These system transaction definitions are mapped to the system-defined transaction code for general transactions on the System Transaction Map page.

Important! You should also specify the general ledger business unit for customers that you marked as interunit customers on the General Information - Bill To Options page. The system uses the general ledger business unit for the To customer when you transfer items to a new customer to generate the interunit accounting entries.

You must also define distribution codes for maintenance control and assign the default distribution code to each business unit.

Note. Summarization is an installation option for interunit and intraunit distribution lines that do not use Affiliate ChartFields. Using summarization, you can reduce the number of interunit and intraunit distribution lines when segregation of amounts is not required.

Interunit Accounting Entries

This section provides examples of interunit accounting entries for payment, maintenance, and transfer groups. The following accounting entries are shown without summarization.

Interunit Accounting Entries for Payment Groups

The following interunit example could apply to payments, prepayments, on-account transactions, overpayments, underpayments, and deductions. You apply a 980.00 USD payment to a 1,000.00 USD item and create a write-off for the underpayment for 20.00 USD.

This table displays accounting entries for the payment application:

<i>GL Unit</i>	<i>Account</i>	<i>Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
US003	100003		Cash	1000.00	
US001	120000		Receivables (AR)		1000.00
US003	100103	US001	Interunit		1000.00
US001	100105	US003	Interunit	1000.00	

This table displays accounting entries for the underpayment adjustment:

<i>GL Unit</i>	<i>Account</i>	<i>Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
US001	100003		Cash		20.00
US003	120000		AR	20.00	

GL Unit	Account	Affiliate	Type	Debit Amount	Credit Amount
US001	100105	US003	Interunit	20.00	
US003	100103	US001	Interunit		20.00

This table displays accounting entries for the write-off. The write-off entries do not require interunit accounting entries:

GL Unit	Account	Affiliate	Type	Debit Amount	Credit Amount
US001	673000		User-defined (revenue)	20.00	
US001	120000		AR		20.00

Interunit Accounting Entries for Maintenance Groups

When you create a maintenance group, you specify the anchor business unit for interunit transactions.

The following example shows the accounting entries for offsetting items. You offset a 1,000.00 USD debit memo with two credit memos, one for 400.00 USD and one for 600.00 USD. The anchor business unit for the maintenance group is US001:

GL Unit	Account	Affiliate	Type	Debit Amount	Credit Amount
US001	120000		AR		1000.00
US001	125000		Offset	1000.00	
US002	110000		AR	400.00	
US001	125000		Offset		400.00
US003	115000		AR	600.00	
US001	125000		Offset		600.00
US002	100103	US001	Interunit		400.00
US001	100105	US002	Interunit	400.00	

<i>GL Unit</i>	<i>Account</i>	<i>Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
US003	100103	US001	Interunit		600.00
US001	100105	US003	Interunit	600.00	

Interunit Accounting Entries for Transfer Groups

The following example shows the accounting lines that would be generated if you transferred an item from the US001 business unit and customer USA01 to the US003 business unit and customer USA01:

<i>GL Unit</i>	<i>Account</i>	<i>Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
US001	120006		AR		1000.00
US001	100100	US003	Interunit	1000.00	
US003	120006		AR	1000.00	
US003	200200	US001	Interunit		1000.00

Note. Because the interunit entries balance the transaction, no offset entries are necessary.

Intraunit Accounting Entries

This section provides examples of intraunit accounting entries for payment, maintenance, and transfer groups. The following accounting entries are shown without summarization.

Intraunit Accounting Entries for Payment Groups

The following intraunit examples could apply to payments, prepayments, on-account transactions, overpayments, and underpayments.

In the first example, you apply a 1,960.00 USD payment associated with a nonpooled bank account to a 1,960.00 USD item. This table displays the accounting entries:

<i>Account</i>	<i>Fund</i>	<i>Fund Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
100004	199		Cash	1960.00	
110000	100		AR		1960.00
100040	199	100	IntraUnit (Due To)		1960.00

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
100040	100	199	IntraUnit (Due From)	1960.00	

In the second example, you apply a 1,500.00 USD payment associated with a cash control bank account to a 1,500.00 USD item. This table displays the accounting entries that the system generates when you save the deposit with the payment:

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
100002	200		Cash	1500.00	
100023	200		Cash Control		1500.00

This table displays the accounting entries that the system generates when you apply the payment to the item:

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
100023	200		Cash Control	1500.00	
110010	100		AR		1500.00
100065	200	100	Due To		1500.00
100067	100	200	Due From	1500.00	

The system generates the intraunit accounting entries for cash control banks by comparing the fund on the Cash line (created when you save the deposit) to the fund on the AR line (created when you apply the payment to the item).

Intraunit Accounting Entries for Maintenance Groups

The first example displays intraunit accounting entries for a refund of a 4,500.00 USD credit memo:

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
200004	200		Refund Control		4500.00
110010	100		AR	4500.00	
100040	200	100	Due To	4500.00	

<i>Account</i>	<i>Fund</i>	<i>Fund Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
100040	100	200	Due From		4500.00

The second example displays the accounting entries for a match of a debit memo to a credit memo with different funds. The debit memo is 1,000.00 USD, and the credit memo is –1,000.00 USD:

<i>Account</i>	<i>Fund</i>	<i>Fund Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
110010	100		AR		1000.00
125000	200		Offset	1000.00	
110010	200		AR	1000.00	
125000	200		Offset		1000.00
100040	200	100	Due To		1000.00
100040	100	200	Due From	1000.00	

Note. When you match (offset) multiple funds using the maintenance worksheet or the Automatic Maintenance process, the system creates only one Due To and Due From entry for each fund. A set of entries is not created for each AR line.

Intraunit Accounting Entries for Transfer Groups

The following example shows the accounting lines that would be generated if you transferred an item from the FED01 business unit and customer 1000 to the FED01 business unit and customer 1002:

<i>Account</i>	<i>Fund</i>	<i>Fund Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
8035			Offset	1000.00	
1310	100		AR		1000.00
1030	100		Intraunit	1000.00	
2030		F100	Intraunit		1000.00

<i>Account</i>	<i>Fund</i>	<i>Fund Affiliate</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
8035			Offset		1000.00
1310	100		AR	1000.00	
1030	100		Intraunit		1000.00
2030		F100	Intraunit	1000.00	

ChartField Inheritance

PeopleSoft Receivables inherits the ChartField values for receivables transactions. The Pending Group Generator Application Engine process determines the inheritance option for each ChartField and populates each ChartField value based on the inheritance option selected for the ChartField.

This section discusses:

- Inheritance setup
- Inheritance accounting entries

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Interunit and Intraunit Accounting and ChartField Inheritance"

Inheritance Setup

You must define inheritance rules for the following inheritance groups on the ChartField Inheritance page:

- Billing (AR/BI): Used for all transactions except revaluation.
- Receivables Revaluation (AR Reval): Used for revaluation.

PeopleSoft Receivables uses these rules for all transactions that inherit ChartField values.

Note. ChartField inheritance rules do not apply to PeopleSoft Project Costing ChartFields, with the exception of the Project ID ChartField, unless otherwise noted in the inheritance options that follow.

Options for each ChartField are:

Always Inherit

The system uses the ChartField values from another line in the transaction, even if it is in a different business unit. The distribution line varies based on the transaction. The table in the section about anchor lines describes the distribution line that the system uses for different transaction types. Select this option only if all business units share the same ChartField values; otherwise, the inherited value could be invalid.

Project ChartFields, other than Project Id, such as Business Unit PC, Activity Id, and more are inherited to the offsetting cash accounting line if the inheritance option for Project Id is set to *Always Inherit*. If the inheritance option for Project Id is set to *Do Not Inherit*, then these Project ChartFields will not be inherited. This functionality is applicable to direct journals as well as payment worksheet cash entries and direct debit cash entries, but not drafts.

Do Not Inherit

The system uses the ChartField values that you specify in either the receivables setup tables (Distribution Code, Item Entry Type, or Automatic Entry Type) or when you enter the transaction. The source of the ChartField values varies based on the transaction type. You would usually not select this option for a balanced ChartField unless you select the IntraUnit Balancing Entries check box on the Detail Ledger Group - Balancing page.

Note. For value-added tax (VAT) lines, the system uses the ChartField values that you defined for the VAT code associated with the item.

Use Unit Default

The system uses the default ChartField values that you assigned to the general ledger business unit associated with the transaction in the inheritance defaults on the General Ledger Definition - Inter/IntraUnit page. The system uses the general ledger business unit that you assign to the receivables business unit.

Inherit within Unit

The system uses the ChartField values from another line in the transaction only if it is in the same business unit. The distribution line varies, based on the transaction type. Otherwise, it uses the default ChartField values for the general ledger business unit. You may want to select this option if the ChartField values are not shared across all business units.

Bank accounts can be associated with a single fund (nonpooled) or group of funds (pooled). A nonpooled bank account must be associated with a fund code, and the inheritance option must be *Do not Inherit*. When you set up pooled bank accounts, you must define the inheritance rules for the account. The rules that you can select for the Deposit - AR, Control - AR, Draft - AR, and Discount - AR account types are limited based on your selection for the Cash - AR account type.

Note. To set up rules for direct debits, select the DD/AR Draft Cash Control check box, and enter inheritance options for Control - AR account type.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Bank Account ChartField Inheritance for Education and Government

Inheritance Accounting Entries

When you enter accounting entries online for pending items, you cannot change values for ChartFields that are set to *Always Inherit* or *Inherit within Unit*. Also, if you enter additional AR and user-defined (revenue) lines, the system automatically populates the values for ChartFields that are set to *Always Inherit* or *Inherit within Unit*. For transactions on payment, draft, maintenance, or transfer worksheets, you can add additional accounting entries only for items that do not reference existing items, such as on-account items and prepayments.

If the values for ChartFields are set to *Always Inherit* or *Inherit within Unit* and you have items with multiple AR accounting lines, the system generates multiple offset lines for all payments, write-offs, maintenance worksheet matching, and so on.

For direct journal payments, the system uses the User-defined line to inherit ChartField values to the Cash line, if the inheritance option for the ChartField associated with the Cash - AR account type is set to *Always Inherit* or *Inherit within Unit* for the bank account. If you enter additional User-defined lines, the system automatically populates the ChartField values on the new line. After you create the accounting entries, you cannot change the ChartField values.

For cash control deposit entries, ChartField values are inherited from the cash control line to the cash line, if the inheritance option for the ChartField associated with the Cash - AR account type is set to *Always Inherit* or *Inherit within BU* for the bank account.

The following is an example of accounting entries where the inheritance option for the Fund ChartField is set to *Always Inherit*. The transaction is a payment in full of a 300.00 USD item:

<i>Account</i>	<i>Fund</i>	<i>Dept ID</i>	<i>Type</i>	<i>Debit Amount</i>	<i>Credit Amount</i>
100004	100	10000	Cash	300.00	
110000	100	12000	AR		300.00

The Fund code in the Cash line is inherited from the Fund code in the AR line, but the Dept ID is different because it is not set to inherit.

Anchor Lines for Transactions

The system uses an anchor line for each transaction to generate interunit and intraunit accounting entries and apply inheritance rules. The anchor line for inheritance determines which line is used to obtain ChartField values for ChartFields whose inheritance option is *Always Inherit* or *Inherit within Unit*. You select ChartField inheritance options on the Design ChartFields - ChartField Inheritance page. The anchor line varies based on the transaction type.

This table displays the anchor line that the system uses for different transaction types:

Transaction Type	Anchor Line
Pending items groups	User-defined revenue line.
Maintenance groups	For interunit and intraunit entries, the system uses the AR line for all activities except matching, create new debit, and create new credit. The system uses the Maintenance Control line for these activities. For inheritance, the system uses the AR line.
Payment groups	AR line.
Transfer groups	For interunit and intraunit, the Transfer Control line. For inheritance, the system uses the AR line.
Direct debit groups	AR line except for cash clearing activities (DD-05 and DD-06). For these activities, the system uses the Cash Control line. For the VAT at Due Date activity (DD-09), the system uses the VAT Intermediate line.
Draft groups	The anchor line for draft groups varies based on the activity. It is the AR line whenever available. If the activity does not have an AR line, the system uses the following lines for the anchor line for these activities: • <i>Draft Receivable line</i>: Draft Remitted to Bank and Draft Remitted With Discount (DM-20 to DM-24), Collect Cash on Draft (DM-44), Reverse Discount Liability (DM-45), and Dishonor Draft (DM-50). • <i>Cash Control line</i>: Collect Cash on Discount Draft (DM-30 to DM-32), Collect Cash on Draft (DM-40 and DM-42), and Dishonor Draft (DM-52 to DM-54). • <i>Cash line</i>: Dishonor Draft (DM-57 and DM-58) and Draft Bank Fees (DM-90). • <i>Remitted Draft Distribution line</i>: Collect Cash on Draft (DM-46) and Dishonor Draft (DM-55). • <i>Draft Discount Receivable line</i>: Reverse Discount Liability (DM-41 and DM-43) and Dishonor Draft (DM-56). • <i>Draft Discount Liability</i>: Collect Cash on Draft (DM-33).
Direct journal	For interunit and intraunit entries, the system uses the Cash line. For inheritance, the system uses the user-defined revenue line.

<i>Transaction Type</i>	<i>Anchor Line</i>
VAT Intermediate and VAT Final lines	For inheritance only, the system uses the AR line for the VAT line for all activities except Create an Invoice/Debit Memo (IT-01) and Create a Credit Memo (IT-02). For the those activities, it uses the user-defined revenue line.

Chapter 14

Performing Data Conversion

This chapter provides overviews of customer data conversion, pending data conversion, posted customer history data conversion, and item and payment data conversion and discusses how to perform data conversion using the DC_PENDITEM_CI component interface.

Understanding Customer Data Conversion

PeopleSoft Receivables stores customer setup information—address, contact information, credit information, and processing options—on tables that are keyed by setID. Customer receivable information such as balances, aging information, and payment history is stored on tables keyed by business unit.

This architecture may be very different from that of your existing system and affects conversion activities in two ways:

- During conversion, you populate only the customer setup tables that are keyed by setID.

The Receivable Update Application Engine process (ARUPDATE) creates and updates the customer information that is stored in the tables that are keyed by business unit.

- You do not convert customer-level historical information directly.

PeopleSoft Receivables calculates business unit balance and history information for customers based on the converted receivable data.

Understanding Pending Data Conversion

The Receivable Update process is the only method that PeopleSoft Receivables uses to update posted information: customer balance and history information, corresponding item information, item activity, item value-added tax (VAT) activity, and item accounting entries.

The following tables contain pending item information that the Receivable Update process processes:

- Group Control (PS_GROUP_CONTROL)
- Pending Item (PS_PENDING_ITEM)
- Pending VAT (PS_PENDING_VAT)
- Pending Tax (PS_PENDING_TAX)
- Pending Tax Details (PS_PENDING_TAX_DTL)

- Pending Distribution Lines (PS_PENDING_DST)

In this chapter, we discuss approaches and considerations that are important when you convert accounts receivable from your existing system to PeopleSoft Receivables. The "Developing Interfaces for Customers and Pending Items" chapter discusses this topic in more detail.

See [Chapter 15, "Developing Interfaces for Customers and Pending Items," page 425.](#)

The PS_GROUP_CONTROL and PS_PENDING_ITEM tables that contain pending information are populated by interface programs that you supply to convert receivables from your existing system and bring in information from billing systems.

The PS_PENDING_VAT table has a specialized use for VAT processing, and the interface program populates it during conversion. You generally do not need to populate the PS_PENDING_DST table, as we discuss later in this section.

The PS_PENDING_TAX and PS_PENDING_TAX_DTL tables are used for tax processing in India. The interface program populates the tables during conversion.

Conversion Example

You decide to keep all customer setup information in one TableSet. Five business units share the customer information in this TableSet. Some customers may have balances in all five business units; others may have a balance in only one or two business units.

The interface program that you create to add customer information to PeopleSoft Receivables populates the necessary customer tables for the TableSet. Meanwhile, the interface program that you create to bring in existing receivables creates groups of pending items. The pending item records contain the relevant business unit and customer combinations.

For each open item a customer has in a business unit, the interface program creates a pending item with an assigned business unit, customer ID, and item ID. When the Receivable Update process processes these pending items, it determines if it can use the customer ID that is established in the TableSet for this business unit. It then creates the customer balance and history information for the customer in the business unit.

Understanding Posted Customer History Data Conversion

The Receivable Update process updates the following tables with posted data at the customer level:

<i>Table</i>	<i>Contains</i>
PS_CUST_DATA	Balance and event information.
PS_SUBCUST_DATA	Balance and event information at the subcustomer level. If you do not use the subcustomer option, the table will not contain any information.
PS_CUST_HISTORY	One row for each history element for each fiscal year and accounting period.

<i>Table</i>	<i>Contains</i>
PS_SUBCUST_HISTORY	One row for each history element for each fiscal year and accounting period at the subcustomer level. If you do not use the subcustomer option, the table will not contain any information.

PeopleSoft Receivables does not support updating these four tables outside of the Receivable Update process. Therefore, the amount of item data that you choose to convert determines the amount and type of customer history information you will have after conversion before ongoing processing begins.

Understanding Item and Payment Conversion

You must consider a number of issues related to converting items when planning a conversion and the ongoing use of the system.

This section discusses:

- Conversion of open and closed items.
- Transaction detail for items.
- Payment conversion.
- Line item feature.
- Key dates.
- Reference fields.
- User-defined fields.
- Your accounting entry approach.
- Group design and size.
- Multiple currencies.

Conversion of Open and Closed Items

Convert only open items or convert both open and closed items. Make this decision based on the requirements of your system, the quality of data in your existing system, the amount of historical data that you want in PeopleSoft Receivables after conversion (before ongoing processing begins), and the level of effort that you can devote to the conversion process.

The advantages of converting only open items include:

- Less complex interface programming requirements.
- Smaller conversion effort, in terms of the amount of data and related balancing activity.

- Simplified table setup for areas such as entry type and entry reason definition.

If the codes that are used in your existing system have changed over time, it may be simpler to create corresponding codes in PeopleSoft Receivables only for planned, ongoing use.

The disadvantages of converting only open items may include:

- No historical data available in PeopleSoft Receivables for history areas such as average days late.
- Research into closed items through your existing system, either online or through reports, during whatever period of time the accounts receivable and credit personnel need the closed item information.

Transaction Detail for Items

For converting open items, evaluate whether to bring in only the current balance on the item or to also include transaction detail that may be in the balance.

For example, suppose in your existing system you have an invoice with an open balance. The balance is a result of the original invoice, minus a credit memo that is applied against it. With PeopleSoft Receivables, you can convert the item with its current balance or bring in both the original invoice and the credit memo.

To bring in the balance only, the conversion interface program creates one pending item. When you bring in both the invoice and the credit memo, you create two pending items, each containing the same business unit, customer ID, and item ID. You assign an appropriate entry type to each item as well as an amount and a number of other values. The Receivable Update process creates one row in the Item Table (PS_ITEM) for the item and two rows in the Item Activity table (PS_ITEM_ACTIVITY), one for each pending item. That is, after you post both pending items, PS_ITEM contains the balance for the item, and PS_ITEM_ACTIVITY contains all rows that affected the balance.

For converting closed items, create two pending items with the same amount: one to open the item and the other to close it. PeopleSoft Receivables does not support the direct entry of a closed item; a pending item cannot have an amount of zero.

Payment Conversion

To understand the alternatives for converting payment information, you should understand how payment processing works in PeopleSoft Receivables.

The goal of all payment application methods—express deposit, the payment worksheet, and the Payment Predictor Application Engine process (ARPREDCCT)—is to create pending groups for posting. These payment application methods enable the cash applier to identify what is paid and to create necessary adjustments without having to construct the group directly. In this way, you can process deposits and payments that you received from the bank from the perspective of their source documents.

The end result of payment application, regardless of the method used, is one pending group for each payment: a row in PS_GROUP_CONTROL and one or more rows in PS_PENDING_ITEM, depending on how many items were paid by the payment.

If you have already entered the deposit information and applied the payment in a zero balance form in your current system, no real value exists in creating deposits and payments, and then reapplying the payments to create groups to send through the Receivable Update process. Directly creating the pending items that reflect the result of your current application process is more efficient than using our online or background processes to create the items, reenter these payments, and then reapply them to items. You have already accomplished this matching in your current system.

To understand how to construct these pending items, you need to understand the use of item entry types and automatic entry types.

Item Entry Types

PeopleSoft Receivables uses item entry types to identify pending items that are created during online item entry or by an external interface. When you enter or build pending items that make up a group, you use entry types that you specifically enable for use as item entry types. Two types of item entry types are available: those with positive amounts (associated with the system function IT-01) and those with negative amounts (IT-02).

Automatic Entry Types

Automatic entry types work in the background to translate instructions for overdue charging, payments, maintenance, draft and direct debit processing, and transfers into pending items. When you initiate an online or background process for these types of groups, such as selecting an item on one of the worksheets or running the Payment Predictor process, the system creates the necessary pending item by using the information that is defined on the automatic entry type for that action.

For example, every time you select an item for payment on the payment worksheet, the system uses the entry type, entry reason, and accounting entry information from the WS-01 (Pay An Item) automatic entry type to create the pending item.

Automatic entry types fall into six categories:

- Overdue charges (prefaced by FC).
- Maintenance (prefaced by MT).
- Payment worksheet (prefaced by WS).
- Transfer worksheet (prefaced by TR).
- Direct debit management (prefaced by DD).
- Draft management (prefaced by DM).

Entry Types

The program that converts existing items should create the necessary pending items to represent the level of detail that you want to see after you post the converted items. These pending items include payments that are applied to items and any form of debit or credit memo that you use in your existing system.

You establish entry types and entry reasons, if necessary, to represent the different types of entries that you convert. You then qualify these entry types for use as item entry types on the setup tables. Entry types that are expected to have a positive amount are associated with the IT-01 system function; entry types that are expected to have a negative amount are associated with the IT-02 system function.

On the pending item itself, supply the entry type and entry reason values, and place a value in the entry use ID field—either IT-01 or IT-02—that is associated with the entry type.

The entry types that you use for conversion can be the same as or different from the entry types that you use on an ongoing basis. By using a different entry type, you can clearly identify the entry as created during conversion. If you use the same entry types, you should disable their use as item entry types when conversion is complete to prevent entry of an item with this entry type into the group entry environment.

For example, you decide to convert open receivables and any receivables that are closed within the last 30 days. You must convert transaction detail at least for closed items. You decide to use the PY entry type to represent payments that are made in your existing system, and you enable it as an item entry type of IT-02. You also enabled PY as an automatic entry type to represent payments that PeopleSoft Receivables records.

After you complete the conversion activities, you may want to inactivate PY as an item entry type. Alternatively, you could use a different entry type, such as CP for converted payments, to distinguish converted data from data that PeopleSoft Receivables processes.

You may want to use a similar approach for write-offs, deductions, or other types of transactions that you convert.

Line Item Feature

Use of the line item feature is an important implementation decision that affects conversion planning and scope. The conversion implications of using line items include:

- Deciding whether the line item needs a different entry type and, optionally, an entry reason, to categorize it.
- Developing the pending items that are required to open and close each line item after the closed items are converted.
- Developing the pending items that are required to support transaction details for converted line items, whether open or closed.

What Happens During Line Item Conversion

During conversion:

- The combination of business unit, customer ID, item ID, and item line identify an item in the system.
- If you do not use the line item feature, the item line field contains a zero.

If you use the line item feature, item lines contain a number other than zero.

- Qualifying the item ID with an item line does not change the amount of data that the system stores on the item or the way that the system handles it.
- The system treats items with an item line the same as items without an item line.
- The system does not combine item lines into a total for inquiry or cash application purposes.

For example, if you use item lines for an invoice that contains six lines, six items appear on customer item inquiry and worksheet pages.

- If you use line items and also bring in pending VAT information, the option of treating the VAT as a line item instead of recording it separately for each line item is available.

Key Dates

This table describes the significance of two important date fields on the PS_PENDING_ITEM table:

<i>Field</i>	<i>Usage</i>
Accounting Date	Used as a basis for payment term and aging calculations. Using the accounting calendar, the accounting date also determines which fiscal year and accounting period to associate with the pending item. The system uses the fiscal year and accounting period to create accounting entries for journal entries for the general ledger and to update customer history.
As Of Date	Used as a basis for payment term and aging calculations.

Two conversion approaches using these date fields are available:

- When converting only open items:
 - Choose a common conversion date and place this date in the Accounting Date field.
 - Place the invoice date (or accounting date equivalent field) in the As Of Date field, and base payment terms and aging rules on the As Of Date field value.

This approach records the converted items in one fiscal year and accounting period only, but maintains the original invoice date for terms and aging. The Accounting Date and As Of Date fields on the pending items from billing usually contain the same value if you choose this method.

- When converting open and closed items and developing history data within the PeopleSoft system from the converted activity, use the appropriate date that is associated with the activity in the existing system as the accounting date on the related pending items.

This approach also establishes an accounting calendar that spans all the possible converted accounting dates and ensures that the open period range in the business unit options table is broad enough to span all accounting periods. Thus, the system records all converted activity in the fiscal year and accounting period in which it occurred.

Reference Fields

Eight fields in the PS_PENDING_ITEM table contain related document information that the system uses for processing or page displays:

- DOCUMENT (and DOCUMENT_LINE)

- PO_REF
- BILL_OF_LADING
- ORDER_NO
- CONTRACT_NUM
- INVOICE
- LC_ID
- AG_REF_NBR

The maintenance worksheet uses the Document field to facilitate matching unless you enter your own matching criteria. When you specify on the worksheet that the system match items, it matches by comparing the item ID and item line number with the document and document line number of each item in the worksheet. Oracle designed this matching capability for instances in which subsequent activity against an invoice, such as a debit or credit memo, is assigned its own item ID by the originating billing system, with the original item ID supplied as reference information.

If you have this requirement in your application and want to use the matching feature in the maintenance worksheet, you should use the Document field—and line item, if necessary—to hold this information when you create pending items for debit memo and credit memo transactions.

You can display all of the fields on the preceding list without customization on the Item List inquiry page and on the worksheet application pages (payment, draft, maintenance, and transfer). If you have reference-type information for your business that requires this type of display, you may want to use one of the reference fields on the preceding list rather than a user field to hold critical application reference information.

One additional consideration when you are processing subsequent debits and credits from a billing system is whether to swap the document reference and item ID as part of your interface program. For example, your billing system assigns subsequent debit and credit memos their own item ID, but also supplies the original item ID in a reference field. Consider setting up your interface so that it can detect this condition, and have it place the document reference in the Item ID field (with a line number if appropriate) and the item ID in the Document reference field.

The Receivable Update process automatically matches the subsequent activity to the original item and saves you online maintenance activity.

User-Defined Fields

Oracle provides 22 user-defined fields on the PS_PENDING_ITEM table in the delivered system that are exclusively for your use. These fields are known as user fields. The following table lists the fields:

<i>Amount Fields</i>	<i>Date Fields</i>	<i>Character Fields</i>
USER_AMT1	USER_DT1	USER1
USER_AMT2	USER_DT2	USER2

<i>Amount Fields</i>	<i>Date Fields</i>	<i>Character Fields</i>
USER_AMT3	USER_DT3	USER3
USER_AMT4	USER_DT4	USER4
USER_AMT5		USER5
USER_AMT6		USER6
USER_AMT7		USER7
USER_AMT8		USER8
		USER9
		USER10

You may want to make two types of modifications to user fields:

- Changing the manner in which the fields are updated.
- Adding more fields.

Changing User Fields

Currently, the system processes all character user fields the same way. Note that the system takes the RP_I_USER values from PS_ITEM USER1 if PS_ITEM is updated. The following statement rolls forward an existing value if none is present on the PENDING_ITEM record:

```
UPDATE %Table(RP_USER_TAO)
SET USER1 = RP_I_USER1
WHERE PROCESS_INSTANCE = %Bind(PROCESS_INSTANCE)
AND USER1 = ''
```

You can change the way that you handle these fields on a case-by-case basis. You may want to specify that certain user fields not be overwritten if they have a value, regardless of the value on subsequent transactions. The following statement rolls forward an existing value even if a new value is present on the PENDING_ITEM that is to be processed:

```
UPDATE %Table(RP_USER_TAO)
SET USER1 = RP_I_USER1
WHERE PROCESS_INSTANCE = %Bind(PROCESS_INSTANCE)
AND RP_I_USER1 <> ''
```

You can change the way that the system processes numerics and dates in a similar fashion. To make modifications, open the AR_POSTING Application Engine program in PeopleSoft Application Designer.

The following list shows the names of the sections that you need to modify based on the type of user field. You can modify the existing code or add a new effective-dated section with the changes.

- Section USER_ALP (for alpha fields)
- Section USER_NUM (for numeric fields)
- Section USER_DAT (for date fields)

See Also

PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide

Your Accounting Entry Approach

You need to make several decisions about how you use the accounting entry capabilities of PeopleSoft Receivables, including:

- How your billing system and PeopleSoft Receivables work together or separately to send accounting entries to your general ledger system.
- Whether you create accounting entries for pending items that are imported from your billing system directly in your billing interface program or enable PeopleSoft Receivables to create them for you.
- How you provide accounting entry information for items that you convert from your existing system.

These decisions depend on whether you use more than one accounts receivable line for each pending item.

General Ledger Interface Approaches

Three common patterns are available for importing receivables-type accounting entry information.

- Method 1: Billing to general ledger.

Your billing system creates detailed accounting entries for receivables and revenue-related ChartField combinations and distributes them to your general ledger. PeopleSoft Receivables stores enough information about the receivable and VAT accounting entries that are sent to the general ledger to be able to support the creation of accounting entries during subsequent processing.

- Method 2: Control accounting.

The billing system creates and distributes detailed revenue-related accounting entries to your general ledger, but offsets these entries using a receivables control ChartField combination. Then PeopleSoft Receivables creates accounting entries for billing-related transactions from the offset to the control account and updates the receivables ChartField combination.

- Method 3: Billing to receivables to general ledger.

PeopleSoft Billing does not send accounting entry information to general ledger. The information goes directly to the PeopleSoft Receivables system, which distributes accounting entries to the general ledger and also uses them for subsequent processing.

Method 1: Billing to General Ledger

If you use this approach, the purpose of the accounting entries that PeopleSoft Receivables stores is to support the creation of subsequent accounting entries.

If you use only one receivables ChartField combination for each pending item, you can choose to have the Pending Group Generator Application Engine process (AR_PGG_SERV) generate these accounting entries for you by using an item entry template. You establish the baseline for subsequent processing, but prevent distribution by indicating on the item entry template that PeopleSoft Receivables will not distribute the accounting entries to the general ledger.

If you require more than one receivables ChartField combination for each pending item, PeopleSoft Receivables will not generate these accounting entries for you. Instead, you must populate PS_PENDING_DST with one or more lines that correspond to the open balance that is in each receivables ChartField combination to offset those amounts at payment or maintenance time. Use a flag on PS_PENDING_DST to indicate that PeopleSoft Receivables should not distribute the accounting entries to the general ledger. Because PeopleSoft Receivables does not distribute the accounting entries that you create, you can import only the lines that you need. A *balanced* entry is not required.

Method 2: Control Accounting

If you use this approach, the accounting entries that PeopleSoft Receivables stores have two purposes:

- To be distributed to the general ledger to clear the receivables control ChartField combination.
- To support the creation of subsequent accounting entries.

If you use only one receivables ChartField combination for each pending item, you can choose to have the Pending Group Generator process create these accounting entries for you through the use of an item entry template. The accounting template limits you to only two lines that are used for a balanced entry. Indicate on the template that PeopleSoft Receivables distributes the accounting entries to PeopleSoft General Ledger.

If you require more than one receivables ChartField combination for each pending item, PeopleSoft Receivables does not generate these accounting entries for you. You must populate PS_PENDING_DST directly as part of your billing interface program, indicating that PeopleSoft Receivables distributes the accounting entries to the general ledger. In this case, you must provide a fully balanced set of accounting entries.

Method 3: PeopleSoft Billing to PeopleSoft Receivables to PeopleSoft General Ledger

If you use this approach, the accounting entries that PeopleSoft Receivables stores have two purposes:

- To be distributed to the general ledger.
- To support the creation of subsequent accounting entries.

If you use only one receivables ChartField combination for each pending item and you have only one offsetting line, you can choose to have the Pending Group Generator process create these accounting entries for you through the use of an item entry template. Because you are limited to only two lines on the accounting entry template, you will not likely use this approach to create accounting entries that have the level of detail that the billing system usually provides. Indicate on the template that the accounting entries are distributed to the general ledger.

If you require more than one receivables ChartField combination for each pending item or more than one offsetting line, PeopleSoft Receivables cannot generate these accounting entries for you. Populate PS_PENDING_DST directly as part of your billing interface program, indicating that PeopleSoft Receivables distributes the accounting entries to the general ledger. In this case, you must provide a fully balanced set of accounting entries.

Conversion Implications

When you convert open or closed items from your current receivables system, you must establish the accounting entries that are required for subsequent processing, but you will not distribute them to the general ledger. This is similar to the ongoing processing that occurs in method 1, billing to general ledger.

If you do not distribute the accounting entries for converted items but you want to distribute them when importing ongoing billing information, you do not have to establish different entry types. Specify that PeopleSoft Receivables distributes accounting entries to the general ledger. Then for your conversion groups only, set values to prevent the resulting accounting entries from being distributed to the general ledger.

Populating PS_PENDING_DST

You can choose to have your interface programs populate PS_PENDING_DST concurrently with PS_GROUP_CONTROL and PS_PENDING_ITEM. This gives you control of the accounting entries so that entries that are too complicated for the templates to generate can be brought in from an interacting system.

Note. If you decide to create accounting entries within PeopleSoft Receivables as part of your background conversion or interface processing, you must supply additional field values on the pending item to support this processing. We discuss these fields in the "Developing Interfaces" chapter.

See Also

Chapter 15, "Developing Interfaces for Customers and Pending Items," page 425

Group Design and Size

Because your interface program builds groups for conversion and ongoing interface purposes, you must take several things into consideration in terms of group size and group structure. The most important consideration is how the group control and status information enables the operator to tie back to the source system for either conversion or ongoing interface balancing.

You use two fields on PS_GROUP_CONTROL to categorize groups: Origin and Group Type. Origin typically refers back to the source system, and Group Type represents the type of activity. Possible uses of these fields include:

- Establishing different origins for conversion groups from ongoing billing interface groups.
- Establishing different group types for conversion groups.
- Establishing a different group type for open and closed items and limiting a group to containing either open or closed items.
- When converting open and closed items with the intent of establishing history, creating one group for each month of activity that you convert and using the Group ID field to indicate the time frame.

No optimal size exist for a group in terms of how many pending items the group should contain. After balancing back to the source system is considered, other issues include:

- Slight processing overhead that is associated with a group, meaning that fewer groups with more pending items in each will then process more quickly.
- An online environment that contains some restrictions for the number of rows that can appear on a page.

You can use two page formats to view external groups online. For the first page type, you view items in a scroll and scroll up or down to see all the items. In this type of page group, the number of pending items that you can display without receiving a page processor error is between 50 and 100, depending on how many pending distribution rows exist.

For the second type of page, one pending item appears at a time. For example, PeopleTools limits the number of pending items in the list to 255 for some lists.

Although you may think from this example that a group should never contain more than 255 pending items, a larger group works quite well for several reasons. For example, you have a group containing 5,000 pending items. The first time the group is posted, none of the 5,000 pending items are posted. Each of the items is unlikely to have a unique error. When you bring up the first 255 rows on an error correction page, you may discover that most of them have the same error, such as an invalid payment term. You correct the value on the setup table and post the group again. Then you find that most of the pending items are posted and you have only a few remaining rows to correct.

After you work out setup-related conversion issues and have your ongoing interface established, the number of errors that occur, if any, should be minimal. To facilitate this process, you will find helpful the task of first developing test conversion and interface groups that contain a sample of the data that you process. This helps to eliminate setup issues and enables you to process the group size for conversion and ongoing interfaces that best suit business control and balancing.

Multiple Currencies

If you are converting or importing activity by using a foreign currency, you need to consider how the groups are composed. You can choose to bring in more than one currency within the same group or to limit groups to a single currency.

If you plan to create accounting entries during background processing, you must perform currency conversion in advance on the pending items and any pending VAT information or pending taxes for India that you are converting or importing.

Performing Data Conversion Using the DC_PENDITEM_CI Component Interface

This section provides an overview of the DC_PENDITEM_CI component interface and discusses how to:

- Run the component interface conversion process.
- Verify that the data conversion is successful.
- Post the items in PeopleSoft Receivables.

Understanding the DC_PENDITEM_CI Component Interface

When you implement the PeopleSoft Receivables system, you will want to convert existing information to the PeopleSoft Receivables system. Use the DC_PENDITEM_CI component interface and the Excel to Component Interface utility to populate existing PeopleSoft tables with data from third-party applications. The interface uses a combination of technologies such as iScript, Microsoft Excel spreadsheets, and Visual Basic for Application programs to convert data.

The DC_PENDITEM_CI component interface is a PeopleTools object that is created in PeopleSoft Application Designer that enables you to access a PeopleSoft component from another application. The component interface uses business logic to update the data in the Pending Item tables. You do this by using the ExceltoCI.xls Excel spreadsheet to map the data and move the data into the PeopleSoft Receivables tables.

The component interface populates these tables:

- PS_GROUP_CONTROL
- PS_PENDING_ITEM
- PS_PENDING_VAT
- PS_PENDING_TAX
- PS_PENDING_TAX_DTL
- PS_PENDING_DST

Note. Excel has a physical limitation of 256 columns and 65k rows. To work around these limitations, you may need to limit the import data so that the number of rows on the Data Input page does not exceed 65k.

The user must have privileges to the DC_PENDITEM_CI component interface with full access to create methods to run the component interface.

Running the Component Interface Conversion Process

Use the Excel to Component Interface utility to run the component interface. When you build the worksheet template, select the DC_PENDITEM_CI component interface.

The PeopleTools documentation describes how to use the Excel to Component Interface utility in detail.

See Also

PeopleTools PeopleBook: PeopleSoft Component Interfaces

Verifying That the Data Conversion Is Successful

Use Application Designer to access PeopleSoft Query (Go, Query) where you can search for records in the PS_PENDING_ITEM table and the other tables that the interface populates.

Posting the Items in PeopleSoft Receivables

Run the Receivable Update process to post the pending items and update customer balances.

See Also

Chapter 28, "Posting and Unposting Groups," Running Receivable Update, page 901

Chapter 15

Developing Interfaces for Customers and Pending Items

This chapter provides an overview of customer data integration and discusses how to receive information from a billing system.

Understanding Customer Data Integration

The PeopleSoft Receivables system relies on a family of tables that contain customer information that enable customer-related processing. This customer information usually resides in one or many systems that are maintained outside of the receivables processing area.

To transfer customer information from billing systems, order management systems, or customer databases, you must write an interface program or use a utility to populate the PeopleSoft customer tables with information.

You enter customer information only for the TableSets that you use. You do not need to add any information to customer tables that are keyed by business unit. The Receivable Update Application Engine process (ARUPDATE) creates or updates rows in these tables.

The tables listed below are keyed by setID. Of these tables, three are required, four are conditionally required, and the rest are optional. *Required* means that you must place a row in the table with correct default values, even if you will not use any of the fields in these tables. The system uses rows in the required tables to access information online and for background processing:

<i>Table Name</i>	<i>Required or Optional</i>	<i>Information Type</i>
PS_CUSTOMER	Required	Customer header
PS_CUST_VAT_REG	Required for value-added tax (VAT) customers	Customer VAT
PS_CUST_ADDR_SEQ	Required	Customer address header
PS_CUST_REGN_TYPE	Optional	Customer region code types
PS_CUST_ADDRESS	Required	Customer address detail

<i>Table Name</i>	<i>Required or Optional</i>	<i>Information Type</i>
PS_CUST_CNTCT_SEQ	Optional	Customer contact header
PS_CUST_CONTACT	Optional	Customer contact detail
PS_CUST_CNTCT_TYPE	Optional	Contact type
PS_CUST_CNTCT_DOC	Optional	Contact document
PS_CUST_CNTCT_CARD	Optional	Contact credit card
PS_CUST_CNTCT_PHN	Optional	Contact phone
PS_CUST_CREDIT	Optional	Customer credit
PS_CUST_OPTION	Required for bill-to customers	Bill-to customer options
PS_CUST_SHIPTO_OPT	Required for ship-to customers	Ship-to customer options
PS_CUST_SOLDTO_OPT	Required for sold-to customers	Sold-to customer options
PS_CUST_BILLTO	Optional	Valid bill-to relationships
PS_CUST_SHIPTO	Optional	Valid ship-to relationships
PS_CUST_CRSPD	Optional	Customer correspondence

Note. Use PeopleSoft Application Designer to review the characteristics of each field in more detail.

See Also

PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide

Receiving Information from a Billing System

This section provides overviews of PeopleSoft Receivables Pending Item tables, interface tables, and accounting entry creation and discusses how to:

- Populate group control table fields.
- Populate pending item table fields.
- Populate user-defined fields.
- Populate pending VAT table fields.
- (IND) Populate pending tax table fields for India.
- Prevent distribution of accounting entries for external groups.
- Create accounting entries for external groups.
- Troubleshoot missing accounting entries.
- Troubleshoot Receivable Update error messages.

Understanding PeopleSoft Receivables Pending Item Tables

PeopleSoft Receivables accepts information from an unlimited number of billing systems. The relational structure of tables is flattened to contain posted data to simplify the interface process for converting existing items or bringing in billing information.

At a minimum, the interface program or utility must populate two tables:

- PS_GROUP_CONTROL
- PS_PENDING_ITEM

If you use the system for VAT processing, the system populates an additional table, PS_PENDING_VAT, with VAT data.

If you use the system for excise duty and sales taxes in India, the system populates additional tables: PS_PENDING_TAX and PS_PENDING_TAX_DTL.

If you create accounting entries during the Receivable Update process, the system creates rows in a sixth table, PS_PENDING_DST. Under certain circumstances and with certain limitations, you may also need to populate PS_PENDING_DST in your interface.

Because the PS/Import utility runs only on the client and has limited processing capability, write an interface program or use a tool such as Structured Query Report (SQR) to populate the interface tables. As another alternative, use the DC_PENDITEM_CI component interface to populate the pending item tables.

See Also

[Chapter 14, "Performing Data Conversion," Performing Data Conversion Using the DC_PENDITEM_CI Component Interface, page 421](#)

Understanding Interface Tables

The Receivable Update process uses the information contained in the pending data tables to create and update rows in the tables that contain posted data:

<i>Pending Data Tables Include:</i>	<i>Posted Data Tables Include:</i>
PS_GROUP_CONTROL	PS_CUST_DATA
PS_PENDING_ITEM	PS_CUST_HISTORY
PS_PENDING_VAT	PS_SUBCUST_DATA
PS_PENDING_TAX	PS_ITEM_ACTTAX
PS_PENDING_TAX_DTL	PS_ITEM_ACTTAX_DTL
PS_PENDING_DST	PS_SUBCUST_HISTORY
	PS_ITEM
	PS_ITEM_ACTIVITY
	PS_ITEM_ACT_VAT
	PS_ITEM_DST

Use these tables to interface continuously with a billing system for the purposes of conversion and for online and background processing within PeopleSoft Receivables. They provide a single point of processing for the Receivable Update process.

Just as you populate PS_GROUP_CONTROL, PS_PENDING_ITEM, and possibly PS_PENDING_VAT, PS_PENDING_DST, PS_PENDING_TAX, or PS_PENDING_TAX_DTL, the PeopleSoft Receivables processes populate these tables as a result of group item entry, overdue charge processing, and activity from payments, maintenance, transfer worksheets, unpost processing, and draft processing; and direct debit processing, the Automatic Maintenance Application Engine process (AR_AUTOMNT), and the Payment Predictor Application Engine process (ARPREDCCT).

We define the groups that you create for billing interface or conversion purposes as external groups, and they receive more extensive editing during the Receivable Update process. When you enter groups online during group item entry, the system performs online edits that reduce the editing that is needed during the Receivable Update process. The PeopleSoft application categorizes the third kind of group (created by the system through the worksheet, overdue charge, unpost, draft, direct debit, item splits, and the Automatic Maintenance and Payment Predictor processes) as system-defined groups with a required origin of PS_AR. These system-defined groups receive the least amount of editing during the Receivable Update process.

See Also

Chapter 12, "Setting Up Receivable Update and Pending Group Generator," page 375

Understanding Accounting Entry Creation

This table lists and describes types of transactions for which you create accounting entries:

<i>Transaction Type</i>	<i>What the System Does</i>
Group item entry	In the group item entry environment, the system enables the recording of an unlimited number of accounts receivable debit or credit entries and an unlimited number of offsetting entries of the opposite sign. The system also creates entries to VAT liability accounts if you use VAT processing. The system creates accounting entries for India taxes if you enter the items in PeopleSoft Receivables or if your billing system does not generate the accounting entries.
Worksheets	In the payment worksheet, in addition to cash and accounts receivable, the system creates entries to VAT liability accounts if you use VAT processing with a payment declaration point. The system also allows an unlimited number of debit entries for write-off activity. The system calculates realized gain or loss entries in a multicurrency application. It creates interunit and intraunit entries when needed. In the maintenance worksheet, the system records entries to accounts receivable and allows an unlimited number of debit entries for write-off activity. The system calculates realized gain or loss entries in a multicurrency application. It creates interunit and intraunit entries when needed. The system also creates entries to VAT liability accounts when appropriate if you use VAT processing with a payment declaration point. In the transfer worksheet, the system creates accounting entries when transferring items. It creates interunit and intraunit entries when needed.
Unpost	The unpost process reverses entries that are originally recorded. It does not require use of the Pending Group Generator Application Engine process (AR_PGG_SERV).

You can create accounting entries in background processing. In the production environment, this is the normal way to create the entries. In addition, the Pending Group Generator process creates accounting entries for external groups (if the interface does not populate the Pending Distribution table (PS_PENDING_DST) and also creates the accounting entries that result from draft, direct debit, overdue charge, Automatic Maintenance, and Payment Predictor processing.

When the Pending Group Generator process creates accounting entries for external groups, it uses the Item Entry Type Accounting templates that you establish for entry types.

Note. The only way to create accounting entries that post without operator intervention—apart from populating PS_PENDING_DST directly in the interface—is to have only two lines on the accounting template, specified for use as a balanced entry.

Accounting Entry Approach

You need to make several decisions about how you will use the accounting entry capabilities of PeopleSoft Receivables. You should decide:

- Whether your billing system and PeopleSoft Receivables will work together or separately to send accounting entries to your general ledger system.
- Whether you will create accounting entries for pending items that are interfaced from your billing system directly in your billing interface program or you will enable PeopleSoft Receivables to create them for you.
- How you will provide accounting entry information for items that you convert from your existing system.

Your decisions will also be influenced by whether you need to use more than one accounts receivable (AR) line for each pending item.

Background Processing Flow

If you use the Pending Group Generator process to create accounting entries for external groups, you must provide values in more fields on PS_PENDING_ITEM than if the interface populates PS_PENDING_DST directly. The process runs before the posting step of Receivable Update, so default values that the Receivable Update processes supply are not available when the process creates the accounting entries. The same is true for converting or interfacing in a multicurrency environment; you must populate additional multicurrency fields if you create accounting entries during the Receivable Update process.

The interface tables indicate which fields on PS_PENDING_ITEM must have values for the Pending Group Generator process to create accounting entries.

See Also

Chapter 14, "Performing Data Conversion," Your Accounting Entry Approach, page 418

Populating Group Control Table Fields

The PS_GROUP_CONTROL table contains one row for each group that you enter into the system for billing interface or conversion purposes. We use the term *group* to mean a collection or batch of pending items that the billing system or conversion program produces and that PeopleSoft Receivables groups for control or processing purposes.

Some billing systems produce one group for each day. Other systems produce separate groups for debit memos, credit memos, or certain kinds of invoices. During conversion, you decide how many groups to create to bring in the activity that records open and closed items. PeopleSoft Receivables can receive an unlimited number of groups of various entry types and sizes.

Your interface or conversion program populates the group control table with external billing group information. The following table lists the appropriate values, along with the associated column name, for each field on PS_GROUP_CONTROL.

In the table, a field type is specified for each field; you use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. To leave a field blank, enter a space for a character field, a null value or nothing for a date field, and a zero for a numeric field.

Note. Use Application Designer to review the characteristics of each field in more detail.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Optional/Conditional/Required</i>	<i>Field Description</i>
1	GROUP_BU	Character	Required	Associate each group with a PeopleSoft Receivables business unit.
2	GROUP_ID	Character	Required	Provide a group identifier for each group.
3	OPRID	Character	Optional	Enter the User ID of the person who entered the group. This value is used in group inquiry and processing pages.
4	ASSN_OPRID	Character	Optional	Enter the User ID of the person who is responsible for processing the group. This value is used in group inquiry and processing pages.
5	BUSINESS_UNIT	Character	Optional	Set the value to be the same as GROUP_BU.
6	GROUP_TYPE	Character	Required	Select the value that you established in the Group Type table for this type of group. Do not use <i>D</i> , <i>F</i> , <i>M</i> , <i>P</i> , <i>T</i> , or <i>U</i> . Draft, overdue charge, maintenance, payment, transfer, and unpost groups use these values. Also, do not use <i>C</i> or <i>R</i> , because the Claim Settlement Process for AR process (PO_CLMSTL_AR) uses these values for claim items entered in PeopleSoft Purchasing and PeopleSoft Order Management.

Column	Field Name	Field Type	Optional/Conditional/Required	Field Description
7	BAL_STATUS	Character	Required	The default value is <i>N</i> (out of balance). The Receivable Update process automatically balances all external groups and sets the value to <i>I</i> (in balance) during initial processing, provided that the entered amount and count that it calculates are equal to the control amount and count that you provide.
8	EDIT_STATUS	Character	Required	Indicates whether or not the group has been edited. Groups entered online, for example, are <i>E</i> because less editing occurs during the Receivable Update process for these groups. The default value is <i>N</i> (not edited) for external groups.
9	POST_STATUS	Character	Required	Indicates whether the group is fully posted, not posted, or has errors that prevented some items from the Receivable Update process. The default value is <i>N</i> (not posted).
10	POST_ACTION	Character	Required	Indicates if the group is automatically set to be processed by the Receivable Update process. The field is populated with <i>A</i> (no action) if you want to review the contents online before the Receivable Update process. <i>A</i> is the default for online processing. The field value is <i>L</i> (batch standard) to post during the next Receivable Update process run.

Column	Field Name	Field Type	Optional/Conditional/Required	Field Description
11	CONTROL_AMT	Number	Optional	Enter the control amount. The control amount is the total amount of all items that are in the group in the entry currency of each item. For mixed currencies, this becomes a hash total. If the group has two items, one at 10.00 EUR and one at 10.00 USD, then the CONTROL_ AMOUNT is 20.00. To require a single currency for each group, refer to the CONTROL_ CURRENCY.
12	CONTROL_CNT	Number	Required	Enter the number of items in the group.
13	ENTERED_AMT	Number	Optional	The system calculates this value for you, so enter 0. When the Receivable Update process balances the group, the system updates this field with the total monetary amount of all pending items.
14	ENTERED_CNT	Number	Optional	The system calculates this value for you, so enter 0. When the Receivable Update process balances the group, this field is updated with the count of all pending items. Online groups have a default of 1.
15	POSTED_TOTAL	Number	Optional	The system calculates this value for you, so enter 0. This field is updated by the Receivable Update process with the total entered amount of all pending items in the group that are posted.

Column	Field Name	Field Type	Optional/Conditional/Required	Field Description
16	POSTED_COUNT	Number	Optional	The system calculates this value for you, so enter 0. This field is updated by the Receivable Update process with the total count of all pending items in the group that are posted.
17	GROUP_SEQ_NUM	Number	Optional	The system calculates this value for you, so enter 0. The system uses this value to assign sequence numbers for certain kinds of groups.
18	ORIGIN_ID	Character	Required	Enter an origin ID to represent where the group came from. Select a value from the origin IDs that you define for use as external billing origins on the PS_ORIGIN_TBL. To qualify, the origin type must be <i>Billing</i> , and the origin method must be <i>External</i> .
19	RECEIVED_DT	Date	Required	Indicates the date on which PeopleSoft Receivables received the group. From an interface or conversion perspective, RECEIVED_DT and ENTRY_DT are probably the same.
20	ENTRY_DT	Date	Required	The date that you enter the group into PeopleSoft Receivables. From an interface or conversion perspective, RECEIVED_DT and ENTRY_DT are probably the same.

Column	Field Name	Field Type	Optional/Conditional/Required	Field Description
21	POST_DT	Date	Optional	The system calculates this value for you, so set the value to null. This value is updated by the Receivable Update process with the most recent date that the group was posted.
22	ACCOUNTING_DT	Date	Required	Enter the accounting date that applies to the group. The Receivable Update process uses this date to determine if the group falls within the date range that is on the Receivable Update process request.
23	PROCESS_INSTANCE	Number	Optional	The system calculates this value for you, so enter 0. This value is updated by the Receivable Update process with the process instance that is used for a given execution of the process.
24	DST_BAL_STATUS	Character	Required	Enter <i>I</i> (in balance) if you provide your own PS_PENDING_DST rows. Otherwise, enter <i>O</i> (out of balance). The Pending Group Generator uses and updates this value.
25	GROUP_ID_ORIG	Character	Optional	Enter a value when you unpost a group during online processing.
26	DEPOSIT_BU	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
27	DEPOSIT_ID	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.

Column	Field Name	Field Type	Optional/Conditional/Required	Field Description
28	PAYMENT_SEQ_NUM	Number	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
29	PAYMENT_ID	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
30	PAYMENT_CURRENCY	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
31	PYMT_RT_TYPE	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
32	PYMT_RATE_MULTI	Number	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
33	PYMT_RATE_DIV	Number	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
34	CONTROL_CURRENCY	Character	Optional	If this field contains a value, all pending items in the group must have this currency as their entry currency. Select from the values on PS_CURRENCY_CD_TBL. If you enter a space, the pending items in the group may contain more than one entry currency.

Column	Field Name	Field Type	Optional/Conditional/Required	Field Description
35	FORMAT_CURRENCY	Character	Required	Enter the currency code that controls the precision for this group's amount totals. Select from values on PS_CURRENCY_CD_TBL. If you provide a value for CONTROL_CURRENCY, use the same value here.
36	PAYMENT_AMT	Number	Optional	Enter a value when the group is created by a payment worksheet or by Payment Predictor.
37	ALLOW_DST	Character	Required	Tells the Pending Group Generator how to set the GL_DISTRIB_STATUS field for the PENDING_DST rows that it creates for this group. Set to Y to distribute the accounting entries to general ledger. This value sets GL_DISTRIB_STATUS = N. Set to N to prevent accounting entries from being distributed to the general ledger. This value sets GL_DISTRIB_STATUS = I.
38	CREATE_DST_BATCH	Character	Optional	This field is no longer used.
39	CASH_CNTRL_USE	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
40	BANK_SETID	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Optional/Conditional/Required</i>	<i>Field Description</i>
41	BANK_CD	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
42	BANK_ACCT_KEY	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
43	UNPOST_REASON	Character	Optional	Enter the reason for unposting the group. Select one of the reason codes from the UNPOST_RSN_TBL table or enter a space.
44	WS_REASON	Character	Optional	Enter a reason that applies to all items in a maintenance group. Enter a value that you define in the PS_WS_REASON_TBL.
45	OPRID_APPROVED_BY	Character	Optional	Enter the User ID of the person who set the worksheet to post.

Populating Pending Item Table Fields

The PS_PENDING_ITEM table is a child of the PS_GROUP_CONTROL table. It contains one record for each transaction that you add to the system. A pending item may represent any kind of invoice, debit memo, credit memo, or adjustment. During conversion, or in a specialized payment interface application, a pending item may also represent a payment.

The following table lists the appropriate values for each field in the PS_PENDING_ITEM table. Many of the fields are optional, and some are used only by the system processes.

The following table specifies a field type for each field in the PS_PENDING_ITEM table. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for a character field, a null value for a date field, and a zero for a numeric field.

Note. Use Application Designer to review the characteristics of each field in more detail.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
1	GROUP_BU	Character	Required	Enter the same value as the GROUP_BU on PS_GROUP_CONTROL.
2	GROUP_ID	Character	Required	Enter the same value as the GROUP_ID on PS_GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Required	Enter the business unit that is associated with the customer account to which you post the pending item. It may be the same as, or different from, GROUP_BU.
4	CUST_ID	Character	Required	Enter the customer identifier.
5	ITEM	Character	Required	Enter the item identifier.
6	ITEM_LINE	Number	Optional	Enter PeopleSoft Receivables at a line-item level of detail.
7	GROUP_SEQ_NUM	Number	Optional	If you bring in more than one row for a single BUSINESS_UNIT, CUST_ID, ITEM, and ITEM_LINE combination, you must populate this field; otherwise, enter 0. An example of why you would bring in more than one row for a single item (BUSINESS_UNIT, CUST_ID, ITEM and ITEM_LINE combination) is that your billing system or conversion program is sending an invoice and credit memo for a single item that is in the same group. You have two options for populating this field: • Assign a unique number to each pending item in the group. PeopleSoft Receivables does this for online group item entry. • Assign a value only for pending items that are repeated in the group, and enter a 0 in the field for pending items that are not repeated in the group.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
8	ENTRY_TYPE	Character	Required	Select the type of item that is being processed. Select from the entry types that you establish in the PS_ENTRY_TYPE_TBL that are enabled for the IT-01 or IT-02 system functions.
9	ENTRY_REASON	Character	Optional	Enter an optional reason to further qualify the entry type. You can set up entry types in the system to require entry reasons. Select from the entry reasons that you establish in the PS_ENTRY_REASON_TBL that are enabled for the IT-01 or IT-02 system functions.
10	ENTRY_AMT	Number	Required	Enter the amount of the entry in the entry currency. This amount cannot be 0.
11	ENTRY_EVENT	Character	Optional	Enter the code that the federal government uses to post pro-forma accounting information. The Entry Event Generator generates supplemental accounting lines if you enter this code.
12	ACCOUNTING_DT	Date	Required	Enter the date that determines the processing period for the Receivable Update process and accounting entries.
13	ASOF_DT	Date	Required	Enter an optional date for use in conversion or ongoing interface. Payment terms and aging calculations may be based on the value that is in this field. Use the same value as the ACCOUNTING_DT if you do not supply a separate value.
14	POST_DT	Date	Optional	The Receivable Update process updates this date.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
15	DUE_DT	Date	Optional	Enter the due date of the item. Every pending item must have a due date or a payment terms code. For pending items that may represent subsequent activity against an original invoice, such as a credit memo, the due date field is not used in processing. However, it must contain a value.
16	CR_ANALYST	Character	Optional	Select an assignment of this pending item to a credit analyst. Select from the values that you establish in the PS_CR_ANALYST_TBL or enter a space. If you enter a space, the Receivable Update process adds the default value from PS_CUSTOMER.
17	SALES_PERSON	Character	Optional	Select an assignment of this item to a team member. Select from the values that you establish in the PS_TEAM_MEMBERS, or enter a space. If you enter a space, the Receivable Update process adds the default value from PS_CUSTOMER.
18	COLLECTOR	Character	Optional	Select an assignment of this item to a collector. Select from the values that you establish in the PS_COLLECTOR_TBL or enter a space. If you enter a space, the Receivable Update process adds the default value from PS_CUSTOMER.
19	DISPUTE_STATU S	Character	Optional	Indicates if the item is in dispute. A possible use for this field is to carry over an existing dispute indication during conversion. Select from the values that you establish in the PS_DISPUTE_TBL.
20	DISPUTE_DT	Date	Optional	Enter the date associated with the dispute status indicator.
21	DISPUTE_AMOU NT	Sign	Optional	Enter the Amount associated with the dispute status indicator.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
22	PO_REF	Character	Optional	Enter the purchase order associated with the item.
23	PO_LINE	Number	Optional	Enter the line number for the purchase order.
24	DOCUMENT	Character	Optional	Enter a reference number for the item.
25	DOCUMENT_LINE	Number	Optional	Enter a line number for the document reference.
26	POSTED_FLAG	Character	Required	Set to <i>N</i> (not posted). The Receivable Update process maintains this field.
27	PYMNT_TERMS_CD	Character	Optional	Enter a due date or payment terms code. Select from the values that you establish on PS_PAY_TRMS_TBL for accounts receivable. If you do not supply a value, enter a space. If you enter a space and do not provide a due date, the Receivable Update process uses the default that you establish for the customer or business unit options.
28	DISC_AMT	Number	Optional	Enter the first discount amount that is available if the payment accounting date is on or before the discount date. You may enter this or let the payment terms module calculate it. You cannot have a discount amount if you entered a payment terms code. Enter a value only if you are also entering the due date. A value is required if you have supplied the discount date.
29	DISC_AMT1	Number	Optional	Enter the second discount amount that is available if payment accounting date is on or before the discount date. You may enter this or let the payment terms module calculate it. You cannot have a discount amount if you entered a payment terms code. Enter a value only if you are also entering the due date. A value is required if you have supplied the discount date.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
30	DISC_DT	Date	Optional	Enter the date associated with DISC_AMT.
31	DISC_DT1	Date	Optional	Enter the date associated with DISC_AMT1.
32	DISC_DAYS	Number	Optional	Enter the discount grace days that are associated with the item. If you do not supply a value, enter 0. If you enter 0, the Receivable Update process uses the default value from the customer or business unit level.
33	DUE_DAYS	Number	Optional	Enter the due grace days that are associated with the item. If you do not supply a value, enter a 0. If you enter 0, the Receivable Update process uses the default value from the customer or business unit level.
34	ALLOW_DISC	Character	Required	Set value to Y if you want the system to consider all discounts for this pending item as earned even if they are expired. Entering N enables normal discount processing. This field is useful for handling special invoice situations or, during conversion, to indicate that special instructions are already recorded. The Application Designer default for online processing is N.
35	DST_ID_AR	Character	Optional	If you populate PS_PENDING_DST in your billing interface, enter a space. If you plan to generate accounting entries during the Receivable Update process, you must supply a value. Select from the values that you defined for accounts receivable in the PS_DST_CODE_TBL.
36	DUN_DT	Date	Optional	The Dunning Application Engine process (AR_DUNNING) maintains this date.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
37	ST_DT	Date	Optional	The Statements Application Engine process (AR_STMTS) maintains this date.
38	FC_DT	Date	Optional	The Overdue Charge Application Engine process (AR_OVRDUE) maintains this date.
39	FC_AMT	Sign	Optional	The Overdue Charge process maintains this amount.
40	OC_ADMIN_DT	Date	Optional	The Overdue Charge process maintains this date.
41	OC_ADMIN_AMT	Sign	Optional	The Overdue Charge process maintains this amount.
42	OC_PNLTY_DT	Date	Optional	The Overdue Charge process maintains this date.
43	OC_PNLTY_AMT	Sign	Optional	The Overdue Charge process maintains this amount.
44	OVERDUE_CHG_ LINE	Character	Options	The Overdue Charge process maintains this value.
45	AR_ERROR_CD	Character	Optional	The Receivable Update process maintains the AR_ERROR_CD.
46	ENTRY_USE_ID	Character	Optional	Select the system-defined field that determines the type of processing that is associated with an entry type. Select IT-01 (Create an Invoice/Debit Memo) for a positive amount. Select IT-02 (Create a Credit Memo) for a negative amount. Make sure that you correctly match the entry types with the system function that represents the sign of the amount on the pending item.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
47	DST_BAL_ITEM	Character	Required	Indicates if the accounting entries for the item are in balance. Enter <i>O</i> unless you provide your own PS_PENDING_DST rows. If you provide your own rows, enter <i>I</i> . The Receivable Update process does not balance accounting entries that are supplied by an interface.
48	COLLECTION_STATUS	Character	Optional	Indicates if the item is in collection. Select from the values that you established in the PS_COLLECTION_TBL. This field may be used during conversion when the existing system marks items in this manner.
49	COLLECTION_DATE	Date	Optional	Enter the date associated with the collection status.
50	BILL_OF_LADING	Character	Optional	Enter a bill of lading for the item.
51	SUBCUST_QUAL1	Character	Optional	Enter a value for the first subcustomer field for the item (if required). Select from the values that you established in the PS_SUBCUST_Q1_TBL.
52	SUBCUST_QUAL2	Character	Optional	Enter a value for the second subcustomer field for the item (if required). Select from the values that you established in PS_SUBCUST_Q2_TBL.
53	ENTRY_CURRENCY	Character	Required	Enter the currency code for the entry amount. Select from the values that you establish on PS_CURRENCY_CD_TBL. If you provide a value for CONTROL_CURRENCY on PS_GROUP_CONTROL, you must use the same value here.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
54	RT_TYPE	Character	Optional	Enter the exchange rate type for the item. Required if the entry currency is different from the business unit base currency. Select from the values that are established on PS_CUR_RT_TYPE_TBL or enter a space.
55	RATE_MULT	Number	Optional	Enter the _____. This value is required if the entry currency is different from the business unit base currency.
56	RATE_DIV	Number	Optional	Enter the _____. This value is required if the entry currency is different from the business unit base currency.
57	PAYMENT_AMT	Number	Optional	Enter 0.
58	PAYMENT_CURRENCY	Character	Optional	Enter a space.
59	ENTRY_AMT_BASE	Number	Optional	Enter the amount of the pending item that is denominated in the business unit base currency. If you populate this field, the assumption is that you have performed currency conversion. You should enter a value in the field that is equal to ENTRY_AMT multiplied by RATE_DIV and RATE_MULT. You must also enter values in the RATE_DIV and RATE_MULT fields. If you are populating PS_PENDING_DST in your interface, you may enter a 0 in this field. The Receivable Update computes ENTRY_AMT_BASE by using ENTRY_AMT, RATE_DIV, and RATE_MULT. If you create accounting entries during the Receivable Update process, you must supply a value for this field. In other words, you must perform currency conversion before or while populating PS_PENDING_ITEM to create accounting entries during the Receivable Update process.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
60	CURRENCY_CD	Character	Required	Enter the base currency of the business unit that is associated with the item. Be sure that this value matches the value that you established for the PeopleSoft General Ledger business unit that corresponds to the Accounts Receivable business unit.
61	REAL_GAIN_LOSS	Number	Optional	Enter a realized gain or loss value that the system calculates during payment application or for a maintenance worksheet.
62	DST_ID_REAL	Character	Optional	Enter the distribution ID for the realized gain or loss value that the system calculates during payment application or for a maintenance worksheet.
63	ITEM_ACCTG_DT	Date	Optional	For multicurrency processing, enter the accounting date of the original item on certain subsequent entries.
64	VAT_ENTITY	Character	Optional	For VAT processing, enter a VAT entity for an accounts receivable business unit through a PeopleSoft General Ledger business unit.
65	VAT_CALC_GROSS_NET	Character	Optional	Select either the <i>Gross</i> or <i>Net</i> calculation type.
66	VAT_EXCPTN_TYPE	Character	Optional	Enter a VAT exception type, if applicable.
67	VAT_EXCPTN_CERTIF	Character	Optional	Enter a VAT exception certificate number, if applicable.
68	VAT_DCLRTN_POINT	Character	Optional	Enter a declaration point of either <i>Payment</i> or <i>Invoice</i> .

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
69	VAT_RECALC_FLG	Character	Optional	Select this option only if the VAT calculation type is <i>Gross</i> . If it is selected, the system recalculates the VAT discount amount at the payment time.
70	VAT_BASIS_AMT	Number	Optional	Enter the sales amount that the system uses to calculate the VAT amount.
71	VAT_BASIS_AMT_BASE	Number	Optional	Enter the VAT basis amount in the business unit base currency.
72	VAT_AMT	Number	Optional	If you convert or interface VAT information, provide the VAT amount for the item in the entry currency. Otherwise, enter 0. If you enter a value, the sum of the VAT_AMT in the PENDING_VAT rows for this item must equal this amount.
73	VAT_AMT_BASE	Number	Optional	The system calculates this amount by multiplying the VAT_AMT by the exchange rate that is used for the pending item. If you create accounting entries during the Receivable Update process, you must supply a value that is not 0.
74	COUNTRY_VAT_BILLFR	Character	Optional	If you convert or interface VAT information, provide the country code of the country where the invoice is generated.
75	COUNTRY_VAT_BILLTO	Character	Optional	If you convert or interface VAT information, provide the country code of the country where the invoice is sent.
76	COUNTRY_SHIP_TO	Character	Optional	If you convert or interface VAT information, provide the country code of the country where the invoice contents are shipped.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
77	COUNTRY_SHIP_ FROM	Character	Optional	If you convert or interface VAT information, provide the country code of the country from which the invoice contents are shipped.
78	VAT_DISTRIB_F LG	Character	Optional	Select or deselect the VAT distribution flag to indicate whether VAT information is distributed to the VAT Transaction Loader. The Receivable Update process updates this field.
79	VAT_RGSTRN_B UYER	Character	Optional	Enter the VAT registration ID of the buyer.
80	VAT_DST_ACCT _TYPE	Character	Optional	The system enters the VAT distribution account type. This field is populated by the system depending on the declaration point and transaction type (invoice, payment, write-off, and so on).
81	VAT_ROUND_RU LE	Character	Optional	Indicates if the VAT amounts should be rounded up or down, or if it is regular rounding.
82	ORDER_NO	Character	Optional	Enter the order number that is associated with the item.
83	CONTRACT_NU M	Character	Optional	Enter the contract number that is associated with the item.
84	BUSINESS_UNIT _BI	Character	Optional	Enter the billing business unit for the item.
85	BUSINESS_UNIT _OM	Character	Optional	Enter the order management business unit for the item.
86	ADDRESS_SEQ_ NUM	Number	Optional	The address location for the item. Select from the values on PS_CUST_ADDRESS that are associated with the customer on the item.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
87	LETTER_CD	Character	Optional	If you convert dunning letter information, enter the letter code of the most recent letter that contained the item. Otherwise, enter a space.
88	CONSOL_BUS_UNIT	Character	Optional	If you use PeopleSoft Billing, this field contains the business unit value that is associated with the consolidated bill. If you do not use PeopleSoft Billing, you may use the field for a similar purpose.
89	CONSOL_INVOICE	Character	Optional	If you use PeopleSoft Billing, this field contains the invoice identifier that is associated with the consolidated bill. If you do not use PeopleSoft Billing, you may use the field for a similar purpose.
90	PAYMENT_METHOD	Character	Optional	Enter <i>CC</i> for credit card, <i>DR</i> for draft, <i>DD</i> for direct debit, <i>EFT</i> for electronic funds transfer, <i>GE</i> for acceptgiro payments, or <i>CHK</i> for all other forms of payment. If you enter a space and do not provide a value, the Receivable Update process uses the default that you establish for the customer or business unit.
91	DRAFT_BU	Character	Optional	The draft creation process maintains this field.
92	DRAFT_ID	Character	Optional	The draft creation process maintains this field.
93	DRAFT_APPROVAL	Character	Optional	If the payment method is draft, enter <i>P</i> (preapproved) or <i>R</i> (approval required). If you enter a space and do not provide a value, the Receivable Update process uses the default that you establish for the customer or business unit.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
94	DRAFT_DOC	Character	Optional	If the payment method is draft, enter <i>C</i> (create document) or <i>N</i> (do not create document). If you enter a space and do not provide a value, the Receivable Update process uses the default that you establish for the customer or business unit.
95	DRAFT_CURRENCY	Character	Optional	The draft creation process maintains this field.
96	DRAFT_FORMAT	Character	Optional	If the payment method is draft, enter <i>M</i> (multiple items per draft) or <i>S</i> to indicate that this item has its own draft.
97	DRAFT_AMT	Number	Optional	The draft creation process maintains this field.
98	BANK_SETID	Character	Optional	If you use the PeopleSoft Cash Management cash positioning options, enter the setID that is associated with the bank from which you expect payment for this receivable. PeopleSoft Receivables does not use this field in the Cash Forecast report.
99	BANK_CD	Character	Optional	If you use the PeopleSoft Cash Management cash positioning options, enter the bank code that is associated with the bank from which you expect payment for this receivable. PeopleSoft Receivables does not use this field in the Cash Forecast report.
100	BANK_ACCT_KEY	Character	Optional	If you use PeopleSoft Cash Management cash positioning options, enter the bank account key that is associated with the bank account from which you expect payment for this receivable. PeopleSoft Receivables does not use this field in the Cash Forecast report.
101	DD_BU	Character	Optional	The Create Direct Debits Application Engine process (AR_DIRDEBIT) maintains this field.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Optional/ Conditional/ Required</i>	<i>Field Description</i>
102	DD_ID	Character	Optional	The Create Direct Debits process maintains this field.
103	DD_STATUS	Character	Optional	The Create Direct Debits process maintains this field.
104	DD_PROFILE_ID	Character	Optional	Direct debit profile that is assigned to the item. The profile defines the direct debit processing rules for the item.
105	DD_CURRENCY	Character	Optional	The Create Direct Debits process maintains this field.
106	DD_AMT	Number	Optional	The Create Direct Debits process maintains this field.
107	DD_AMT_BASE	Number	Optional	The Create Direct Debits process maintains this field.
108	DRAFT_TYPE	Character	Optional	Select from the values that you establish in the PS_DRAFT_TYPE_TBL table.
109	DRAFT_AMT_BASE	Number	Optional	Draft amount in the business unit base currency.
110	DOC_TYPE	Character	Optional	Document type represents the business purpose of the financial transaction. It is assigned to only one journal code. Important! You must include a value in this field if you enable the Document Sequencing option for installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Optional/ Conditional/ Required</i>	<i>Field Description</i>
111	DOC_SEQ_NBR	Character	Optional	The document sequencing number is either automatically assigned or manually entered sequentially based on the PeopleSoft General Ledger business period at either the journal code level or the document type level within journal code. Important! You must include a value in this field if you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit.
112	DOC_SEQ_DATE	Date	Required	Date that the document sequencing number is assigned to a specific document or the date that the document was created. The system automatically populates this field for items that you enter online. However, you must include a value in this field if you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit. Important! The Receivable Update process requires a value in this field to post an item.
113	DOC_SEQ_STAT US	Character	Optional	The status that is used for posting a document with document sequencing. If blank, then the document is valid for posting.
114	PROCESS_INSTA NCE	Number	Optional	Enter 0. The Receivable Update process uses this field.
115	USER_AMT1	Number	Optional	This field is for your use.
116	USER_AMT2	Number	Optional	This field is for your use.
117	USER_AMT3	Number	Optional	This field is for your use.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
118	USER_AMT4	Number	Optional	This field is for your use.
119	USER_AMT5	Number	Optional	This field is for your use.
120	USER_AMT6	Number	Optional	This field is for your use.
121	USER_AMT7	Number	Optional	This field is for your use.
122	USER_AMT8	Number	Optional	This field is for your use.
123	USER_DT1	Date	Optional	This field is for your use.
124	USER_DT2	Date	Optional	This field is for your use.
125	USER_DT3	Date	Optional	This field is for your use.
126	USER_DT4	Date	Optional	This field is for your use.
127	USER1	Character	Optional	This field is for your use.
128	USER2	Character	Optional	This field is for your use.
129	USER3	Character	Optional	This field is for your use.
130	USER4	Character	Optional	This field is for your use.
131	USER5	Character	Optional	This field is for your use.
132	USER6	Character	Optional	This field is for your use.
133	USER7	Character	Optional	This field is for your use.
134	USER8	Character	Optional	This field is for your use.
135	USER9	Character	Optional	This field is for your use.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
136	USER10	Character	Optional	This field is for your use.
137	DOUBTFUL	Character	Optional	Flag to indicate that an item is a doubtful receivable (one for which you do not expect to receive payment). The Receivable Update process updates this field. Enter a space.
138	DRAFT_BUSN_EVENT	Character	Optional	Action that is taken on an item during draft processing. The Receivable Update process updates this field. Enter a space.
139	DRAFT_SUB_EVENT	Character	Optional	Action that is taken on an item during draft processing. The Receivable Update process updates this field. Enter a space.
140	SALES_PERSON2	Character	Optional	Second team member that is assigned to the item. Select from the values that are established on the PS_TEAM_MEMBERS or enter a space.
141	REGION_CD	Character	Optional	Region code for the team members that are assigned to the item. Enter a value from the PS_REGION_CD table or enter a space.
142	REVALUE_FLAG	Character	Optional	Flag to indicate whether to revalue the item if its currency is different from the base currency. Enter <i>Y</i> to revalue the item. Otherwise, enter <i>N</i> .
143	PACKSLIP_NO	Character	Optional	The packing slip number that is associated with the item.
144	SBI_NUM	Character	Optional	Self-billed invoice number. This field is currently not used by PeopleSoft Receivables. You can populate it if you want to use it for custom reports.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
145	PC_DISTRIB_ST ATUS	Character	Optional	Flag that indicates the status for distributing the item to PeopleSoft Project Costing. Enter <i>D</i> to indicate the item is already in PeopleSoft Project Costing, <i>H</i> to hold the item, <i>I</i> to ignore the item, <i>M</i> to indicate that the item was changed, or <i>N</i> to integrate the item in a project.
146	VAT_ADVPAY_F LG	Character	Optional	Flag to indicate if VAT was paid when you entered the advance payment for the item. Enter <i>Y</i> to indicate that VAT is paid on the advance payment. Otherwise, enter <i>N</i> .
147	LC_ID	Character	Optional	The letter of credit number that is associated with the item. The bank includes this number with the payment. You use it to match the payment with the item.
148	AR_SEQ_NUM	Number	Optional	The Receivable Update process updates this field when you create a draft item for a pending item. Enter a space.
149	DRAFT_POST_A CTION	Character	Optional	The system maintains this value for draft processing. Enter a space.
150	VAT_TRANS_AM T	Sign	Optional	Total amount of the item on which VAT is calculated.
151	RECEIVABLE_T YPE	Character	Optional	Receivable type code that is used to categorize information on the Receivables Due From Public report. Select a value that is defined on the PS_REC_TYPE_TBL.
152	ENTITY_CODE	Character	Optional	Entity code identifying a government agency for the Receivables Due From Public report. Select a value that is defined on the PS_ENTITY_TBL.
153	CONTROL_AMT	Sign	Optional	Control amount for worksheets. Enter a space.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
154	CONTROL_AMT_BASE	Sign	Optional	Control amount in the base currency for worksheets. Enter a space.
155	ANCHOR_BU	Character	Optional	Anchor business unit for maintenance worksheets. Enter a space.
156	ITM_PAY_AMT_BASE	Sign	Optional	Used by the system when the payment amount is in the base currency. Enter a space.
157	PPRC_PROMO_CD	Character	Optional	Promotion code that is assigned to the item.
158	CLAIM_NO	Character	Optional	Claim number for deductions.
159	CONTROL_CURR_ENCY	Character	Optional	Control currency for maintenance worksheets. Enter a space.
160	CONTROL_CURR_BASE	Character	Optional	Base control currency for maintenance worksheets. Enter a space.
161	CONTROL_RATE_MULT	Sign	Optional	Control rate at which the taxes are calculated. The value that appears here is determined by the value in the Calc Scheme (calculation scheme) field and is always a percentage.
162	CONTROL_RATE_DIV	Number	Optional	Control rate at which the taxes are calculated. The value that appears here is determined by the value in the Calc Scheme field and is always a percentage.
163	CONTROL_RT_TYPE	Character	Optional	Control rate type to use to calculate the exchange rate between the default reporting currency code and the override currency code.
164	AR_SPECIALIST	Character	Optional	An assignment of the pending item to an AR specialist. Select from the values that you establish in the PS_AR_SPECIALIST table.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
165	BROKER_ID	Character	Optional	Identifier code for the individual who negotiated a promotion deal. Select from the values that you establish on the PS_CUSTOMER table where the Broker flag is checked.
166	CARRIER_ID	Character	Optional	Unique identifier for the shipping carrier. Select from the values that you establish on the PS_CARRIER_ID table.
167	CLAIM_DT	Date	Optional	Date of claim or debit memo.
168	CLASS_OF_TRADE	Character	Optional	Type of industry market, such as groceries, hardware, appliances.
169	DEDUCTION_STATUS	Character	Optional	Indicates the reason that an item is a deduction. Select from the values that you establish on the PS_DEDUCTION_TBL.
170	DEDUCTION_DT	Date	Optional	Date that the deduction was created.
171	DIVISION	Character	Optional	Geographic area within an organization.
172	DT_INVOICED	Date	Optional	The date that the associated invoice was created. The date is established when the invoice is created the billing system. This value cannot be changed.
173	INV_PROD_FAMILY_CD	Character	Optional	Identifier that defines inventory items at a high level. Examples might include computer items and office furniture. Select a value that is defined on the PS_INV_ITEM_FAMILY table.
174	INVOICE	Character	Optional	Original invoice that is associated with the item.
175	INVOICE_BU	Character	Optional	Code to identify the PeopleSoft business unit that is associated with an invoice.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
176	MAJOR_CLASS	Character	Optional	Identifier for a group of customers in a trade, such as grocers or mass merchandisers.
177	MEMO_STATUS_CD	Character	Optional	(USF) Code that indicates the current status of a delinquent item. Enter a value that you defined on the MEMO_STATUS_TBL table.
178	MERCH_TYPE	Character	Optional	Use to track merchandising activity that is associated with promotions.
179	PROOF_OF_DELIVERY	Character	Optional	Proof of delivery slip number.
180	SHIP_FROM_BU	Character	Optional	Ship from business unit.
181	SHIP_TO_ADDR_NUM	Number	Optional	Address location for the ship to customer. Select from the values on the PS_CUST_ADDRESS table for the customer.
182	SHIP_TO_CUST_ID	Character	Optional	Customer ID of the ship to customer.
183	SOLD_TO_ADDR_NUM	Number	Optional	Address location for the sold to customer. Select from the values on the PS_CUST_ADDRESS table for the customer.
184	SOLD_TO_CUST_ID	Character	Optional	Customer ID for the sold to customer.
185	SUB_GROUP_ID	Number	Optional	Used by the Automatic Maintenance process and the maintenance worksheet to identify the match group in which items are matched. Enter 99999.
186	VAT_TREATMENT_GRP	Character	Optional	A set of VAT treatments that are permissible on a single VAT transaction.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
187	PHYSICAL_NATURE	Character	Optional	Identifies the nature of a transaction for VAT calculation. Values are: G: physical good. S: intangible or service.
188	COUNTRY_LOC_BUYER	Character	Optional	Country where the buyer is physically located.
189	STATE_LOC_BUYER	Character	Optional	State where the buyer is physically located.
190	COUNTRY_LOC_SELLER	Character	Optional	Country where the seller is physically located.
191	STATE_LOC_SELLER	Character	Optional	State where the seller is physically located.
192	VAT_SVC_SUPPLIER_FLG	Character	Optional	Flag to indicate if the buyer or supplier rendered the service and where the service was performed. Values are: 1: Supplier's Location. 2: Buyer's location. 3: Where the service is physically performed.
193	VAT_SERVICE_TYPE	Character	Optional	Flag to indicate whether the service is freight transport. This flag enables other types of services to be identified. Valid values are 1: Freight Transport, 2: Other.
194	COUNTRY_VAT_PERFORM	Character	Optional	The country where the VAT service was performed.
195	STATE_VAT_PERFORM	Character	Optional	The state where the VAT service was performed.
196	COUNTRY_VAT_SUPPLY	Character	Optional	Country where the service is physically performed.
197	STATE_VAT_SUPPLY	Character	Optional	State where the service is physically performed.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
198	STATE_SHIP_FROM	Character	Optional	The state from which the items that are billed on this line are shipped.
199	STATE_SHIP_TO	Character	Optional	The state to which the items that are billed on this line are shipped.
200	VAT_RPT_CNTRY_SRC	Character	Optional	Source for the VAT reporting country. Enter one of these values: 1: Ship from country. 2: Ship to country. 3: Country in the VAT entity. 4: Service Performed in country. 5: Supplier location country. 6: Buyer location country. 7: Buyer registration country.
201	STATE_VAT_DEFAULT	Character	Optional	Enter the state or province that is used to determine the VAT defaults if the Track VAT by Province field (COUNTRY_VAT_SUBD_FLG) on the COUNTRY_VAT_TBL is set to Y.
202	DISC_TAKEN	Sign	Optional	Discount that is taken for the line in the entry currency. If there is no discount amount, enter zero.
203	GL_LVL	Character	Optional	The general ledger level flag that is carried from billing indicates whether PeopleSoft Billing is to create accounting entries for a receivables item. This controls the action that is available in external pending item entry. Levels are: A: PeopleSoft Receivables creates general ledger accounting entries. B: PeopleSoft Billing creates accounting entries. N: No general ledger accounting entries are created.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
204	ITEM_LINE_ORIG	Number	Optional	The line number of the original item for new overdue charge item lines that were created when the option <i>Create Charge by Item Line</i> is selected on the overdue charge ID. It allows new items to point back to the item for overdue charges.
205	TOT_TAX_AMT	Sign	Optional	Total tax amount on the schedule. This amount is the sum of the excise tax amount and sales tax amount for India.
206	TOT_TAX_AMT_BSE	Sign	Optional	The base amount that the system uses when calculating taxes for India.
207	TOT_EXD_AMT	Sign	Optional	Total excise duty tax amount for India. Required if the excise tax is applicable.
208	TOT_EXD_AMT_BSE	Sign	Optional	The base amount that the system uses when calculating excise taxes for India.
209	TOT_STX_AMT	Sign	Optional	Total sales tax amount for India. Required if the sales tax is applicable.
210	TOT_STX_AMT_BSE	Sign	Optional	The base amount that the system uses when calculating sales taxes for India.
211	AG_REF_NBR	Number	Optional	(NLD) The payment reference number from the acceptgiro form attached to the invoice.
212	AR_IU_REQ	Character	Optional	Leave blank. The system enters Y in this field if you modify ChartField values online that are balancing ChartFields to enable the Inter/Intraunit processor to generate interunit accounting entries.
213	CLAIM_SETID	Character	Optional	Leave blank. PeopleSoft Purchasing and PeopleSoft Order Management populate this field with a claim setID for vendor rebates or claim backs when you interface claims to PeopleSoft Receivables.

Populating User-Defined Fields

PeopleSoft delivers customizable user fields in PS_PENDING_ITEM that are exclusively for your use. If the implementation uses any of the fields in this table, make sure that the interface populates them:

<i>Amount Fields</i>	<i>Date Fields</i>	<i>Character Fields</i>
USER_AMT1	USER_DT1	USER1
USER_AMT2	USER_DT2	USER2
USER_AMT3	USER_DT3	USER3
USER_AMT4	USER_DT4	USER4
USER_AMT5		USER5
USER_AMT6		USER6
USER_AMT7		USER7
USER_AMT8		USER8
		USER9
		USER10

Types of User-Defined Fields

This table describes the types of user-defined fields:

<i>Type</i>	<i>Description</i>
Amounts	The USER_AMT fields have a cumulative effect on PS_ITEM. When the Receivable Update process finds a value in any of the user amount fields on PS_PENDING_ITEM, it places that value in the same field on the corresponding PS_ITEM_ACTIVITY row. It also updates the corresponding user amount field arithmetically on PS_ITEM.

Type	Description
Dates	The system places all USER_DT fields on the corresponding ITEM_ACTIVITY record. However, USER_DT1 and USER_DT2 update PS_ITEM only if the value on PS_ITEM is <i>NULL</i> . USER_DT3 and USER_DT4 update PS_ITEM whenever the value on PS_PENDING_ITEM is <i>not NULL</i> .
Characters	The USER1 through USER10 fields overlay an existing value if the PS_PENDING_ITEM value is not cleared, regardless of the update entry field. Only fields with values are moved. If USER1 is not cleared on the item, its value can remain and a pending item can affect USER2, leaving intact the value of USER1.

Populating Pending VAT Table Fields

Populate the PS_PENDING_VAT table only if you are bringing in VAT information from a billing system. For each item with VAT information, enter one or two rows for each unique combination of VAT applicability, VAT transaction type code, and tax code to the PS_PENDING_VAT table as needed. Each row should have a different VAT sequence number.

The following table specifies a field type for each field. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note. Use Application Designer to review the characteristics of each field in more detail.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS_GROUP_CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Required	Use the same value as the BUSINESS_UNIT on PS_PENDING_ITEM.
4	CUST_ID	Character	Required	Use the same value as the CUST_ID on PS_PENDING_ITEM.
5	ITEM	Character	Required	Use the same value as the ITEM on PS_PENDING_ITEM.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS_PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_SEQ_NUM on PS_PENDING_ITEM.
8	VAT_APPLICABILITY	Character	Optional	Enter the VAT applicability on the VAT line.
9	VAT_TXN_TYPE_CD	Character	Optional	Provide the transaction type code on the VAT line.
10	TAX_CD_VAT	Character	Optional	Provide the VAT code on the VAT item line.
11	VAT_DST_ACCT_TYPE	Character	Optional	If VAT_APPLICABILITY is <i>T</i> (taxable) or <i>S</i> (suspended) and VAT_DCLRTN_POINT is <i>P</i> (payment) (on PENDING_ITEM), then populate VAT_DST_ACCT_TYPE with VAT output intermediate VOI. If PENDING_ITEM.VAT_DCLRTN_POINT is invoice, then populate VAT_DST_ACCT_TYPE with VAT output VO. If VAT_APPLICABILITY is <i>E</i> (exempt) or <i>O</i> (out of scope), then populate VAT_DST_ACCT_TYPE with VONT.
12	VAT_SEQ_NUM	Number	Optional	Enter a sequence number if two VAT lines have the same combination of VAT applicability, VAT transaction type, and tax code.
13	TAX_CD_VAT_PCT	Sign	Optional	Provide the tax percentage corresponding to the VAT code.
14	VAT_DCLRTN_DT	Date	Optional	Provide the invoice date for declaration point of invoice; provide the ship date for declaration point of delivery; leave blank for a declaration point date of payment.
15	VAT_BASIS_AMOUNT	Sign	Optional	Provide the VAT basis amount for the summarized information on this VAT line.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
16	VAT_TRANS_A MT	Sign	Required	Provide the VAT basis transaction amount for the summarized information on this VAT line. This amount is the VAT basis (that is, sales) amount before the application of any prompt payment discounts.
17	VAT_TRANS_A MT_BSE	Number	Optional	Provide the VAT basis transaction amount for the summarized information on this VAT line. This amount is the VAT basis (that is, sales) amount in base currency before the application of any available prompt payment discounts.
18	VAT_AMT	Sign	Optional	Provide the VAT amount for the summarized information on this VAT line if the pending item has an invoice declaration point.
19	VAT_AMT_I	Sign	Optional	Provide the VAT amount for the summarized information on this VAT line if the pending item has a payment declaration point.
20	VAT_ERROR_FL AG	Character	Required	Set value to <i>N</i> .
21	ENTRY_CURRE NCY	Character	Required	The currency code for the VAT amount. Select from the values that are established on PS_CURRENCY_CD_TBL.
22	VAT_AMT_BAS E	Sign	Optional	Provide VAT amount in business unit base currency.
23	VAT_BASIS_AM T_BASE	Sign	Optional	Provide VAT basis amount in base currency.
24	VAT_AMT_BAS E_I	Sign	Optional	Holds intermediate VAT amount when VAT is declared at payment.
25	VAT_TREATME NT	Character	Optional	Determines which default values are applied. The system handles VAT treatment separately for transactions involving goods and services.
26	PHYSICAL_NAT URE	Character	Optional	Indicates whether an object is a good or a service.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
27	COUNTRY_LOC _BUYER	Character	Optional	Location country of the buyer. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship to location.
28	STATE_LOC_BU YER	Character	Optional	Location state of the buyer. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship to location.
29	COUNTRY_LOC _SELLER	Character	Optional	Location country of the seller. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship from location.
30	STATE_LOC_SE LLER	Character	Optional	Location state of the seller. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship from location.
31	VAT_SVC_SUPP LY_FLG	Character	Optional	Indicates the default place of supply for VAT on services. This determines where VAT is liable.
32	VAT_SERVICE_ TYPE	Character	Optional	For VAT services treatment, indicates whether the VAT service type is 1 (Freight Transport) or 2 (Other). This value determines whether the VAT treatment appears by default based on the ship to and ship from locations (freight), or the buyer's and sellers location (other).
33	COUNTRY_VAT _PERFRM	Character	Optional	For services, determines the country in which the services is performed.
34	STATE_VAT_PE RFRM	Character	Optional	For services, determines the state in which the services is performed.
35	COUNTRY_VAT _SUPPLY	Character	Optiona	For VAT services treatment, indicates the country of the default place of supply.
36	STATE_VAT_SU PPLY	Character	Optional	For VAT services treatment, indicates the country of the default place of supply.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
37	STATE_SHIP_FROM	Character	Optional	PeopleSoft Receivables business unit location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
38	STATE_SHIP_TO	Character	Optional	Ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
39	STATE_VAT_DEFAULT	Character	Optional	Enter the state or province that is used to determine the VAT defaults if the Track VAT by Province field (COUNTRY_VAT_SUBD_FLG) on the COUNTRY_VAT_TBL is set to Y.
40	VAT_DFLT_DONE_FLG	Character	Optional	Leave this field blank. The system populates this field for VAT items that are entered online.
41	VAT_ENTRD_AMOUNT	Sign	Optional	Entered VAT amount in base currency. This amount is calculated from the transaction currency entered VAT amount, based on the exchange rate that is applicable to the transaction.
42	VAT_CALC_AMOUNT	Sign	Optional	Shows the calculated VAT amount in the transaction currency.
43	PROCESS_INSTANCE	Number	Optional	Enter 0. The Receivable Update process updates this value.

(IND) Populating Pending Tax Table Fields for India

Populate the PS_PENDING_TAX and PS_PENDING_TAX_DTL tables only if you are bringing in taxes for India information from a billing system.

PS_PENDING_TAX Table

The following table specifies a field type for each field. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note. Use Application Designer to review the characteristics for each field in more detail.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS_GROUP_CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Optional	Use the same value as the BUSINESS_UNIT on PS_PENDING_ITEM.
4	CUST_ID	Character	Optional	Use the same value as the CUST_ID on PS_PENDING_ITEM.
5	ITEM	Character	Optional	Use the same value as the ITEM on PS_PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS_PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_SEQ_NUM on PS_PENDING_ITEM.
8	TAX_RATE_SEQ	Number	Optional	Indicates the order in which tax component codes in the tax rate code are calculated. This line number is system generated.
9	EXD_APPL_FLG	Character	Optional	Enter Y to indicate that the business unit is excise-duty applicable. Otherwise, leave it blank.
10	STX_APPL_FLG	Character	Optional	Enter Y to indicate that the business unit is sales tax applicable. Otherwise, leave it blank.
11	EXS_TAX_TXN_TYPE	Character	Optional	Tax transaction type for the transaction. Values are: <i>DEB</i> : Direct export with bond. <i>DEWB</i> : Direct export without bond. <i>DIMP</i> : Direct import. <i>DOM</i> : Domestic. <i>LEB</i> : Local export with bond. <i>LEWB</i> : Local export without bond. <i>LIMP</i> : Local import.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
12	STX_TAX_AUTH_RPT	Character	Optional	Enter a sales tax reporting authority. Select from the values that you establish on the PS_STX_TAX_AUTH table.
13	STATE_SHIP_TO	Character	Optional	The state where the items that are billed on this line are shipped.
14	STATE_SHIP_FROM	Character	Optional	The state from which the items that are billed on this line are shipped.
15	EXS_TXN_LINE_AMT	Sign	Optional	The total amount of transactions for the line. Each line has its own transaction total. The system uses this amount to calculate the taxes.
16	EXD_TAX_CATG_CD	Character	Optional	Enter an excise tax category code for the item. Select from the values that you establish on the PS_EXS_TAX_CATG table.
17	STX_TAX_CATG_CD	Character	Optional	Enter an sales tax category code for the item. Select from the values that you establish on the PS_EXS_TAX_CATG table.
18	EXD_TAX_AMT	Sign	Optional	The total amount of excise duty tax for the line. Each line has its own excise duty tax amount. The sum of all the excise duty amounts should equal the control excise duty amount. The control excise duty amount is the amount at field PENDING_ITEM.TOT_EXD_AMT.
19	EXD_TAX_RATE_CD	Character	Optional	Enter the tax rate code that is used to calculate the excise duty for each line. Select from the values that you establish on the PS_EXS_TAX_RATE table.
20	EXD_TAX_AMT_BSE	Sign	Optional	Excise duty in the business unit base currency.
21	EXD_TAX_AMT_RPT	Sign	Optional	The excise duty tax amount in the reporting currency.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
22	STX_TAX_AMT	Sign	Optional	The total amount of sales tax for the line. Each line has its own sales tax amount. The sum of all the sales tax amounts should equal the control sales tax amount. The control sales tax amount is the amount at field PENDING_ITEM.TOT_STX_AMT.
23	STX_TAX_RATE_CD	Character	Optional	Enter the tax rate code that is used to calculate the sales tax for each line. Select from the values that you establish in the PS_EXS_TAX_RATE table.
24	STX_TAX_AMT_BSE	Sign	Optional	Sales tax amount in the business unit base currency.
25	STX_TAX_AMT_RPT	Sign	Optional	Sales tax amount in reporting currency.
26	EXS_CURRENCY_RPTG	Character	Optional	Enter the excise reporting currency. Select the CURRENCY_CD for the tax location that you define on the PS_ORG_TAX_LOC table.
27	STX_FORM_CD	Character	Optional	Sales tax form codes are assigned to tax rate codes. The form code helps determine the applicable forms for the transaction for form tracking purposes. Select from the values that you establish on the PS_STX_FORM_CODE table.
28	BU_APPL_FLG	Character	Optional	Business unit applicable flag. Set this field to Y, if excise duty or sales tax are applicable to the business unit.
29	EXS_DTL_LINK	Character	Optional	Leave blank.
30	SUM_TOT_EXD_AMT	Sign	Optional	Summary total of the total excise duty tax amounts.
31	SUM_TOT_EXD_BSE	Sign	Optional	Summary total of excise duty tax amounts in base currency.
32	SUM_TOT_STX_AMT	Sign	Optional	Summary total of the total sales tax amounts.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
33	SUM_TOT_STX_BSE	Sign	Optional	Summary total of sales tax amounts in base currency.
34	SUM_TOT_TAX_AMT	Sign	Optional	Summary total of excise duty and sales tax amounts.
35	RATE_DIV_RPT	Number	Optional	Used to convert the base currency into the tax location reporting currency.
36	RATE_MULT_RPT	Sign	Optional	Used to convert the base currency into the tax location reporting currency.
37	RT_TYPE	Character	Optional	Rate type used to calculate the exchange rate between the default reporting currency code and the override currency code.
38	EXD_TAX_RATE_SRC	Character	Optional	Source transaction for the excise tax rate. Enter 1 (system-defined) or 2 (manually entered).
39	STX_TAX_RATE_SRC	Character	Optional	Source transaction for the sales tax rate. Enter 1 (system-defined) or 2 (manually entered).
40	ORG_SETID	Character	Optional	SetID for an organization.
41	ORG_CODE	Character	Optional	Organization code for a tax location. Select from the values that are established on the PS_ORG_RGSTN_DTL table.
42	ORG_TAX_LOC_CD	Character	Optional	Organization that is associated with a tax location code. Select from the values that are established on the PS_ORG_TAX LOC table.
43	EXS_TXC_LN_STATUS	Character	Optional	Excise tax calculation line status.
44	EXD_UOM	Character	Optional	Excise unit of measure for the assessable value.
45	RATE_MULT_EXS	Sign	Optional	Currency rate multiplier that is used to convert the base currency into the tax location reporting currency. Enter 1.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
46	RATE_DIV_EXS	Number	Optional	Currency rate divisor that is used to convert the base currency into the tax location reporting currency. Enter 1.
47	COUNTRY_SHIP_FROM	Character	Optional	Country from which items are shipped.
48	COUNTRY_SHIP_TO	Character	Optional	Ship to country for the line item.
49	RATE_MULT	Sign	Optional	Used to convert the transaction currency into base currency.
50	RATE_DIV	Number	Optional	Used to convert the transaction currency into base currency.
51	ENTRY_CURRENCY	Character	Optional	The currency code for the tax amount. Select from the values that are established on PS_CURRENCY_CD_TBL.

PS_PENDING_TAX_DTL

The following table specifies a field type for each field. Use the field type to determine how to populate system-maintained field and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note. Use Application Designer to review the characteristics of each field in more detail.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS_GROUP_CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Optional	Use the same value as the BUSINESS_UNIT on PS_PENDING_ITEM.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
4	CUST_ID	Character	Optional	Use the same value as the CUST_ID on PS_PENDING_ITEM.
5	ITEM	Character	Optional	Use the same value as the ITEM on PS_PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS_PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_SEQ_NUM on PS_PENDING_ITEM.
8	TAX_RATE_SEQ	Number	Optional	The sequence number for the tax rate. This entry is manual for most excise adjustment types.
9	EXS_TAX_RATE_CD	Character	Optional	If this line is related to excise duty, enter the same excise duty that is entered in the PENDING_TAX.EXD_TAX_RATE_CD field. If this line is related to sales tax, enter the same sales tax that is entered in the PENDING_TAX.STX_TAX_RATE_CD field. The field EXS_TAX_TYPE is the field that indicates if the line is an excise duty line or a sales tax line. Enter the tax rate code that is used to calculate the excise duty for each line. Select from the values that you establish on the PS_EXS_TAX_RATE table. Leave blank if excise duty and sales tax should not be calculated for the line.
10	EXS_TAX_RATE_SEQ	Number	Optional	Indicates the order that tax component codes in the tax rate code are calculated.
11	EXS_TAX_TYPE	Character	Optional	Enter the type of tax to calculate in the line. Enter <i>E</i> for excise duty and <i>S</i> for sales tax.
12	EXS_TAX_CMPNT_CD	Character	Optional	Enter the tax component code. Select from the values that you establish on the PS_EXS_TAX_CMPNT table.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
13	EXS_TAX_DEP_CD	Character	Optional	Enter the tax dependency code that indicates the basis for calculating the tax, as well as the precedence of taxes of the same tax type that must be included. Select from the values that you establish on the PS_EXS_TAX_DPNDNCY table.
14	EXS_CALC_SCHEME	Character	Optional	Indicates how the taxes are calculated. Enter <i>P</i> (percentage), <i>Q</i> (quantity), or <i>A</i> (amount). In PeopleSoft Receivables, only the percentage lines are calculated, but the others should be populated to be consistent with the tax rate code.
15	EXS_TAX_RATE_PCT	Number	Optional	Enter the percent of taxation that is associated with the corresponding tax rate code if the EXS_CALC_SCHEME is <i>P</i> .
16	EXS_TAXRT_AMT	Sign	Optional	Leave blank.
17	EXS_TAXRT_AMT_BSE	Sign	Optional	Leave blank.
18	EXS_TAXRT_AMT_RPT	Sign	Optional	Leave blank.
19	EXS_TAX_RATE_UOM	Character	Optional	Leave blank.
20	EXS_CURRENCY_RPTG	Character	Optional	Enter the code for the reporting currency.
21	EXS_TAX_AMT	Sign	Optional	The total amount of excise tax for the line. The sum of all the excise tax amounts should equal the control excise tax amount.
22	EXS_TAX_AMT_BSE	Sign	Optional	Excise tax amount in the base currency.
23	EXS_TAX_AMT_RPT	Sign	Optional	The total amount of excise tax for each line expressed in the reporting currency.

Column	Field Name	Field Type	Option/Condition/Required	Field Description
24	EXS_BASIS_AMOUNT	Sign	Optional	Base amount against which taxes are calculated.
25	EXS_BASIS_AMOUNT_BSE	Sign	Optional	The base amount that the system uses when calculating excise or sales taxes. This amount is the excise basis amount in the base currency.
26	EXS_BASIS_AMOUNT_RPT	Sign	Optional	The base amount that the system uses when calculating excise taxes expressed in the reporting currency.
27	EXS_CURRENCY_TRC	Character	Optional	Leave this field blank.
28	CURRENCY_CD	Character	Optional	Use the value in the CURRENCY_CD field currency code on the PS_PENDING_ITEM table if it's available. Otherwise, use the ENTRY_CURRENCY on the PS_PENDING_ITEM table.
29	ENTRY_CURRENCY	Character	Optional	The currency code for the tax amount. Use the same value as the ENTRY_CURRENCY on the PS_PENDING_ITEM table.

Preventing Distribution of Accounting Entries for External Groups

PeopleSoft Receivables supports multiple AR lines for each pending item, so we base all subsequent accounting entries that affect the PeopleSoft Receivables accounts on the AR lines in the Item Distribution table (PS_ITEM_DST).

Although you may choose not to distribute accounting information for billing transactions from PeopleSoft Receivables to the general ledger system, you must have at least one row in PS_ITEM_DST that represents the AR line. If you indicate that you do not want transactions with this entry type distributed to PeopleSoft General Ledger, the system sets the *GL_DISTRIB_STATUS* field on PS_PENDING_DST to *I* (ignore). This setting instructs the Journal Generator Application Engine process (FS_JGEN) to skip this row when it creates journal entries.

When you convert existing items or interface them from your billing system, you may want to prevent distribution of accounting entries for a specific entry type even though you want to enable distribution when you record the entry online. Use the *ALLOW_DST* flag on PS_GROUP_CONTROL for this purpose.

Creating Accounting Entries for External Groups

You may choose to populate the PS_PENDING_DST table directly through your interface program, even though this approach is considered an exception within the system's accounting entries architecture.

The following table describes the fields on PS_PENDING_DST. The table specifies a field type for each field. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note. Use Application Designer to review the characteristics of each field in greater detail.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Option/ Condition/ Required</i>	<i>Field Description</i>
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS_GROUP_CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Required	Use the same value as the BUSINESS_UNIT on PS_PENDING_ITEM.
4	CUST_ID	Character	Required	Use the same value as the CUST_ID on PS_PENDING_ITEM.
5	ITEM	Character	Required	Use the same value as the ITEM on PS_PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS_PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_SEQ_NUM on PS_PENDING_ITEM.
8	LEDGER_GROUP	Character	Optional	Leave this field blank.
9	LEDGER	Character	Optional	Leave this field blank.
10	DST_SEQ_NUM	Number	Required	Provide a sequence number to make each accounting entry line unique.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
11	PRIMARY_LEDGER	Character	Required	Default value: Y.
12	BUSINESS_UNIT_GL	Character	Required	Provide the value of the general ledger business unit to which you post this accounting entry.
13	ACCOUNT	Character	Required	Select from the values that you establish on PS_GL_ACCOUNT_TBL.
14	ALTACCT	Character	Optional	Select from the values that you establish on the PS_ALTACCT_TBL.
15	DEPTID	Character	Optional	Select from the values that you establish on PS_DEPARTMENT_TBL.
16	CF16_AN_SBR	Subrecord	Optional	ChartFields subrecord that contains these ChartFields: • Operating Unit (OPERATING_UNIT) • Product (PRODUCT) • Fund (FUND_CODE) • Class (CLASS_FLD) • Program (PROGRAM_CODE) • Budget Reference (BUDGET_REF) • Affiliate (AFFILIATE) • Fund Affiliate (AFFILIATE_INTRA1) • Operating Affiliate (AFFILIATE_INTRA2) • ChartField 1 (CHARTFIELD1) • ChartField 2 (CHARTFIELD2) • ChartField 3 (CHARTFIELD3) Select from the ChartField values that you defined.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
17	PC_CF1_N_SBR	Subrecord	Optional	ChartFields subrecord that contains these ChartFields used in PeopleSoft Project Costing: • PC Business Unit (BUSINESS_UNIT_PC) • Project (PROJECT_ID) • Activity (ACTIVITY_ID) • Source Type (RESOURCE_TYPE) • Category (RESOURCE_CATEGORY) • Subcategory (RESOURCE_SUB_CAT) Select from the values that you defined in PeopleSoft Project Costing. The subrecord also contains a field for the analysis type. This value is not used in PeopleSoft Receivables.
18	STATISTICS_CODE	Character	Optional	Select from the values that you establish on PS_STAT_TBL as long as you do not enter a statistical account in the ACCOUNT field.
19	MONETARY_AMOUNT	Number	Optional	Provide the amount of the debit or credit in the business unit base currency. Debit entries must be positive. Credit entries must be negative. As long as you do not enter a statistical account in the ACCOUNT field, this value must be something other than zero. If you enter a statistical account, this value must be zero.
20	STATISTIC_AMOUNT	Number	Conditional	If you enter a statistical account in the ACCOUNT field, enter the appropriate statistical amount.
21	CF_EDIT_STATUSES	Character	Required	Indicates if ChartFields are editable or restricted for edit.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
22	JRNL_LN_REF	Character	Optional	If you supply a value and do not summarize accounting entries into fewer journal lines, the system places the value in this field on the PS_JRNL_LN table when you create journals by using the Journal Generator process.
23	LINE_DESCR	Character	Optional	If you supply a value and do not summarize accounting entries into fewer journal lines, the system places the value in this field on the PS_JRNL_LN table when you create journals by using the Journal Generator process.
24	SYSTEM_DEFINE D	Character	Conditional	Accounting entry line type. Enter A if this line represents the debit or credit to the AR account (or control account) or if this line represents the offsetting information. PeopleSoft Receivables supports using more than one AR line per pending item.
25	ACCOUNTING_DT	Date	Required	Use the same value as the ACCOUNTING_DT on PS_PENDING_ITEM.
26	FOREIGN_CURRENCY	Character	Optional	Use the same value as the ENTRY_CURRENCY on PS_PENDING_ITEM.
27	FOREIGN_AMOUNT	Number	Optional	The debit or credit amount for this line in the entry currency of the item. The sum of the FOREIGN_AMOUNT values on all AR lines in PENDING_DST should equal the ENTRY_AMT field on PENDING_ITEM.
28	RT_TYPE	Character	Conditional	The rate type for the item. Required if the entry currency is different from the business unit base currency. Select from the values that are established on PS_CUR_RT_TYPE_TBL or enter a space.
29	RATE_MULT	Number	Optional	Required if the entry currency differs from the business unit base currency.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Option/ Condition/ Required</i>	<i>Field Description</i>
30	RATE_DIV	Number	Optional	Required if the entry currency differs from the business unit base currency.
31	CURRENCY_CD	Character	Optional	Code that identifies the type of currency for an amount, such as USD or EUR.
32	GL_DISTRIB_STATUS	Character	Required	If you want to distribute this accounting entry from PeopleSoft Receivables to the general ledger system (after the Receivable Update process posts it), provide an <i>N</i>. If you do not want to distribute this accounting entry, provide an <i>I</i>.
33	DOC_TYPE	Character	Optional	Document type represents the business purpose of the financial transaction. This value is assigned to one and only one journal code. Important! If you have turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit that is associated with the PeopleSoft Receivables business unit, you must include a value in this field.
34	DOC_SEQ_NBR	Character	Required	The document sequencing number is either automatically assigned or manually entered sequentially based on the PeopleSoft General Ledger business period at either the journal code level or the document type level within the journal code. Important! If you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit that is associated with the PeopleSoft Receivables business unit, you must include a value in this field.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Option/ Condition/ Required</i>	<i>Field Description</i>
35	DOC_SEQ_DATE	Date	Optional	The date that the document sequencing number is assigned to a specific document or the date that the document is created. Important! The Receivable Update process requires a value in this field to post an item if you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit.
36	DOC_SEQ_STATU S	Character	Optional	The status that is used for posting a document with the Document Sequencing option. If it's blank, then the document is valid for posting.
37	MOVEMENT_FLA G	Character	Optional	Activate to pass document sequencing that is performed in PeopleSoft Receivables to PeopleSoft General Ledger.
38	USER1	Character	Optional	This field is for your use, similar to the user fields on PS_PENDING_ITEM.
39	USER2	Character	Optional	This field is for your use, similar to the user fields on PS_PENDING_ITEM.
40	USER3	Character	Optional	This field is for your use, similar to the user fields on PS_PENDING_ITEM.
41	USER4	Character	Optional	This field is for your use, similar to the user fields on PS_PENDING_ITEM.
42	USER5	Character	Optional	This field is for your use, similar to the User fields on PS_PENDING_ITEM.
43	VAT_APPLICABI LITY	Character	Optional	VAT applicability for the distribution line. Use the same value as on PS_PENDING_ITEM.
44	VAT_TXN_TYPE_ CD	Character	Optional	VAT transaction type code for the item. Use the same value as on PS_PENDING_ITEM.

<i>Column</i>	<i>Field Name</i>	<i>Field Type</i>	<i>Option/ Condition/ Required</i>	<i>Field Description</i>
45	TAX_CD_VAT	Character	Optional	VAT tax code for the item. Use the same value as on PS_PENDING_ITEM.
46	VAT_DST_ACCT_TYPE	Character	Optional	VAT distribution account type. Use the same value as on PS_PENDING_ITEM.
47	ENTRY_EVENT	Character	Optional	Code that is used by the federal government to post pro-forma accounting information. The Entry Event Generator generates supplemental accounting lines if you enter this code.
48	IU_ANCHOR_FLAG	Character	Optional	Flag to indicate that this line is the anchor line for interunit and intraunit accounting entries and for inheritance. Enter Y or N.
49	IU_SYS_TRANSACTION_CD	Character	Optional	System transaction code that is used to generate interunit and intraunit accounting entries. Enter <i>ARIT</i> .
50	IU_TRANSACTION_CD	Character	Optional	Transaction code that is used to generate interunit and intraunit accounting entries. Enter <i>GENERAL</i> .
51	OPEN_ITEM_KEY	Character	Optional	If you selected OpenItem Account for the account in the distribution line during setup, enter a value for the prompt field and record that you specified for the account. Note. The interface from PeopleSoft Billing to PeopleSoft Receivables sets this value to <i>NULL</i>.
52	PROCESS_INSTANCE	Number	Optional	Updated by the Receivable Update process with the process instance that is used for a given execution of the process. Because the system calculates this value for you, enter 0.

Troubleshooting Missing Accounting Entries

When the Receivable Update process finds errors, the process updates the *AR_ERROR_CD* field in the *PENDING_ITEM* table with an error code.

If you create accounting entries during the Receivable Update process, the process creates and balances the accounting entries before editing further. If the process does not create the accounting entries, or they are incorrect, the *AR_ERROR_CD* field contains a value of *ACTOB*.

If you receive this error code, follow these troubleshooting steps:

1. Attempt to create the accounting entries online by bringing up one of the pending items that is in error (Accounts Receivable, Receivables Updates, Correct Posting Errors, External Items).
2. Select a pending item with out-of-balance accounting entries.
3. On the Accounting Entry page, click the Create button.

If the accounting entries do not appear, the accounting entry setup is incomplete or in error, and you should receive an error message from the online system.

If the accounting entries appear, then your billing or conversion interface setup is incomplete or incorrect. Check the interface to verify that the following field values are correct before the group is posted:

- *PENDING_ITEM.DST_BAL_ITEM* should be set to *O*.
- Make sure that the following fields in *PENDING_ITEM* have values: *RATE_DIV*, *RATE_MULT*, *ENTRY_AMT_BASE*, *DST_ID_AR*.

Troubleshooting Receivable Update Error Messages

Once accounting entries are correct and balanced, the Receivable Update process continues with two types of edits. The Receivable Update process edits the *PS_PENDING_ITEM* table through a series of editing updates and then through specific program logic.

See Also

[Chapter 28, "Posting and Unposting Groups," Reviewing Posting Results, page 904](#)

[Chapter 28, "Posting and Unposting Groups," Correcting Posting Errors, page 908](#)

Chapter 16

Developing Interfaces for Electronic Payments

This chapter provides an overview of electronic payment processing and discusses how to:

- Receive information from a lockbox.
- Receive payments in an electronic data interchange (EDI) file.

See Also

Chapter 20, "Receiving Payments Electronically," page 597

Understanding Electronic Payment Processing

PeopleSoft Receivables enables you to receive electronic payments into payment staging tables from the following sources:

- EDI transmissions
- Lockboxes
- Electronic bank statements
- EFT (Electronic Funds Transfer) payment files

You load the files into payment staging tables, and the Payment Loader Application Engine process (AR_PAYLOAD) processes the payments and loads the data into the payment application tables. This table lists the staging tables:

Table Name	Description
PS_AR_LOCKBOX_EC	Contains lockbox header information and is used only for lockbox deposits.
PS_AR_DEPOSIT_EC	Contains deposit-level information.
PS_AR_PAYMENT_EC	Contains payment-level information.
PS_AR_IDITEM_EC	(Optional) Contains item reference information.

Table Name	Description
PS_AR_IDCUST_EC	(Optional) Contains customer reference information.

This section discusses:

- PS_AR_LOCKBOX_EC table
- PS_AR_DEPOSIT_EC table
- PS_AR_PAYMENT_EC table
- PS_AR_IDITEM_EC table
- PS_AR_IDCUST_EC table

PS_AR_LOCKBOX_EC Table

This table lists the fields that you *must* populate in the PS_AR_LOCKBOX_EC table. However, you may want to populate all the fields in this table. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	Description
LB_BANK_TRANS_ID	Bank transmission ID.
LOCKBOX_ID	Lockbox ID.
PROCESS_INSTANCE	Process instance ID.
DEPOSIT_BU	Business unit for the deposit.

PS_AR_DEPOSIT_EC Table

This table lists the fields that you *must* populate in the PS_AR_DEPOSIT_EC table. However, you may want to populate the other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	Description
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
DEPOSIT_BU	Business unit for the deposit.
BNK_ID_NBR	External bank ID (where the payments are deposited).
BANK_ACCOUNT_NUM	Bank account number (where the payments are deposited).

Field Name	Description
CONTROL_AMT	Total amount of the payments in the deposit.
CONTROL_CNT	Total number of payments in the deposit.
RECEIVED_DT	Date that the deposit was received from the bank.
ACCOUNTING_DT	Accounting date for the payments.
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • <i>820</i>: EDI 820 ANSI-X12 format • <i>BST</i>: Bank statement • <i>CRX</i>: EDI EDIFACT CREEXT format • <i>LBX</i>: Lockbox file

PS_AR_PAYMENT_EC Table

This table lists the fields that you *must* populate in the PS_AR_PAYMENT_EC table. However, you may want to populate other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	Description
EIP_CTL_ID	EIP control ID (not used for lockbox deposits).
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
DEPOSIT_BU	Business unit for the deposit.
PAYMENT_SEQ_NUM	Sequence number for the payment in the deposit.
PAYMENT_ID	ID that identifies the payment.
PAYMENT_AMT	Amount of the payment.

Field Name	Description
PAYMENT_METHOD	Code that identifies the payment method. Options are: • <i>CC</i>: Credit card. (Not applicable for electronic deposits.) • <i>CHK</i>: Check. • <i>DD</i>: Direct debit. (Not applicable for electronic deposits.) • <i>DR</i>: Draft. (Not applicable for electronic deposits.) • <i>EFT</i>: Electronic fund transfer. • <i>GE</i>: Giro EFT.
ACCOUNTING_DT	Accounting date for the payments.
PAYMENT_CURRENCY	Currency of the payment.
BANK_ACCOUNT_NUM	Bank account number (where the payments are deposited).
BNK_ID_NBR	External bank ID (where the payments are deposited).
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • <i>820</i>: EDI 820 ANSI-X12 format. • <i>BST</i>: Bank statement. • <i>CRX</i>: EDI EDIFACT CREEXT format. • <i>LBX</i>: Lockbox file.
RECEIVED_DT	Date that the deposit was received from the bank.

PS_AR_IDITEM_EC Table

This table lists the fields that you *must* populate in the PS_AR_IDITEM_EC table. However, you may want to populate other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	Description
EIP_CTL_ID	EIP control ID (not used for lockbox deposits).
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).

Field Name	Description
PAYMENT_SEQ_NUM	Sequence number for the payment in the deposit.
ID_SEQ_NUM	Sequence number for the item identifier.
DEPOSIT_BU	Business unit for the deposit.
ADJUSTMENT_REASON	Reason code that you defined on the Adjustment Reason page. The code is mapped to entry types and reasons to determine what accounting entries to generate for adjustment items.
REF_QUALIFIER_CODE	Code that identifies the type of reference. Use one of the codes set up on the Reference Qualifier page.
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • <i>820</i>: EDI 820 ANSI-X12 format. • <i>BST</i>: Bank statement. • <i>CRX</i>: EDI EDIFACT CREEXT format. • <i>LBX</i>: Lockbox file.
RECEIVED_DT	Date that the deposit was received from the bank.
PAYMENT_ID	ID of the payment associated with the reference.

PS_AR_IDCUST_EC Table

This table lists the fields that you *must* populate in the PS_AR_IDITEM_EC table. However, you may want to populate other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	Description
EIP_CTL_ID	EIP control ID (not used for lockbox deposits).
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
PAYMENT_SEQ_NUM	Sequence number for the payment in the deposit.
ID_SEQ_NUM	Sequence number for the customer.
DEPOSIT_BU	Business unit for the deposit.

Field Name	Description
CUST_ID	Identification code for the bill to customer.
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • <i>820</i>: EDI 820 ANSI-X12 format. • <i>BST</i>: Bank statement. • <i>CRX</i>: EDI EDIFACT CREEXT format. • <i>LBX</i>: Lockbox file.
PAYMENT_ID	ID of the payment associated with the reference.

Receiving Information from a Lockbox

This section provides an overview of the lockbox interface and describes the following record layouts for the fixed-file format design of the lockbox processor:

- Header record.
- Service record.
- Lockbox record.
- Batch record (Record Type-1).
- (Optional) Payment Detail 2 (Check Information).
- (Optional) Payment Detail 3 (Customer Information).
- (Optional) Payment Detail 4 (Customer Information).
- (Optional) Payment Detail 5 (Customer Information).
- (Optional) Payment Detail 6 (Customer Information).
- (Optional) Payment Detail 7 (Invoice Information).
- (Optional) Payment Detail 8 (Invoice Information).
- (Optional) Payment Detail 9 (Invoice Information).

Understanding the Lockbox Interface

When implementing the lockbox interface, the most important issue is the record layout of the payment transactions that are received from the bank. The PeopleSoft interface record layout is extensive. However, you must use only the pieces of it that pertain to the implementation. The record layout is a version of the Bank Administration Institute standards, modified to contain all the information that the PeopleSoft Receivables system accepts.

The record layout has a maximum total of 12 records for one payment, but only the first five records are required: the four control records and the first payment record. If all the information that you need is contained in one or two of the optional customer and invoice records, then the system processes only that amount of information. For example, you may need only the invoice number, MICR ID, and payment amount information to match payments with invoices. If this is the case, then the bank only has to send three of the 10 payment detail records.

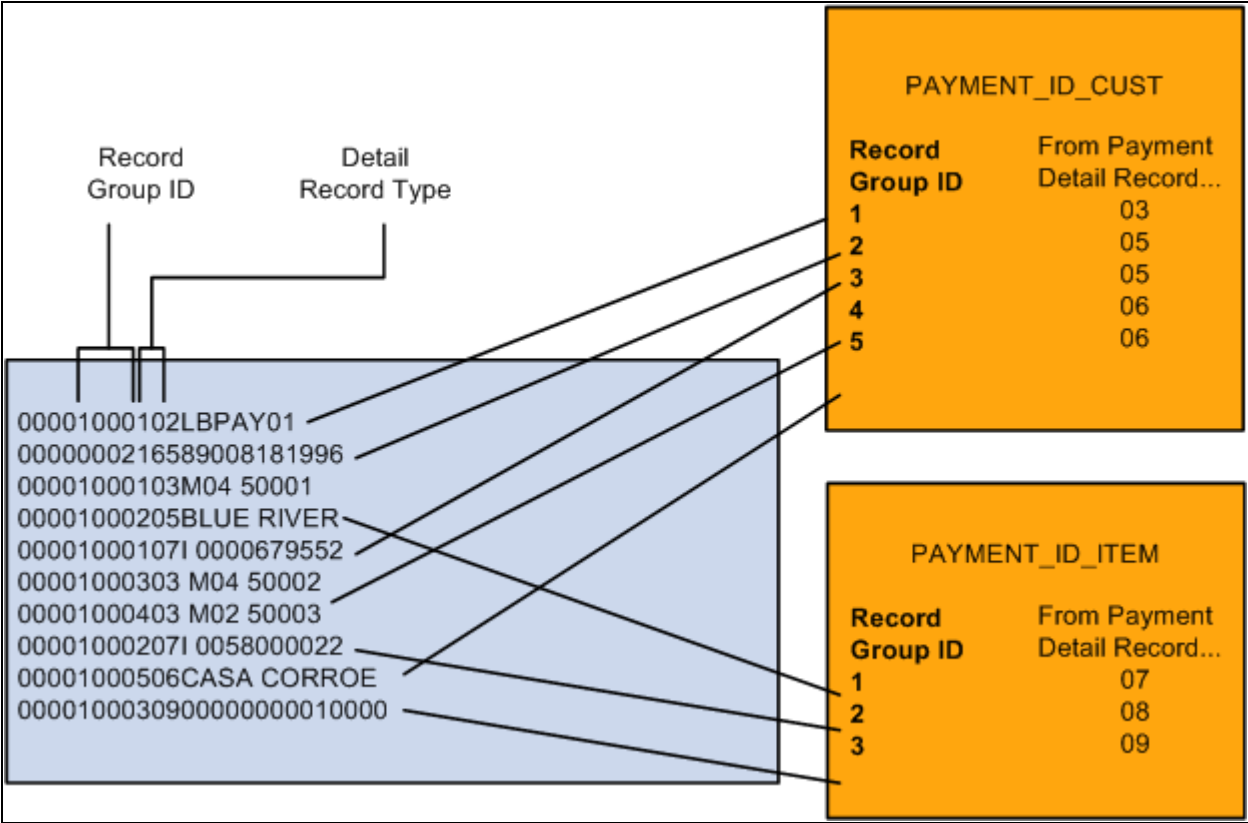
The other records contain transmission information, such as the number of batches (or deposits) in the file and the originating bank identifiers. Transmission information will probably be the same every time a lockbox file is sent. Also, batch information is sent to audit the record count. You can have multiple batches (or deposits) in one transmission.

The record layouts for the fixed file format design of the lockbox processor must be given to the banks that receive lockbox payments so that they can send information to you in a format that the system can read. PeopleSoft has written the Lockbox SQR process (AR25001) for you, but it works only if the incoming file follows its design layout.

Record Group ID Assignments

A record group ID is part of the lockbox record layout. It identifies multiple lines of customer information or item information for a single payment. The governing principle in assigning record group IDs is the number of rows that is inserted into PAYMENT_ID_ITEM and into PAYMENT_ID_CUST, the two records that store item and customer information for payments.

The following diagram illustrates an example of customer and item records in a sample lockbox file. Multiple lines of detail records 03, 04, 05, and 06 (the customer payment records) are assigned sequential numbers, beginning with 1, within a single payment. The same assignment occurs for multiple lines for detail records 07, 08, and 09 (the item payment records). Therefore, you might have a single payment with record group IDs 1, 2, 3, 4 of customer information (for detail records 03, 04, 05, and 06); for the same payment, you might also have record group IDs 1, 2, 3, and 4 of item information (for detail records 07, 08, and 09).



Record group IDs assigned to customer and item rows in a sample lockbox file

Header Record

This table lists the layout for the header record:

Description	Type	Size	Column	Database Record Field
Record Type, 1 = Header	Char	1	1	Used during processing
Destination ID / Lockbox Recipient	Char	20	2–21	Used during processing
Total Number of Lockboxes	Num	5	22–26	Used during processing
Total Payment Amount	Num	16	27–42	Used during processing

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Database Record Field</i>
Transmission Date (MMDDYYYY)	Date	8	43–50	LOCKBOX_RUN_LOG.LOCKBOX_TRANS_DT
Transmission Time (HHMMSS)	Time	6	51–56	LOCKBOX_RUN_LOG.LOCKBOX_TRANS_TIME

Service Record

This table lists the layout for the service record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 2 = Service	Char	1	1	Used during processing
Destination ID / Lockbox Recipient	Char	20	2–21	Used during processing
Bank Transmission ID	Char	20	22–41	Used during processing
Service Type, 400 = Lockbox	Char	3	42–44	Used during processing
Record Length (102)	Num	3	45–47	Used during processing
Characters per Block (0102)	Num	4	48–51	Used during processing
Format, 1 = Fixed Field Format	Num	1	52	Used during processing

Lockbox Record

This table lists the layout for the lockbox record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID, Unique Within Batch	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Sequence Num, 0 = Lockbox Record	Num	5	22–26	Used during processing
Record Group ID (0000)	Num	4	27–30	Used during processing
Detail Record Type (00)	Char	2	31–32	Used during processing
Total Number of Batches	Num	6	33–38	LOCKBOX_RUN_LOG.CONTROL_BATCH_CNT
Total Payment Amount	Num	16	39–54	LOCKBOX_RUN_LOG.CONTROL_PAY_AMT
Total Number of Payments	Num	6	55–60	LOCKBOX_RUN_LOG.CONTROL_PAY_CNT
Deposit Business Unit	Char	5	61–65	LOCKBOX_RUN_LOG.DEPOSIT_BU DEPOSIT_CONTROL.DEPOSIT_BU PAYMENT.DEPOSIT_BU PAYMENT_ID_ITEM.DEPOSIT_BU PAYMENT_ID_CUST.DEPOSIT_BU PAY_MISC_DST.DEPOSIT_BU
Bank	Char	20	66–85	DEPOSIT_CONTROL.BNK_ID_NBR

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Bank Account	Char	17	86–102	DEPOSIT_CONTROL.BANK_ACCOUNT_NUM

Batch Record (Record Type-1)

This table lists the layout for the batch record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Sequence Number, 0 = Batch Record	Num	5	22–26	Used during processing
Record Group ID (0000)	Num	4	27–30	Used during processing
Detail Record Type (01)	Char	2	31–32	Used during processing
Total Batch Amount	Num	15	33–47	DEPOSIT_CONTROL.CONTR OL_AMT
Total Number of Payments	Num	6	48–53	DEPOSIT_CONTROL.CONTR OL_CNT
Deposit Date (MMDDYYYY)	Date	8	54–61	DEPOSIT_CONTROL.ACCOU NTING_DT
Payment Currency	Char	3	62–64	PAYMENT.PAYMENT_CUR RENCY

Payment Detail 2 (Check Information)

This table lists the layout for the payment detail 2 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOC KBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOC KBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SE Q_NUM
Record Group ID	Num	4	27–30	Used during processing
Detail Record Type (02)	Char	2	31–32	Used during processing
Payment ID / Check Number	Char	15	33–47	PAYMENT.PAYMENT_ID
Payment Amount	Char	14	48–61	PAYMENT.PAYMENT_AM T
Payment Date (MMDDYYYY)	Char	8	62–69	PAYMENT.ACCOUNTING_ DT
Payment Method	Char	3	70–72	PAYMENT.PAYMENT_ME THOD
Payment Currency	Char	3	73–75	PAYMENT.PAYMENT_CU RRENCY

Payment Detail 3 (Customer Information)

This table lists the layout for the payment detail 3 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG. LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL. LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT _SEQ_NUM PAYMENT_ID_CUST.P AYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.L OCKBOX_RECGRP_N UM
Detail Record Type (03)	Char	2	31–32	Used during processing
Customer Business Unit	Char	5	33–37	PAYMENT_ID_CUST. BUSINESS_UNIT
Customer ID	Char	13	38–50	PAYMENT_ID_CUST. CUST_ID
MICR Number	Char	30	51–80	PAYMENT_ID_CUST. MICR_ID

Note. On the Payment Detail 3 Lockbox record, the Customer Business Unit must be within the same setID as the Deposit Business Unit. If the Customer is not found with the setID using the Deposit Business Unit as the Set Control Value, the Customer Reference record is *invalid* and will not be created.

Payment Detail 4 (Customer Information)

This table lists the layout for the payment detail 4 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG. LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL. LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_ SEQ_NUM PAYMENT_ID_CUST.P AYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.L OCKBOX_RECGRP_N UM
Detail Record Type (04)	Char	2	31–32	Used during processing
Remit From setID	Char	5	33–37	PAYMENT_ID_CUST.R EMIT_FROM_SETID
Remit From Customer ID	Char	15	38–52	PAYMENT_ID_CUST.R EMIT_FROM_CUST_ID
Corporate setID	Char	5	53–57	PAYMENT_ID_CUST.C ORPORATE_SETID
Corporate Customer ID	Char	15	58–72	PAYMENT_ID_CUST.C ORPORATE_CUST_ID

Payment Detail 5 (Customer Information)

This table lists the layout for the payment detail 5 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.L OCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LO CKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_S EQ_NUM PAYMENT_ID_CUST.PA YMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.LO CKBOX_RECGRP_NUM
Detail Record Type (05)	Char	2	31–32	Used during processing
Remit From Customer Name	Char	39	33–71	PAYMENT_ID_CUST.NA ME1
D&B Number	Char	9	72–80	PAYMENT_ID_CUST.DB _NUMBER

Payment Detail 6 (Customer Information)

This table lists the layout for the payment detail 6 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	2	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.L OCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LO CKBOX_BATCH_ID

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.LOCKBOX_RECGRP_NUM
Detail Record Type (06)	Char	2	31–32	Used during processing
Customer City	Char	30	33–62	PAYMENT_ID_CUST.CITY
Customer Postal	Char	12	63–74	PAYMENT_ID_CUST.POSTAL

Payment Detail 7 (Invoice Information)

This is the layout for the payment detail 7 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_ITEM.LOCKBOX_RECGRP_NUM

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Detail Record Type (07)	Char	2	31–32	Used during processing
Reference Qualifier	Char	2	33–34	PAYMENT_ID_ITEM.REF_QUALIFIER_CODE
Reference Value	Char	30	35–64	PAYMENT_ID_ITEM.REF_VALUE
Item Line	Num	6	65–70	PAYMENT_ID_ITEM.ITEM_LINE
Entry Event	Char	10	71–80	PAYMENT_ID_ITEM.ENTRY_EVENT

Payment Detail 8 (Invoice Information)

This table lists the layout for the payment detail 8 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_ITEM.LOCKBOX_RECGRP_NUM
Detail Record Type (08)	Char	2	31–32	Used during processing

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Total Invoice Amt	Num	14	33–46	PAYMENT_ID_ITEM.ITEM_AMT
Amount of Invoice Paid	Num	14	47–60	PAYMENT_ID_ITEM.PAY_AMT
Discount Amount Taken	Num	12	61–72	PAYMENT_ID_ITEM.DISC_TAKEN
Invoice Date (MMDDYYYY)	Date	8	73–80	PAYMENT_ID_ITEM.ITEM_DT

Payment Detail 9 (Invoice Information)

This table lists the layout for the payment detail 9 record:

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_ITEM.LOCKBOX_RECGRP_NUM
Detail Record Type (09)	Char	2	31–32	Used during processing
Adjustment Amount	Num	14	33–46	PAYMENT_ID_ITEM.ADJUSTMENT_AMT

<i>Description</i>	<i>Type</i>	<i>Size</i>	<i>Column</i>	<i>Record Field</i>
Adjustment Entry Reason	Char	2	47–48	PAYMENT_ID_ITEM.ADJ USTMENT_REASON
Reference Customer ID	Char	15	49–63	PAYMENT_ID_ITEM.CUS T_ID

Receiving Payments in an EDI File

To receive payments in an EDI file, use a third-party translator to translate the file into a PeopleSoft business document, which is a layout that describes the files that comprise the electronic banking file, including file name, type, length, format, short name, and long name.

To load the EDI data into the staging tables to be processed by the payment interface, use PeopleSoft Enterprise Messaging. The data can be published directly in the Application Messaging queue from external systems. If you use EDI flat files, you can use the Flat File utility (EOP_PUBLISHF) to load or publish data. Use the PeopleSoft Integration Broker to set up the EDI interface.

Use the PAYMENT_LOAD file layout to determine the format of the flat file. The following sections describe the records in the PAYMENT_LOAD file layout:

- Payment record
- Customer remittance record.
- Item remittance record.

See [Chapter 20, "Receiving Payments Electronically," Using EDI and Split Stream Processing, page 608.](#)

See *PeopleTools PeopleBook: PeopleSoft Integration Broker*.

Payment Record

This table describes the Payment record:

<i>Column</i>	<i>Size</i>	<i>Type</i>	<i>Field Name</i>	<i>Description</i>
1	3	CHAR	ROW_ID	Row ID (always set to 000)
4	1	CHAR	AUDIT_ACTN	Action (always set to A)
5	15	CHAR	PAYMENT_ID	Payment ID
20	17	NUMBER	PAYMENT_AMT	Payment Amount

<i>Column</i>	<i>Size</i>	<i>Type</i>	<i>Field Name</i>	<i>Description</i>
37	3	CHAR	PAYMENT_METHO D	Payment Method
40	10	DATE	ACCOUNTING_DT	Accounting Date
50	3	CHAR	PAYMENT_CURRE NCY	Payment Currency
53	17	CHAR	BANK_ACCOUNT_ NUM	Bank Account Number
70	20	CHAR	BNK_ID_NBR	External Bank ID
90	10	DATE	STTLMENT_DT_ES T	Estimated Settlement Date
100	2	CHAR	DFI_ID_QUAL	DFI Qualifier
102	12	CHAR	DFI_ID_NUM	DFI ID
114	10	NUMBER	EDI_TRACE_NBR	EDI Trace Number
124	30	CHAR	MICR_ID	MICR ID
154	3	CHAR	DATA_SOURCE	Data Source (set to <i>CRX</i> or <i>820</i>)
157	1	CHAR	MATCH	Match Flag <i>Y</i> = both cash and remittance are included <i>N</i> = only cash is included <i>R</i> = does not create payment for the payment record Note. The Payment record is required even if only remittance data is sent. If the value in the Match field is <i>R</i>, then the system does not create a payment for the payment record.
158	5	CHAR	DEPOSIT_BU	Deposit Business Unit

Customer Remittance Record

This table describes the Customer Remittance record:

<i>Column</i>	<i>Size</i>	<i>Type</i>	<i>Field Name</i>	<i>Description</i>
1	3	CHAR	ROW_ID	Row ID (always set to 010)
4	1	CHAR	AUDIT_ACTN	Action (always set to A)
5	5	CHAR	REMIT_FROM_SETI D	SetID
10	15	CHAR	REMIT_FROM_CUS T_ID	Remit From Customer
25	30	CHAR	MICR_ID	MICR ID
55	9	NUMBER	DB_NUMBER	Dun & Bradstreet Number
64	2	CHAR	DFI_ID_QUAL	DFI Qualifier
66	12	CHAR	DFI_ID_NUM	DFI ID
78	20	CHAR	BNK_ID_NBR	External Bank ID
98	17	CHAR	BANK_ACCOUNT_ NUM	Bank Account Number
115	5	CHAR	BUSINESS_UNIT	Business Unit
120	15	CHAR	CUST_ID	Bill To Customer ID

Item Remittance Record

This table describes the Item Remittance record:

<i>Column</i>	<i>Size</i>	<i>Type</i>	<i>Field Name</i>	<i>Description</i>
1	3	CHAR	ROW_ID	Row ID (always set to 020)

<i>Column</i>	<i>Size</i>	<i>Type</i>	<i>Field Name</i>	<i>Description</i>
4	1	CHAR	AUDIT_ACTN	Action (always set to A)
5	17	NUMBER	PAY_AMT	Payment Amount
22	17	NUMBER	ITEM_AMT	Amount
39	10	DATE	ITEM_DT	Item Date
49	17	NUMBER	DISC_TAKEN	Discount Taken
66	17	NUMBER	ADJUSTMENT_AMT	Adjustment Amount
83	2	CHAR	ADJUSTMENT_REASON	Adjustment Reason
85	2	CHAR	REF_QUALIFIER_CODE	Reference Qualifier Code
87	30	CHAR	REF_VALUE	Reference
117	5	CHAR	BUSINESS_UNIT	Business Unit
122	15	CHAR	CUST_ID	Bill To Customer ID

Chapter 17

Configuring Page Features

This chapter lists prerequisites and discusses how to:

- Change the default date on customer options records.
- Increase the number of rows in a grid.
- Change activity types.
- Add user history IDs to setID and business unit history.

Prerequisites

Oracle provides a tool called PeopleSoft Application Designer to assist with modifying and editing PeopleCode to change display options or the appearance of PeopleSoft Receivables pages.

Before trying to modify page features, become familiar with Application Designer and PeopleCode basics.

See Also

PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide

Changing the Default Date on Customer Options Records

When you select the Bill To Customer, Ship To Customer, or Sold To Customer check box on the General Info page for a customer, the system automatically builds a corresponding Options record (CUST_OPTION) in the background. The Receivable Update Application Engine process (ARUPDATE) requires valid Options records to process each of these customer types.

By default, the system automatically populates option records with an effective date of the current date when you create an Options record. If you need to post receivables transactions with an earlier accounting date than the default effective date, you can change the default effective date to January 1, 1900, to ensure that the Receivable Update process finds a valid Bill To Options record to process the customer. To change the default date to January 1, 1900, make the following PeopleCode modifications.

Bill To Customer Options

To change Bill To Customer options using CUST_OPTION. CUST_ID.RowInsert PeopleCode:

Change the following code:

```
/* Default to the current date */  
CUST_OPTION.EFFDT = %Date;
```

To this:

```
/* Default to '1900/01/01' */  
CUST_OPTION.EFFDT = Date3(1900, 1, 1);
```

Ship To Customer Options

To change Ship To Customer options using CUST_SHIPTO_OPT.EFFDT/FieldDefault PeopleCode:

Change the following code:

```
...  
When-Other  
    CUST_SHIPTO_OPT.EFFDT = %Date;  
End-Evaluate;
```

To this:

```
...  
When-Other  
    CUST_SHIPTO_OPT.EFFDT = Date3(1900, 1, 1);  
End-Evaluate;
```

Sold To Customer Options

To change Sold To Customer options using CUST_SOLDTO_OPT.EFFDT/FieldDefault PeopleCode:

Change the following code:

```
...  
When-Other  
    CUST_SOLDTO_OPT.EFFDT = %Date;  
End-Evaluate;
```

To this:

```
...  
When-Other  
    CUST_SOLDTO_OPT.EFFDT = Date3(1900, 1, 1);  
End-Evaluate;
```

Increasing the Number of Rows in a Grid

This section provides an overview of row limits in grids and discusses how to increase the number of rows in a grid.

Understanding Row Limits in Grids

You may want to limit the number of rows that appear in grids on high-volume inquiry or worksheet pages, such as the worksheets for payments, maintenance, transfer items, drafts, and direct debits. Oracle delivers PeopleSoft Receivables with a default of 100 rows in the grid—the maximum number of rows that can be contained in the grid at one time. This is referred to throughout this documentation as a *chunk* or grouping of rows.

Page Used to Increase the Number of Rows in a Grid

Page Name	Definition Name	Navigation	Usage
Installation Options - Receivables	INSTALLATION_AR	Set Up Financials/Supply Chain, Install, Installation Options, Receivables	Define the maximum numbers of rows that appear at one time in inquiry and worksheet grids.

Increasing the Number of Rows in a Grid

Access the Installation Options - Receivables page (Set Up Financials/Supply Chain, Install, Installation Options, Receivables).

Increase or decrease the default of 100 rows that appears in a grid (chunking) by changing the value in the Max Number of Rows in Scrolls field. The change may affect performance, but the impact depends on other factors. The greater the number of rows in the grid, the longer the time for the pages to appear. Experiment to find the number that works best.

The limit of rows in a grid works in conjunction with the up and down arrow buttons on the pages. Given the default of 100 rows, if the search criteria returns 100 or fewer rows from the database, they are all available in the grid and the arrow buttons are invisible. If the search criteria returns more than 100 rows, use the arrow buttons to view the different chunks of 100 rows in the grid.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

Changing Activity Types

The Unit Activity page and the Unit Activity report use the selections in the Activity Type and Activity Type/Origin/Bank Code fields on the System Functions 1 page to summarize the data and how to break it down.

To add more activity type categories:

1. In Application Designer, open the ENTRY_USE_TBL record.

2. In the record window that appears, select and right-click the SYS_TRAN_TYPE field.
3. Click View Translates.
4. Click ADD to add translate values.

Adding User History IDs to SetID and Business Unit History

If you add new user-defined history IDs, they do not automatically appear on history inquiry pages. You need to perform three tasks for them to appear.

This section discusses how to:

- Modify view text for history IDs.
- Modify views for the Customer History page.
- Modify views for the Unit History page.

Modifying View Text for History IDs

To modify the view text:

1. Open the record that you want to modify in Application Designer.
2. In the SQL object window that appears, select the row for the CUST_HIST_ID field.
3. Right-click and select View PeopleCode.
4. Modify the PeopleCode.

Modifying Views for the Customer History Page

If you create queries that use a business unit, the new history ID appears immediately on the Customer History page. If the business unit field is left blank, the new history ID does not appear until these views are modified:

- HIST_SI_SUM_DVW
- HIST_SI_LSM_DVW
- SUBC_SI_SUM_DVW
- SUBC_SI_LSM_DVW

For example, to add a new history ID called WIDGET_SALES, change the view text on each of the views as shown here.

HIST_SI_SUM_DVW

Change the view text to:

```

SELECT SETID,
       CUST_ID,
       CUST_HIST_ID,
       FISCAL_YEAR,
       ACCOUNTING_PERIOD,
       SUM(HIST_AMT),
       SUM(HIST_WEIGHT),
       SUM(HIST_COUNT),
       CURRENCY_CD
FROM PS_CUST_HIST_SI_VW
WHERE CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
GROUP BY SETID, CUST_ID, CUST_HIST_ID, FISCAL_YEAR, ACCOUNTING_PERIOD, CURRENCY_CD

```

HIST_SI_LSM_DVW

Change the view text to:

```

SELECT H.SETID,
       H.CUST_ID,
       H.CUST_HIST_ID,
       H.FISCAL_YEAR,
       H.ACCOUNTING_PERIOD,
       SUM(H.HIST_AMT),
       SUM(H.HIST_WEIGHT),
       SUM(H.HIST_COUNT),
       CURRENCY_CD
FROM PS_CUST_HIST_SI_VW H
WHERE H.CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
  AND H.FISCAL_YEAR =
      (SELECT MAX(FISCAL_YEAR)
       FROM PS_CUST_HISTORY
       WHERE BUSINESS_UNIT
            = H.BUSINESS_UNIT
       AND CUST_ID = H.CUST_ID
       AND CUST_HIST_ID = H.CUST_HIST_ID)
  AND H.ACCOUNTING_PERIOD =
      (SELECT MAX(ACCOUNTING_PERIOD)
       FROM PS_CUST_HISTORY
       WHERE BUSINESS_UNIT
            = H.BUSINESS_UNIT
       AND CUST_ID = H.CUST_ID
       AND CUST_HIST_ID = H.CUST_HIST_ID
       AND FISCAL_YEAR = H.FISCAL_YEAR)
GROUP BY H.SETID,
       H.CUST_ID,
       H.CUST_HIST_ID,
       H.FISCAL_YEAR,
       H.ACCOUNTING_PERIOD,
       H.CURRENCY_CD

```

SUBC_SI_SUM_DVW

Change the view text to:

```

SELECT SETID,
       CUST_ID,
       SUBCUST_QUAL1,
       SUBCUST_QUAL2,
       CUST_HIST_ID,
       FISCAL_YEAR,
       ACCOUNTING_PERIOD,
       SUM(HIST_AMT),
       SUM(HIST_WEIGHT),
       SUM(HIST_COUNT),
       CURRENCY_CD
FROM PS_SUBC_HIST_SI_VW
WHERE CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
GROUP BY SETID,
       CUST_ID,
       SUBCUST_QUAL1,
       SUBCUST_QUAL2,
       CUST_HIST_ID,
       FISCAL_YEAR,
       ACCOUNTING_PERIOD,
       CURRENCY_CD

```

SUBC_SI_LSM_DVW

Change the view text to:

```

SELECT H.SETID,
       H.CUST_ID,
       H.SUBCUST_QUAL1,
       H.SUBCUST_QUAL2,
       H.CUST_HIST_ID,
       H.FISCAL_YEAR,
       H.ACCOUNTING_PERIOD,
       SUM(H.HIST_AMT),
       SUM(H.HIST_WEIGHT),
       SUM(H.HIST_COUNT),
       H.CURRENCY_CD
FROM PS_SUBC_HIST_SI_VW H
WHERE H.CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
      AND H.FISCAL_YEAR =
        (SELECT MAX(FISCAL_YEAR)
         FROM PS_CUST_HISTORY
         WHERE BUSINESS_UNIT
              = H.BUSINESS_UNIT
              AND CUST_ID = H.CUST_ID
              AND CUST_HIST_ID = H.CUST_HIST_ID)
      AND H.ACCOUNTING_PERIOD =
        (SELECT MAX(ACCOUNTING_PERIOD)
         FROM PS_CUST_HISTORY
         WHERE BUSINESS_UNIT
              = H.BUSINESS_UNIT
              AND CUST_ID = H.CUST_ID
              AND CUST_HIST_ID = H.CUST_HIST_ID
              AND FISCAL_YEAR = H.FISCAL_YEAR)
GROUP BY H.SETID,
       H.CUST_ID,
       H.SUBCUST_QUAL1,
       H.SUBCUST_QUAL2,
       H.CUST_HIST_ID,
       H.FISCAL_YEAR,
       H.ACCOUNTING_PERIOD,
       H.CURRENCY_CD

```


Modifying Views for the Unit History Page

New history IDs do not appear on the Unit History page until you modify these views:

- BU_SUM_DVW
- BU_SUM_LP_DVW

For example, to add a new history ID called WIDGET_SALES, change the view text on each of the views as shown here.

BU_SUM_DVW

Change the view text to:

```
SELECT BUSINESS_UNIT,
       CUST_HIST_ID,
       FISCAL_YEAR,
       ACCOUNTING_PERIOD,
       SUM(HIST_AMT),
       CURRENCY_CD
FROM PS_CUST_HISTORY
WHERE CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
GROUP BY BUSINESS_UNIT, CUST_HIST_ID, FISCAL_YEAR, ACCOUNTING_PERIOD, CURRENCY_CD
```

BU_SUM_LP_DVW

Change the view text to:

```
SELECT H.BUSINESS_UNIT,
       H.CUST_HIST_ID,
       H.FISCAL_YEAR,
       H.ACCOUNTING_PERIOD,
       SUM(H.HIST_AMT),
       H.CURRENCY_CD
FROM PS_CUST_HISTORY H
WHERE H.CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
  AND H.FISCAL_YEAR =
      (SELECT MAX(FISCAL_YEAR)
       FROM PS_CUST_HISTORY
       WHERE BUSINESS_UNIT = H.BUSINESS_UNIT
         AND CUST_HIST_ID = H.CUST_HIST_ID)
  AND H.ACCOUNTING_PERIOD =
      (SELECT MAX(ACCOUNTING_PERIOD)
       FROM PS_CUST_HISTORY
       WHERE BUSINESS_UNIT = H.BUSINESS_UNIT
         AND CUST_HIST_ID = H.CUST_HIST_ID
         AND FISCAL_YEAR = H.FISCAL_YEAR)
GROUP BY H.BUSINESS_UNIT,
       H.CUST_HIST_ID,
       H.FISCAL_YEAR,
       H.ACCOUNTING_PERIOD,
       H.CURRENCY_CD
```


Chapter 18

Entering Pending Items

This chapter provides an overview of pending item entry, lists prerequisites, and discusses how to:

- Enter or update pending items.
- Find and correct errors when entering receivables.
- Review pending item groups.

Understanding Pending Item Entry

This section provides an overview of pending item entry and discusses:

- Billing interfaces.
- PeopleSoft Purchasing and PeopleSoft Order Management interfaces.
- Online pending item entry.
- Overdue charges groups.
- Accounting entry creation.
- PeopleSoft Project Costing integration.

You enter pending items into the system in one of two ways:

- Import them using an interface.
- Enter them manually.

After pending items are entered in the system, use the Receivable Update Application Engine process (ARUPDATE) to post them. The process creates the items, generates accounting entries, updates item activity, and updates the customer balance. If errors occur during posting, the process does not post the pending items, and you use the pending item error correction pages to correct the errors.

Note. In a production environment, you can create accounting entries online before running the Receivable Update process to verify that your setup creates the correct accounting entries.

PeopleSoft Receivables distinguishes between *items* (posted receivables) and *pending items* (information that has been entered into or created by the system but has not yet been posted).

PeopleSoft Receivables follows the standard of bundling pending items into groups rather than handling them individually. In other systems, a group of pending items is sometimes called a *batch*. To avoid confusion, the term *group* is used in the PeopleSoft system, and the term *background* refers to offline processes. To each group of pending items, the system assigns a group ID that remains with the group even after it is posted. The system processes pending items in groups. Keep track of the group ID throughout the cycle so that you have it when you want to view progress or check the status of a pending item.

Billing Interfaces

You enter most pending items using a billing interface. Although external pending item entry occurs in the background, the information that appears on the online pages enables you to understand how the process works.

The procedure that you use to bring in pending items must include background processing and populating database tables.

When you enter pending items through a billing interface, the system edits external groups and identifies errors when you run the Receivable Update process.

If you use PeopleSoft Billing, you use the Load AR Pending Items Application Engine process (BILDAR01) to integrate these items into PeopleSoft Receivables. If you use a third-party billing system, you must develop an interface to populate the pending item tables.

While developing and testing the interface, you may find that some errors appear consistently throughout an entire group. If you encounter a data problem, you can delete the group, adjust the interface process, interface the group again, and run the Receivable Update process again to check for errors. If the error results from your setup, you can adjust your control tables and set the group for posting again.

After the pending items are in the system, you can view or adjust information as needed. The pages that you use to fix errors in external pending item groups are the same as the pages used to enter pending items online.

See Also

[Chapter 14, "Performing Data Conversion," Understanding Item and Payment Conversion, page 411](#)

[Chapter 15, "Developing Interfaces for Customers and Pending Items," Receiving Information from a Billing System, page 426](#)

PeopleSoft Purchasing and PeopleSoft Order Management Interface

If you create claims for vendor rebates in PeopleSoft Purchasing or claimbacks in PeopleSoft Order Management, use the Claim Settlement Process for AR process (PO_CLMSTL_AR) to interface the items to PeopleSoft Receivables after you approve the claims on the claims management workbench. The items enter PeopleSoft Receivables as an external group.

Vendor rebates occur when your organization is a buyer and the seller owes you money for the rebate. A rebate claim becomes a debit in PeopleSoft Receivables and a reversal rebate claim becomes a credit. Reversal claims have the same item ID as the original claim.

Claimbacks occur when your organization has an agreement with the manufacturer or supplier that is based on an order being shipped to the consumer by a contractor. For example, you purchase a door from a manufacturer for 100.00 EUR, and you need to sell it to a contractor for 90.00 EUR because the manufacturer also sells doors directly to the contractor for 90.00 EUR. The 10.00 EUR difference is the amount for the claimback that you send to the manufacturer.

The Claim Settlement Process for AR process updates the pending item tables with the item information and the distribution lines. PeopleSoft Purchasing and PeopleSoft Order Management define the ChartField values for the user-defined distribution line. They use the receivables (AR) distribution code assigned to the receivables business unit that is associated with the rebate agreement or the claimback contract to determine the ChartFields for the AR line.

When you run the Receivable Update process, it checks for errors, creates the item, and posts the item distribution lines. When you run the Journal Generator process (FS_JGEN), the process generates the journals for the distribution lines.

If errors occur, use the pages for external pending item groups to correct them. While developing and testing the interface, you may find some errors that appear consistently throughout an entire group. If you encounter a data problem, you can delete the group, adjust the interface process, interface the group again, and run the Receivable Update process again to check for errors. If the error results from your setup, you can adjust your control tables and set the group for posting again.

Vendor rebate claims use the vendor rebate (R) group type and claimbacks use the claimback (C) group type. The item ID is the same as the claim ID in PeopleSoft Purchasing or PeopleSoft Order Management.

You apply payments to the rebate claim and claimback items using the payment worksheet. However, after you post the payment group by running the Receivable Update process, you must run the AR Rebate Notification process (AR_REBATE) to interface the payment information or any other change to the balance of a claim item to the Claims Incoming Payment staging table (VRBT_CLAIM_PMTI). This enables users to reconcile the payments with the original claims using the claims management workbench. If you receive a reversal claim, the Receivable Update process automatically offsets the original claim, because they both have the same item ID.

Note. PeopleSoft Receivables does not generate value-added tax (VAT) distribution lines for the claim items that you interface from PeopleSoft Purchasing and PeopleSoft Order Management using the Claim Settlement Process for AR process. For claim items that require VAT distribution lines, you create two entries when you apply a payment or draft to the items on the payment or draft worksheet, or when you offset a claim item on the maintenance worksheet: one for the base item amount and one for the VAT amount. Because you must enter the VAT information manually when you apply a payment, you cannot use Payment Predictor to apply payments for claim items. When you run the Rebate Notification process, it sends the base and VAT amount to the Claims Management Workbench. When you run the Claim Settlement process for AP Application Engine process (PO_CLMSTL_AP) on the claims management workbench, the system uses this information to generate the base and VAT distribution lines when it creates adjustment vouchers or claimback vouchers.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Understanding Entry Reasons, page 74

Chapter 28, "Posting and Unposting Groups," Running the AR Rebate Notification Process, page 924

PeopleSoft Purchasing 9.1 PeopleBook, "Understanding Vendor Rebates"

PeopleSoft Order Management 9.1 PeopleBook, "Working with Claimbacks"

Online Pending Item Entry

When you enter pending items online, you enter control information, provide pending item information, select payment terms and personnel references, enter VAT information if necessary, create accounting entries if needed, and select an action for the group.

The system validates the data and displays an error message if the data fails one or more system edits. The system prevents two types of user errors:

- Entering information that is invalid.
- Leaving a required field blank.

Overdue Charges Groups

An overdue charges group contains system-generated pending items that represent overdue charges for customers whose payments are late. If you generate overdue charges, the system creates a new group with pending items. You run the Receivable Update process to edit and post the pending items.

If you create overdue charges in an external system, you can also include the pending items in a group type that you define or within a billing group. This type of pending item has an entry type that is mapped to the IT-01 system function.

See Also

[Chapter 39, "Generating Overdue Charges," page 1183](#)

Accounting Entry Creation

You can create pending item accounting entries online or during background processing when the Receivable Update process runs. When you run Receivable Update to post pending item groups, the Pending Group Generator Application Engine process (AR_PGG_SERV) creates accounting entries if they are not present. Normally, you run the Receivable Update process to create accounting entries. But if you must review them, create them online.

Note. To create entries for all pending items in the group, use the Group Action page.

The system creates accounting entries based on the templates that you defined during setup. If your setup includes inheritance options, the inheritance options that you selected override the defaults in the templates.

Accounting entries follow the formats defined for item entry types on the Accounting Template page. Each type of transaction—credit memo, debit memo, invoice, and so on—has its own template. The accounting templates can define all transaction accounting entries or only one side of the accounting entries (that is, only the debit side or only the credit side). If a template defines only one side, the system cannot create balanced accounting entries. You must create the accounting entries online and supply the lines needed to make the entries balance. If your templates contain multiple user-defined lines and you create entries online, you can manually allocate the amount of the item across the accounting lines. If you create entries during background processing, the accounting lines cannot be balanced, and you must use the error correction pages to manually allocate the amount across the accounting lines.

If you enabled ChartField combination editing for the business unit on the Receivables Options - General 2 page, the system edits for errors. You cannot post the accounting entries until you fix the error if you selected Recycle in the ChartField Editing group box.

For Create a Debit Memo (IT-01) and Create Credit Memo (IT-02) pending items created online or interfaced from another system, you can modify the ChartField combination for the receivables (AR) line and the user-defined line on the Accounting Entries page for the pending item group. For Overdue Charges (FC-01) items, you can modify only the user-defined line.

See [Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Item Entry Types, page 84](#).

Accounting Entries for VAT

For each item in PeopleSoft Receivables, VAT information is stored on VAT lines. The system usually generates one VAT accounting entry for each VAT line on the pending item. If ChartField combinations are the same across multiple accounting entries, the system generates one VAT accounting entry with the amounts summarized.

You establish the VAT ChartField combination at the tax code level on the Value Added Tax Code - Accounting Information page. PeopleSoft Receivables has VAT accounts for each type of VAT liability—an intermediate account and a final account. Within a tax code you can have a different ChartField combination for intermediate VAT and final VAT. You can also define different ChartField combinations for VAT output for discounts and credit adjustments to output VAT.

The term *declaration point* refers to the time when you report VAT to the tax authorities—at invoice time, at delivery, at the time of payment, or at the accounting date of the transaction. For a declaration point of invoice, delivery, or accounting date, the system creates entries to final VAT during pending item entry. For a declaration point of payment, the system creates entries to intermediate VAT during pending item entry. The default value for the declaration point is determined by values defined in the VAT Defaults Setup page. The system uses the following values, with the shown override capabilities, to determine the default value for the declaration point:

- VAT entity.
- PeopleSoft Receivables business unit options (overrides VAT entity).
- Customer (overrides PeopleSoft Receivables business unit options).
- Customer location (overrides customer).

PeopleSoft Project Costing Integration

Items that come into PeopleSoft Receivables from PeopleSoft Billing are already distributed to PeopleSoft Project Costing.

In PeopleSoft Project Costing, you can enter projects information about receivable items. The projects information enables you to use PeopleSoft Project Costing to track outstanding revenue and to maintain financial control over a project.

When you create the accounting entry templates for items using the Item Entry Type - Accounting Template and Auto Entry Type - Accounting Template pages, you can identify the PeopleSoft Project Costing ChartField values that you want in accounting entries that PeopleSoft Receivables generates. You can override these values on the Accounting Entries page if you create accounting entries online before you post items. The PeopleSoft Project Costing ChartFields are:

- Project ID
- Project Costing business unit
- Activity
- Source Type
- Category
- Subcategory

Note. You can associate different project ChartField combinations with different entry reasons. If you have a lot of project ChartField combinations, Oracle recommends that you leave the project ChartFields on the accounting templates blank and generate the accounting entries online so that you can enter the appropriate ChartFields.

When you post an item in PeopleSoft Receivables, the system marks the item as ready to distribute to PeopleSoft Project Costing. It does this by setting the PC_DISTRIB_STATUS field in the Item Activity table (PS_ITEM_ACTIVITY) to *N* (none).

When you run the Receivables Adjustments Application Engine process (PC_AR_TO_PC) in PeopleSoft Project Costing, the process copies this information from PeopleSoft Receivables into PeopleSoft Project Costing and updates the Item Activity table to *D* (done).

When you create an adjustment item, such as Create a New Debit (MT-04) or a Prepayment (WS-04) using a payment or maintenance worksheet, the Automatic Maintenance process (AR_AUTOMNT), or the Payment Predictor Application Engine process (ARPREDCCT), you must create the accounting entries online to enter the project ChartField values unless you are using the default ChartField values in the automatic entry accounting template. If you enter the ChartField values online and you want to use the project ChartField values for the original item, access the AR Billing Inquiry page for the item and click the Bill Header - Project Info link. This enables you to view the project ChartFields on the bill header in PeopleSoft Billing.

If you unpost an item, the process sets the PeopleSoft Project Costing distribution status field for the new rows to *N* (not distributed).

Prerequisites

Before you can enter receivable items, you must perform these tasks:

- Define business units and business unit defaults.
- Define customers and customer information.
- Define Receivables processing options.
- Define additional processing options, such as payment terms.

- Define exception and collection codes.
- Define sales persons, collectors, and credit analysts.
- Define a bank account for cash forecasting.
- Define bank holiday processing.
- Set up currency codes and exchange rate information for multicurrency processing.
- Define the users who will enter group information and item information and set up their user preferences.
You can prohibit a user who works with external groups from modifying or deleting online groups.
- If you use VAT, set up your VAT environment.
- (IND) If you are in India, set up your tax structure.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," page 19

Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55

Chapter 5, "Defining Additional Processing Options," page 119

Chapter 7, "Setting Up Exception and Collection Processing," page 201

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding General Customer Information

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Processing Multiple Currencies"

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining User Preferences"

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Working with VAT"

PeopleSoft Global Options and Reports 9.1 PeopleBook, "(IND) Setting Up Excise Duty, Customs Duty, Sales Tax, and VAT"

Entering or Updating Pending Items

This section provides an overview of pending item components and discusses how to:

- Enter or update group control information.
- Complete the Pending Item 1 page.
- Review summarized VAT information.
- Review VAT header defaults.

- Review VAT line information.
- Complete the Pending Item 2 page.
- Complete the Pending Item 3 page.
- (IND) Enter tax information for India.
- (IND) View tax details for India.
- Create and review accounting entries online.
- Select a group action.

Understanding Pending Item Components

The pages used to review pending items that are loaded with a billing interface resemble the pages for entering items online. However, they require a different navigation path, and the path that you use determines the information that can be displayed or updated.

Use the External Items menu options for unposted groups that you interfaced from your billing system.

Use the Online Items menu options to:

- Enter groups online.
- Update an existing online group.

These groups can be either groups that you entered online or system-generated groups, such as overdue charges groups.

The following table describes the four components that you can use for both online and external groups:

<i>Menu Name</i>	<i>Description</i>
Group Entry	Use this option to enter a new group or to view all pending items in a small group (about 50 pending items or less).
Single Item	Use this option to access a single pending item when the group is too large for the system to handle within the pending item entry scroll. This is useful when you want to update a single item in a very large group.
Large Group	Use this option to open a large group and add a row for a new pending item. The system automatically increments the count for the control total by one. Note. You can add rows for new pending items only for online groups.
Overdue Charges Items	Use for groups that you generated using the Overdue Charges Application Engine process (AR_OVRDUE). This option is available only on the Online Items menu.

You can work only with groups that have not been posted.

PeopleSoft Receivables also provides three components that enable you to quickly set a group to post. To access these components, use one of the following navigation paths:

- For external groups, select Accounts Receivable, Pending Items, Change Pending Group Action, External Pending Items.
- For online groups, select Accounts Receivable, Pending Items, Change Pending Group Action, Online Pending Items.
- For overdue charges groups, select Accounts Receivable, Pending Items, Change Pending Group Action, Overdue Charge Pending Items.

Pages Used to Enter or Update Pending Items

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Group Control	GROUP_ENTRY1	• Accounts Receivable, Pending Items, Online Items, Group Entry, Group Control • Accounts Receivable, Pending Items, External Items, Group Entry, Group Control • Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	Enter or update control information.
Pending Item 1	GROUP_ENTRY2	• Accounts Receivable, Pending Items, Online Items, Group Entry, Pending Item 1 • Accounts Receivable, Pending Items, External Items, Group Entry, Pending Item 1 • Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	Enter information about individual pending items, such as the entry type and reason, payment terms, and discount data.

Page Name	Definition Name	Navigation	Usage
SF220_9 Report Types	AR_SF220_TYPES	Click the SF220 9 Type link on the Pending Item 1 page.	(USF) Assign an entity code and receivable type to a pending item. This information is required for the Receivables Due from the Public report (ARSF2209). This page is available only if you selected the Receivables Due From Public check box on the Installation Options - Receivables page.
VAT Summary Information (value added tax)	GROUP_ENTRY_VATS	Click the VAT Summary link on the Pending Item 1 page.	View summarized VAT header information and VAT lines for an item and drill down to the VAT header and line defaults.
VAT Header	GROUP_ENTRY_VATHDR	Click the VAT Header link on the Pending Item 1 page.	View VAT header defaults. Manually override values if applicable.
VAT Lines	GROUP_ENTRY_VAT_LN	Click the VAT Lines link on the VAT Header page.	View VAT line defaults including the VAT amounts. Manually override values if applicable.
Pending Item 2	GROUP_ENTRY2B	- Accounts Receivable, Pending Items, Online Items, Group Entry, Pending Item 2 - Accounts Receivable, Pending Items, External Items, Group Entry, Pending Item 2 - Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	Enter correspondence, personnel, direct debit, draft, and cash forecasting information for the pending item.

Page Name	Definition Name	Navigation	Usage
Pending Item 3	GROUP_ENTRY2C	- Accounts Receivable, Pending Items, Online Items, Group Entry, Pending Item 3 - Accounts Receivable, Pending Items, External Items, Group Entry, Pending Item 3 - Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	Enter consolidated invoice information (used in PeopleSoft Billing). Enter values in user-defined fields.
Group Entry Tax	GROUP_ENTRY_TAX	- Accounts Receivable, Pending Items, Online Items, Group Entry, Group Entry Tax - Accounts Receivable, Pending Items, External Items, Group Entry, Group Entry Tax - Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	(IND) Enter and calculate excise duty, sales tax, or VAT amounts for India. This page is available only if you enabled sales tax, VAT, or excise duty for a receivable business unit type on the Business Unit Tax Applicability page.
Tax Detail	GROUP_ENTRY_TAX_DT	Click the Tax Detail link on the Group Entry Tax page.	(IND) Display excise duty, sales tax, or VAT detail information for India and view the results of the tax calculation. This page is available only if you enabled sales tax, VAT, or excise duty for a receivable business unit type on the Business Unit Tax Applicability page.

Page Name	Definition Name	Navigation	Usage
Accounting Entries	GROUP_ENTRY3	- Accounts Receivable, Pending Items, Online Items, Group Entry, Accounting Entries - Accounts Receivable, Pending Items, External Items, Group Entry, Accounting Entries - Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	Create accounting entries for one pending item at a time.
Group Action	GROUP_ENTRY4	- Accounts Receivable, Pending Items, External Items, Group Entry, Group Action - Alternatively, select Single Item or Large group instead of Group Entry.	Specify the action that the system performs on a group of pending items, such as posting the group, or creating or deleting accounting entries.
Group Action	GROUP_ENTRY4_RTM	- Accounts Receivable, Pending Items, Online Items, Group Entry, Group Action - Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.	Specify the action that the system performs on a group of pending items, such as posting the group, or creating or deleting accounting entries.
Cash Drawer Receipts	CDR_RECEIPT	- Click the Drawer Receipt link on the Group Action page. - Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt	Review cash drawer receipts for unposted items.

Entering or Updating Group Control Information

Access the Group Control page (Accounts Receivable, Pending Items, Online Items, Group Entry, Group Control).

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit: GBR01 Group ID: NEXT

*Accounting Date: 10/14/2009

*Group Type: B Billing Control Currency: GBP

*Origin ID: OBILL OnlineBill *Format Currency: GBP

Control Totals			
Control:	1,000.00	*Count:	1
Entered:	0.00	Count:	1
Difference:	1,000.00	Count:	-1
Posted:	0.00	Count:	0

Control Data			
*Received:	10/14/2009	*Entered:	10/14/2009
Posted:			
Assign:	DVP1	User:	DVP1

Group Status	
Edit Status:	Edited
Balanced:	No
Posting Status:	Not Posted
Accounting Entries:	Not Balanced
Posting Action:	Do Not Post

Save Notify Add Update/Display

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Online Pending - Group Control page

This page displays control and header information for a group of pending items. At a minimum, you need to enter a group type, origin ID, control amount, and control count.

If the group contains pending items in different currencies, you can handle the control total using the following approaches:

- If your organization requires pending item groups in a single currency, split the pending items into separate groups by currency and enter the control currency for each group.

This restricts all pending items to the selected currency and ensures that your control total is meaningful in the selected currency.

- If your organization uses control amounts to check matching pending item amounts with the group total, leave multicurrency items in a single group.

In this case, the control total is a *hash* total (###), representing the total amount of the pending items, irrespective of currency.

Group ID

Displays the group ID for the group. When you save this page, the system assigns the next available group ID. The group ID is based on the settings made on the Business Unit Definition page. You can override automatic numbering by entering your own group ID.

Accounting Date

Displays the accounting date that is the default for each pending item in the group. The date determines the fiscal year and accounting period to which the pending item is posted. This date determines the VAT declaration date if the declaration point is *Accounting Date*.

Group Type	Select one of the group types that you defined for billing.
Origin ID	Select the group origin ID, for example <i>OBILL</i> (online billing). The system assigns an origin ID that is valid for external entry to groups that are received through the billing interface.
Control Currency	Select a currency only if you want all pending items in the group to have the same currency.
Format Currency	Displays the default format currency value that you entered on the Receivables Data Entry 2 page. The system uses the format currency to determine the default currency of the pending item amounts that you enter. If you enter a control currency, the format currency changes to that value, and the field becomes unavailable for entry.
Control	Enter the group control totals: the total monetary amount of pending items in this group and the control count (the total number of pending items in this group). The system compares the control amount and count with the entered amount and count and calculates the difference. The control amount must match the entered totals amount before you can post the pending items in this group. In other words, the difference should be 0. After you post a group, you view the posted amount and count for the group using inquiry pages.
Received and Entered	Indicate when the group was received into the system and when items were entered. Use these fields to indicate processing delays, such as a department receiving the credit memo on Thursday, but not entering the items until Friday. These fields are informational only and appear on inquiry pages.
Assign	Select the user ID of the user who will enter pending item information. The user ID of the assigned user appears in the User field.
Edit Status	Indicates whether pending items have been edited. <i>Edited</i> indicates that pending items have been edited. (Most online groups have a status of <i>Edited</i>). <i>Not Edited</i> indicates that external groups have not yet been processed by the Receivable Update process.
Balanced	Indicates that the system has balanced the online group. If the value is <i>No</i> , the pending item group has not yet been processed by the Receivable Update process and the group may not actually be out of balance. To determine whether a group is really out of balance, click the Balance button on the Group Action page.
Posting Status	Indicates whether pending items have been posted. <i>Not Posted</i> indicates that the groups have not yet been processed by the Receivable Update process. After Receivable Update runs, the posting status is either <i>Errors</i> or <i>Complete</i> .
Accounting Entries	Indicates whether accounting entries for pending items are <i>Balanced</i> or <i>Not Balanced</i> .

Posting Action

Displays the posting action that you selected on the Group Action page: *Do Not Post*, *Post Now*, *Post Now to GL*, *Batch Priority*, or *Batch Standard*.

Completing the Pending Item 1 Page

Access the Pending Item 1 page (Accounts Receivable, Pending Items, Online Items, Group Entry, Pending Item 1).

Group ControlPending Item 1Pending Item 2Pending Item 3Accounting EntriesGroup Action

Group Unit:GBR01Group ID:NEXT

Pending Item Entry

Find | View All | First | 1 of 1 | Last

*Accounting Date:10/14/2009

*As Of Date:10/14/2009

Sequence:1

*Item ID:LGBR01

Line:

Copy Line

*Business Unit:GBR01

*Customer:GBR01

EasySport

SubCust1:

SubCust2:

*Amount:1,000.00

*Currency:GBP

*Entry Type:IN

Reason:

*AR Dist:AR

Rate Type:

☒ Revalue Flg

Entry Event:

Exchange Rate:1.00000000

Payment Terms

Terms:IMMED

Due Date:

Due Days:

Disc Amt:

Disc Date:

Disc Days:

Disc Amt 1:

Disc Date 1:

☐ Always Allow Discount

VAT Control Totals

Control:

VAT Transaction Amount

Control:

VAT Amount

[VAT Summary](#)

Entered:

1,000.00

Entered:

175.00

[VAT Header](#)

[VAT Lines](#)

Reference Information

PO Ref:

PO Line:

BOL:

Order No:

Document:

Line Item:

Contract:

L/C ID:

Subrog Case No:

Online Pending - Pending Item 1 page

Pending Item Entry

Accounting Date

Displays the date entered on the Group Control page. The date determines the fiscal year and accounting period used to post the item for both PeopleSoft Receivables and PeopleSoft General Ledger. This date determines the VAT declaration date if the declaration point is *Accounting Date*.

As Of Date	Enter a date, which is usually the same as the accounting date. You can use a different date for aging. You can also use this date to record the invoice date used to calculate payment terms.
Item ID	Enter a number that describes the pending item, such as the invoice number. While you enter pending items, the system assigns each row a sequence number, which appears as you scroll through the pending items on the page.
Line	Enter a line number when you want to enter more than one amount or entry type for the same item ID.
Copy Line	Click to add the next line number and automatically copy some of the pending item information to the new row if you need to divide an invoice into multiple lines. You need to complete the AR Dist (accounts receivable distribution code), Entry Type, and Reason fields on the new row.
Business Unit and Customer	Enter the business unit and customer ID. A customer can exist in more than one business unit with the same ID. The business unit that you specify determines which customer the pending item is posted to. The customer business unit does not need to match the group business unit, although typically it does.
SubCustomer 1 and SubCustomer 2	Displays subcustomer qualifiers, which come from the customer, if the feature is enabled. You specify whether to use the subcustomer feature and, if so, the number of qualifiers for the entire installation on the Installation Options - Overall page. The default subcustomer qualifiers for customers are specified on the Miscellaneous General Info page. You can override the default qualifiers for individual pending items. You use these subcustomer qualifiers for tracking history and aging information and to filter item lists on inquiry pages.
Amount and Currency	Enter the amount and currency for the pending item. If the entry currency differs from the base currency of the receivables business unit, the system handles the conversion automatically and displays the base currency equivalent.
Entry Type and Reason	Enter the entry type and reason used to create the pending item. Entry types and entry reasons are among the most important pieces of information associated with a pending item. They determine how accounting entries are created, how they are carried with the pending item through posting, and how they are considered when history is generated. They are also used as identifiers for open items, determine how items are aged, and determine whether accounting entries are included on customer correspondence and drafts.

AR Dist (accounts receivable distribution)	Select the distribution code that governs the ChartFields that are used when the system generates accounting entries. To create a single receivables (AR) line for accounting entries, use the default or override the default with a different code. The system obtains the default AR distribution code in the following order: 1. From the entry reason on the Item Entry Type - Selection page. 2. From the customer on the General Information - Bill To Options page. 3. From the business unit on the Receivables Definition - Accounting Options 1 page.
Entry Event	Enter an entry event code for the item to create supplemental accounting entries if entry events are enabled for PeopleSoft Receivables. <i>See PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Entry Events."</i>
Revalue Flg (revalue flag)	Select if you want the Revaluation Application Engine process (AR04000) to revalue the item.
Error Info (error information)	Appears only when errors are present. Click to open a page where you can view more details about the error.
Document Sequence	Click to access a page where you can enter document sequencing information. This button is available only if you enabled the document sequencing feature for the PeopleSoft General Ledger business unit. <i>See PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing," Using Document Sequencing.</i>
(USF) SF220 9 Types	Click to access a page where you can enter an entity code and receivable type for a pending item. This information is required for the Receivables Due from the Public report (ARSF2209). This link is available only if you selected the Receivables Due From Public check box on the Installation Options - Receivables page.

Payment Terms

If you do not enter payment terms, the system checks to determine whether you have set them at the next level up—the customer level. If you specified payment terms on the Bill To Options page for the customer, the system draws them from there. If you did not set payment terms for this customer, the system uses the terms that you associated with the business unit on the Receivables Options - Accounting Options 2 page. If no payment terms are specified, the system prompts you to enter a payment terms code or a due date.

Terms

Displays the default payment terms code. Change the default, or leave this field blank. If you change the default, you cannot use the discount fields. If you leave this field blank, you can enter the discount amounts and dates of your choice.

Due Date	If no default values exist for the discount fields, you still must enter a due date. If the due date falls on a bank holiday, the system adjusts it automatically. This field is required for the Aging Application Engine process (AR_AGING).
Due Days	Enter grace days or leeway to the payment terms.
Disc Days (discount days)	Enter the number of days past the discount date during which the customer is still eligible to receive a discount.
Always Allow Discount	Select during conversion and for preferred customers. Select to override previously set discount parameters and ensure that a customer receives a discount regardless of due date and payment date. Payment worksheets and Payment Predictor use this check box.

Note. If discounts must be included in VAT calculations, then enter the payment terms before entering the VAT amounts.

VAT Control Totals

Use this group box to enter control amounts for VAT and to access the VAT Header and VAT Lines pages where you can view and, if applicable, manually override VAT default values.

VAT Transaction Amount	Enter the control amount for the transaction amount that is subject to VAT. This is typically the transaction amount printed on the invoice. If you are entering an item online, the system populates the Transaction Amount field for the first VAT line with the control amount. If you create additional VAT lines, you must change the transaction amount for each line so that they add up to the amount of the control amount. You have to open the VAT lines page and enter a VAT override amount.
VAT Amount	Enter the control amount for the VAT amount in this field. This is typically the VAT amount printed on the invoice. The system compares the total recorded VAT amount for all the VAT lines on the VAT Lines page to the control amount. The system automatically calculates the VAT for each line. You need to enter an override VAT amount only if the calculated VAT amount does not match the VAT amount on the invoice. If you enter an override VAT amount, the system uses this as the recorded amount. Otherwise, the system uses the calculated VAT amount as the recorded amount.
VAT Summary	Click to open the VAT Summary Information page where you can view summarized VAT header information and VAT line information in one place.
VAT Header	Click to open the VAT Header page, where you can review VAT defaults as well as access VAT details for the VAT line. When you click this link, the system retrieves the VAT defaults based on your VAT setup and entered customer information.

VAT Lines

Click to view VAT line information. Appears only when you view a group and a VAT line exists for the item, or when you are entering new items and you have navigated to the VAT pages and back.

Reference Information

BOL (bill of lading)

Enter the bill of lading number for the pending item.

L/C ID (letter of credit ID)

Enter the letter of credit ID for the pending item.

Reviewing Summarized VAT Information

Access the VAT Summary Information page (click the VAT Summary link on the Pending Item 1 page).

VAT Summary Information

[Group Entry](#)

Group Unit: GBR01 Group ID: NEXT

VAT Header

Customer ID:	GBR01	EasySport	SubCust1:	
Business Unit:	GBR01		SubCust2:	
Item ID:	LGBR01		Item Line:	
VAT Entity:	GBR01V		Gross/Net:	Net
Customer Registration Country:	GBR		Exception:	None
VAT Reporting Country:	GBR		State:	VAT Header
VAT Place of Supply Country:				
VAT Treatment Group:	Domestic Sales			

VAT Basis Amount:	1,000.00	VAT Transaction Amount	VAT Amount
Item Amount:	1,000.00	Control:	1,000.00
Discount Amount:	0.00	Entered:	1,000.00
Discount Amount 1:	0.00		

VAT Information

[Customize](#) | [Find](#) | [View All](#) | [First](#) | [1 of 1](#) | [Last](#)

VAT Code	Percent	Basis Amount	Calculated Amount	Recorded Amount
UK3	0.0000	1,000.000	0.000	0.000

VAT Lines

[Customize](#) | [Find](#) | [View All](#) | [First](#) | [1 of 1](#) | [Last](#)

VAT Lines	Line Number	VAT Treatment	VAT Applicability	VAT Declaration Date	Transaction Type	VAT Code	Domestic Reverse Charge Goods	Customer VAT Code	Customer VAT Rate
	1	Domestic Reverse Charge Sale	Taxable	10/14/2009	UDRS	UK3	☒	UK1	17.50

VAT Summary Information page

If you change the VAT defaults or amounts on the VAT Header or VAT Lines page and return to the VAT Summary Information page, the system updates the amounts on this page. This enables you to review the amounts before you save the information.

VAT Entity (value added tax entity)	Displays the VAT entity associated with the business unit. The VAT entity is the level within your organization at which the VAT return is filed.
Customer Registration Country, Exception, VAT Reporting Country , (value added tax reporting country) and State	Displays the VAT registration defaults that you defined on the VAT Header page in the VAT Registration section. The customer registration country is the registration country of the bill to customer. The Exception field displays the exception granted to the customer. The reporting country and state are the country and state or province in which the VAT will be reported.
Gross/Net, Declare At , and Recalculate at Payment ,	Displays the VAT control information that you defined on the VAT Header page, which indicates how the VAT is calculated and recognized for reporting purposes.
VAT Place of Supply Country and VAT Treatment Group	Displays the VAT treatment group as defined on the VAT Header page in the VAT Treatments section and, for services, displays the country in which the VAT is liable.

VAT Header Click to access the VAT Header page where you can view VAT header defaults and manually override the values if needed.

The documentation for the VAT Header page describes the preceding fields in detail.

See [Chapter 18, "Entering Pending Items," Reviewing VAT Header Defaults, page 536.](#)

VAT Basis Amount Displays the total amount on which the VAT is calculated in the transaction currency for all lines. If VAT is being calculated at net, this amount is net of any discounts.

Item Amount, Discount Amount, and Discount Amount 1 Displays the total item amount and discount amounts that you entered for the item on the Pending Item 1 page.

VAT Transaction Amount, Control, and Entered Displays the control amount for the transaction amount that is subject to VAT that you entered on the Pending Item 1 page and the total transaction amount that you entered for all VAT lines.

VAT Amount, Control, and Entered Displays the control amount for the VAT amount—this is typically the VAT amount printed on the invoice—that you entered on the Pending Item 1 page and the total recorded VAT amount for all the VAT lines on the VAT Lines page.

VAT Information

The VAT Information grid summarizes the total VAT basis amount, the system-calculated amount, the recorded amount (amount of VAT that will be recorded for this transaction), and the applicable VAT percentage for all lines with the same VAT code.

VAT Code Displays the VAT code that defines the rate at which VAT is calculated for the lines.

VAT Lines

The VAT Lines grid displays summarized VAT details for each VAT line.



Click the VAT Lines button to access the VAT Lines page where you can view all VAT line defaults and override values if needed.

Domestic Reverse Charge Goods This check box is selected if this country requires the use of the domestic reverse charge provision.

Customer VAT Code Displays the customer VAT code used for domestic reverse charges. This code is used to calculate a domestic reverse charge VAT amount.

Customer VAT Rate Displays the rate from the customer VAT code.

Customer Amount

Displays the customer VAT amount for domestic reverse charges that are calculated using the Customer VAT Code.

See [Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," Domestic Reverse Charge Goods VAT, page 978.](#)

The documentation for the VAT Lines page describes the rest of the fields in the VAT Lines grid.

See [Chapter 18, "Entering Pending Items," Reviewing VAT Line Information, page 543.](#)

Reviewing VAT Header Defaults

Access the VAT Header page (click the VAT Header link on the Pending Item 1 page).

VAT Header

[Group Entry](#) [VAT Lines](#)

Group Unit: GBR01	Group ID: NEXT	VAT Entity: GBR01V
Customer ID: GBR01	Item ID: LGBR01	Business Unit: GBR01
Item Line:	Sequence: 1	

[Expand All Sections](#) [Collapse All Sections](#)

▼ Physical Nature

Physical Nature: Goods

[Change Physical Nature](#) Click this button if you want to change Physical Nature (to Goods or Services) and reset all VAT Defaults at this level only.

▼ VAT Locations

Ship From Country: GBR	Ship From State:
Ship to Country: GBR	Ship to State:

VAT Defaults

▼ VAT Registrations

Reporting Country: GBR	Defaulting State:
Customer Registration Country: GBR	Customer Registration ID: GB
Customer Exception Type: None	Certificate ID:

▼ VAT Controls

Calculate at Gross or Net: Net
☐ Recalculate at Payment
Declaration Point: Invoice
Rounding Rule: Nat Rnd

▼ VAT Treatments

Treatment Group: Domestic Sales

VAT Header (1 of 2)

▼ Adjust/Reset VAT Defaults

[Adjust Affected VAT Defaults](#) Click this button if you want the system to adjust the VAT Defaults on this page affected by changes you have made to this page. All changes you have made to VAT Defaults that affect other VAT Defaults will be retained.

*Levels: This and all lower levels [Reset All VAT Defaults](#) Click this button if you want the system to reset all the VAT Defaults. All changes you have made to VAT Defaults will be lost.

[Group Entry](#) [VAT Lines](#)

VAT Header (2 of 2)

Review and manually override VAT header defaults, as applicable.

VAT defaults appear in descending order of impact. When you change multiple VAT defaults and click Adjust Affected VAT Defaults, specific fields may be adjusted. You should work from the top to the bottom of the page, clicking Adjust Affected VAT Defaults at appropriate times to avoid adjustments to VAT defaults that you overrode but did not memorize.

For example, if you override Calculate at Gross or Net and click Adjust Affected VAT Defaults, nothing happens because Calculate at Gross or Net does not affect any other VAT defaults. If you then override Customer Registration Country and click Adjust Affected VAT Defaults again, the system adjusts all VAT defaults except customer registration country. This time, Calculate at Gross or Net is overridden, which means that you probably have to override this VAT default again to undo the adjustment.

Note. Because complex algorithms are used to obtain the VAT header defaults, avoid manually changing these values as much as possible. If you must make changes, make sure that you understand how those changes will affect the way the system calculates VAT amounts and how the VAT will be recorded and reported.

VAT Lines	Click to open the VAT Lines page to review VAT information for the line.
VAT Entity	Displays the VAT entity associated with the business unit. The VAT entity is the level within your organization at which the VAT return is filed.
Sequence	Displays the sequence number for the line. Because you can enter multiple VAT lines for one pending item, the VAT sequence number is used to protect against duplicate rows.
Expand All Sections	Click to scroll to and access every section on the page. You can also expand one or more sections by clicking the arrow next to the section's name.
Collapse All Sections	Click to collapse all expanded sections so that only header information is displayed. You can also collapse one or more expanded sections by clicking the arrow next to the section's name.

Physical Nature

Physical Nature	Indicates whether an object is a good or a service. Many countries are required to report the sale and purchase of goods separately from services. The default comes from the customer location, customer, or receivables business unit.
Change Physical Nature	Click to override the default physical nature for this item. The system resets all the VAT defaults.

VAT Locations

Ship From Country	Displays the receivables business unit location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship From State	Displays the receivables business unit location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship to Country	Displays the ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship to State	Displays the ship to customer location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Location Country	For services only, displays the PeopleSoft Receivables business unit country.
Location State	For services only, displays the PeopleSoft Receivables business unit state.
Customer Location Country	For services only, displays the customer's bill to location country.
Customer Location State	For services only, displays the customer's bill to location state.
Service Performed Country	Depending on the services performed flag setting in the product defaulting hierarchy (for example on the customer or business unit), the system sets the value for this field in the following way: • If it is the ship from location, the system sets it to the PeopleSoft Receivables business unit country. • If it is the ship to location, the system sets it to the customer location country. • If it is the buyer's location, the system sets it to the customer's bill to location country. • If it is the supplier's location, the system sets it to the PeopleSoft Receivables business unit location country.
Service Performed State	Depending on the services performed flag setting in the product defaulting hierarchy (for example on the customer or business unit), the system sets the value for this field in the following way: • If it is the ship from location, the system sets it to the PeopleSoft Receivables business unit state. • If it is the ship to location, the system sets it to the customer location state. • If it is the buyer's location, the system sets it to the customer's bill to location state. • If it is the supplier's location, the system sets it to the PeopleSoft Receivables business unit location state.

VAT Defaults

Review VAT registrations, service specific defaults, controls, and treatments. Adjust or reset VAT default values as necessary.

VAT Service Specific Defaults

Service Type If the transaction is for a service, this field displays the VAT service type of *Freight* or *Other*. Special rules exist for freight transport within the European Union, and the value in this field determines whether they apply.

Place of Supply Driver If the transaction is for a service, this field displays the usual place of supply (the place where VAT is usually liable) for the service. This value is used to help determine the place of supply country and the VAT treatment. Options are *Buyer's Countries*, *Supplier's Countries*, or *Where Physically Performed*.

VAT Registrations

Reporting Country Displays the country for which this VAT will be reported. This is the VAT Entity VAT registration country and determines many of the VAT defaults.

Defaulting State If the reporting country requires that VAT be tracked by state or province, this field displays the state within the reporting country for which an associated value is retrieved from the VAT defaults table.

Customer Registration Country and Customer Registration ID Displays the registration country and ID of the bill to customer. The Customer Registration ID field is a character field of up to 20 characters. The system appends the corresponding 2-character country code automatically from the country statistics table to the VAT Registration ID once you select the appropriate country on the Customer Information, General Information, Customer VAT Info page.

Note. This PeopleSoft application delivers the required 2-character country codes that appear in front of the VAT Registration ID. The delivered country codes cannot be changed. You can use the Country Stat Rpt Codes page (Set Up Financials/Supply Chain, Common Definitions, Location, Country Statistics) to view these 2-character VAT country codes, along with various other types of country codes.

Customer Exception Type Displays the exception granted to the customer. Options are *None*, *Exonerated*, and *Suspended*. This value is specified for the bill to customer.

Certificate ID If applicable, displays the ID of the VAT exception certificate that may have been issued to the customer.

VAT Controls

Calculate at Gross or Net

Indicates how VAT is calculated. Options are:

Gross: The system calculates VAT before it applies any early payment discounts.

Net: The system calculates VAT after it deducts early payment discounts. If two percentage discounts exist, the system uses the larger of the two when it calculates VAT. The system does not use discount amounts, only discount percentages.

The default value comes from the VAT entity driver.

Recalculate at Payment

Select to enable the recalculation of VAT at payment time to allow for any early payment discounts if you are calculating VAT at gross. This causes the system to adjust the VAT amount at the time of payment if the discount has been taken. This is set on the VAT entity driver.

Declaration Point

For a good or a service, displays when you want VAT transaction information to be recognized for reporting purposes. Options are:

Accounting Date: VAT is recognized at the accounting date of the transaction. The user cannot override the declaration date when this option is selected.

Invoice: VAT is recognized at time of invoice.

Payment: VAT is recognized at time of payment.

Delivery: VAT is recognized on delivery.

You can set this value at any level in the VAT hierarchy—VAT entity registration, business unit options, customer, or customer location.

Rounding Rule

Displays the VAT rounding rule. The value comes from the VAT country driver or VAT Entity driver definition. Options are:

Natural Round: Amounts are rounded normally (up or down) to the precision specified for the currency code. For example, for a currency defined with two decimal places, 157.4659 would round up to 157.47, but 157.4649 would round down to 157.46.

Round Down: Amounts are rounded down.

Round Up: Amounts are rounded up with a rounding precision to one additional decimal place. For example, for a currency defined with two decimal places, 157.4659 would round up to 157.47, but 157.4609 would be rounded down to 157.46.

VAT Treatments

Place of Supply Country

For services, displays the country in which the VAT is liable.

Treatment Group

Displays the VAT treatment group. Options are *Domestic Sales*, *Exports*, *European Union Sales*, *No VAT Processing*, and *Out of Scope*.

Within the PeopleSoft system, detail VAT treatment values on the transaction lines are used for applying the precise defaults applicable to the transaction lines. Each of these detail VAT treatment values are associated with a VAT treatment group. The system tracks the VAT treatment group on the header enabling individual transaction lines to be grouped together into invoices during batch processes and to validate the detail line VAT treatment values on the transaction lines.

Adjust/Reset VAT Defaults

Any changes that you make to fields on this page may affect VAT defaults on this page. For accuracy and consistency, use the following fields to adjust affected VAT defaults or to reset all VAT defaults. Adjusting or resetting VAT defaults affects only fields within the VAT Defaults group box.

Adjust Affected VAT Defaults

Click to have the system adjust the VAT defaults that are affected by your changes. All changes that you have made to VAT defaults on this page that affect other VAT defaults on this page are retained.

Note. Oracle recommends that you always click the Adjust Affected VAT Defaults button after changing any defaults on the VAT page.



Click to list the fields that will be adjusted when you click the Adjust Affected VAT Defaults button.

Levels

Enables you to specify levels affected when you click the Reset All VAT Defaults button. Options are:

All lower levels: Resets all VAT defaults at lower levels for this page.

This and all lower levels: Resets all VAT defaults on this page and at any lower levels of this page.

This level only: Resets all VAT defaults on this page.

Note. Resetting completely redetermines the VAT defaults. This does not necessarily mean that they are reset to their original values. For example, you may not have changed any VAT default values, but if a VAT driver field was changed, resetting redetermines all defaults based on the new driver value.

Reset All VAT Defaults

Click to have the system reset the VAT defaults based on the levels value that you selected. Any changes you have previously made to VAT defaults are lost.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Working with VAT"

Reviewing VAT Line Information

Access the VAT Lines page (click the VAT Lines link on the VAT Header page).

VAT Lines

[VAT Summary](#) [VAT Header](#)

Group Unit:GBR01

Group ID:NEXT

VAT EntityGBR01V

Customer ID:GBR01

Item ID:LGBR01

Business Unit:GBR01

Item Line:

Sequence:1

VAT Lines

Find First1 of 1Last

Expand All SectionsCollapse All Sections

Physical Nature

Physical Nature:Goods

Change Physical Nature

Click this button if you want to change Physical Nature (to Goods or Services) and reset all VAT Defaults at this level only.

VAT Locations

Ship From Country:GBR

Ship From State:

Ship to Country:GBR

Ship to State:

VAT Defaults

VAT Registrations

Reporting Country:GBR

Defaulting State:

VAT Controls

Declaration Date:10/14/2009

Domestic Reverse Charge Goods

VAT Treatments

Treatment:Domestic Reverse Charge

VAT Lines page (1 of 2)

VAT Details

Applicability:

Taxable

VAT Code:

UK3

Tax Rate:

0.0000

Transaction Type:

UDRS

Customer VAT Code:

UK1

Customer VAT Rate:

17.5000

Adjust/Reset VAT Defaults

Adjust Affected VAT Defaults

Click this button if you want the system to adjust the VAT Defaults on this page affected by changes you have made to this page. All changes you have made to VAT Defaults that affect other VAT Defaults will be retained.

Levels: This level only

Reset All VAT Defaults

Click this button if you want the system to reset all the VAT Defaults. All changes you have made to VAT Defaults will be lost.

VAT Calculations

Transaction Amount:	1000.00	GBP	Transaction Amount Base:	1000.00	GBP
Basis Amount:	1000.00	GBP	Basis Amount Base:	1000.00	GBP
Tax Rate:	0.0000				
Calculated Amount:	0.00	GBP	Calculated Amount Base:	0.00	GBP
Override VAT Amount:	0.00	GBP	Override VAT Amount Base:	0.00	GBP
Recorded Amount:	0.00	GBP	Recorded Amount Base:	0.00	GBP
Customer VAT Rate:	17.5000				
Customer Amount:	175.00	GBP	Customer Amount Base:	175.00	GBP

Recalculate

VAT Lines page (2 of 2)

Review the VAT defaults for each item line and override, as applicable.

VAT defaults appear in descending order of impact. When you change multiple VAT defaults and click Adjust Affected VAT Defaults, you can adjust specific fields. Work from the top to the bottom of the page, clicking Adjust Affected VAT Defaults at appropriate times to avoid adjustments to VAT defaults that you overrode, but did not memorize.

Note. Because complex algorithms are used to obtain the VAT defaults, avoid manually changing these values as much as possible.

VAT Lines

These fields are explained in the section on VAT header defaults.

See [Chapter 18, "Entering Pending Items," Reviewing VAT Header Defaults, page 536.](#)

Physical Nature

These fields are explained in the section on VAT header defaults.

See [Chapter 18, "Entering Pending Items," Reviewing VAT Header Defaults, page 536.](#)

VAT Locations

Location Country	For services only, displays the receivables business unit country.
Location State	For services only, displays the receivables business unit state. This is displayed only if the location country requires that VAT be tracked by state or province.
Customer Location Country	For services only, displays the customer's bill to location country.
Customer Location State	For services only, displays the customer's bill to location state. This is displayed only if the customer location country requires that VAT be tracked by state or province.
Service Performed Country	Displays a country depending on the value that you select for the Where Services Performed field on the VAT Defaults page (Set Up Financials/Supply Chain, Business Unit Related, Receivables Options, VAT Defaults) or the Where Performed field on the General Information page (Customer, Customer Information, General Information). • If you select <i>Ship From Location</i> in the Where Service Performed or Where Performed field, the system displays the Country value specified in the PeopleSoft Receivables business unit (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition) in the this Services Performed Country field. • If you select <i>Ship To Location</i> in the Where Services Performed or Where Performed field, the system displays the Country value specified in the Address Details - Country field for the Ship To customer (Customer, Customer Information, General Information) in this Services Performed Country field. • If you select <i>Buyer's Location</i>, in the Where Services Performed or Where Performed field, the system displays the Country value specified in the Address Details - Country field for the Bill To customer (Customer, Customer Information, General Information) in this Services Performed Country field. • If you select <i>Suppliers Location</i> in the Where Serviced Performed or Where Performed field, the system displays the Country value specified in the PeopleSoft Receivables business unit (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition) in this Services Performed Country field.

Service Performed State

Displays a state or province associated with the Service Performed Country default value. If the default country has a state associated with it, the system displays that state depending on the value that you select for the Where Services Performed field on the VAT Defaults page (Set Up Financials/Supply Chain, Business Unit Related, Receivables Options, VAT Defaults) or the Where Performed field on the General Information page (Customer, Customer Information, General Information).

- If you select *Ship From Location* in the Where Service Performed or Where Performed field, and the country has a state or province specified, the system displays the State value specified in the PeopleSoft Receivables business unit (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition) in this Services Performed State field.
- If you select *Ship To Location* in the Where Services Performed or Where Performed field, and the country has a state or province specified, the system displays the State value specified in the Address Details - State field for the Ship To customer (Customer, Customer Information, General Information page) in this Services Performed State field.
- If you select *Buyer's Location*, in the Where Services Performed or Where Performed field, and the country has a state or province specified, the system displays the State value specified in the Address Details - State field for the Bill To customer (Customer, Customer Information, General Information) in this Services Performed State field.
- If you select *Suppliers Location* in the Where Services Performed or Where Performed field, and the country has a state or province specified, the system displays the State value specified in the PeopleSoft Receivables business unit (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Business Unit Definition) in this Services Performed State field.

Ship From Country

Displays the PeopleSoft Receivables business unit location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship From State

Displays the PeopleSoft Receivables business unit location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship to Country

Displays the ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship to State

Displays the ship to customer location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

VAT Defaults

Review VAT default values and update as necessary.

VAT Service Specific Defaults

Service Type	If the transaction is for a service, this field displays the VAT service type of <i>Freight</i> or <i>Other</i> . Special rules exist for freight transport within the European Union, and the value in this field determines whether they apply.
Place of Supply Driver	If the transaction is for a service, this field displays the usual place of supply (the place where VAT is usually liable) for the service. This value is used to help determine the place of supply country and the VAT treatment. Options are <i>Buyer's Countries</i> , <i>Supplier's Countries</i> , and <i>Where Physically Performed</i> .

VAT Registrations

These fields are explained in the section on VAT header defaults.

See [Chapter 18, "Entering Pending Items," Reviewing VAT Header Defaults, page 536.](#)

VAT Controls

Declaration Date	Displays the date on which this transaction will be reported to the tax authorities.
Domestic Reverse Charge Goods	Select this check box if this country requires the use of the domestic reverse charge provision. See Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," Domestic Reverse Charge Goods VAT, page 978.

VAT Treatments

Place of Supply Country	For services, displays the country in which the VAT is liable.

Treatment

Displays the VAT treatment. Options are:

Deemed Service Export: Services that are provided in the supplier's country to a foreign buyer, where the supply of these services must be zero-rated (that is, the place of supply is the country in which the supplier is located and registered for VAT, but the customer is located in another country).

Domestic Goods Sale: Sale of goods when the supplier and customer are located in the same country.

Domestic Reverse Charge Sale: Sale of goods when the domestic reverse charge provision is required.

Domestic Service Sale: Sale of services when the supplier and customer are located in the same country.

EU Goods Distance Sale: Sale of goods between European Union (EU) countries in which the supplier is registered in an EU country and the purchaser is not registered in an EU country. The VAT rate charged is the rate applicable in the suppliers country.

EU Goods Sale: Sale of goods between EU countries.

EU Sale (Simplification): Used for a transaction between an intermediary and the purchaser in cases in which a sale of goods occurs between EU countries involving three parties: the purchaser, an intermediary (bill-from) supplier, and the actual goods supplier. Each party is located in a different EU country and registered in its own country, and not in either of the other two countries. The only difference between this VAT treatment and that applied to normal EU sales is that the supplier is required to print a different message on the invoice referencing the statute that applies to triangulation, rather than the one that references the statute for normal EU sales.

No VAT Processing: No VAT processing is required.

Out of Scope EU Service Sale: EU services are out of the scope of VAT.

Out of Scope Service Export: Services that are provided in the supplier's country to a foreign buyer, where services are out of scope for VAT.

Outside of Scope: Outside the scope of VAT.

Zero-Rated EU Service Sale: Sale of services within the EU is subject to zero-rated VAT.

Zero-Rated Goods Export: Export of goods is subject to zero-rated VAT.

Zero-Rated Services Export: Export of services is subject to zero-rated VAT.

Within the PeopleSoft system, detail VAT treatment values on the transaction lines are used for applying the precise defaults that are applicable to the transaction lines. The treatment is determined based the rules that are applicable to the transaction.

VAT Details

Applicability	Displays the VAT status. Values are: <i>Exempt</i> (not subject to VAT) <i>Exonerated</i> <i>N/A</i> <i>Outside</i> (outside of scope of VAT) <i>Suspend</i> <i>Taxable</i> <i>VAT Only</i>
VAT Code	Displays the VAT code that defines the rate at which VAT is calculated for this line.
Transaction Type	Displays the code that categorizes and classifies this transaction for VAT reporting and accounting.
Customer VAT Code	Enter the customer VAT code used for domestic reverse charges. This code is used to calculate a domestic reverse charge VAT amount.
Customer VAT Rate	Displays the rate from the customer VAT code. The calculated amount for domestic reverse charges is displayed in the Customer Amount field in the VAT Summary Information page of this component.

See [Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," Domestic Reverse Charge Goods VAT, page 978.](#)

Adjust/Reset VAT Defaults

These fields are explained in the section on VAT header defaults.

See [Chapter 18, "Entering Pending Items," Reviewing VAT Header Defaults, page 536.](#)

VAT Calculations

Transaction Amount	Enter the amount of the transaction in the transaction currency. If the control total amount has been entered on the pending item, the system automatically populates this field with a value from the pending item for the first VAT line.
Transaction Amount Base	Displays the amount of the transaction in the base currency.
Basis Amount	Displays the amount on which the VAT is calculated in the transaction currency. If VAT is being calculated at net, this amount is net of any discounts.

Basis Amount Base	Displays the amount on which the VAT is calculated in the base currency. If VAT is being calculated at net, this amount is net of any discounts.
Tax Rate	Displays the applicable VAT percentage.
Calculated Amount	Displays the system-calculated VAT amount in the transaction currency.
Calculated Amount Base	Displays the system-calculated VAT amount in the base currency.
Override VAT Amount	Override the calculated VAT amount by entering the VAT amount for the line if the calculated VAT amount is not equal to the VAT on the invoice being recorded. Otherwise, the field is blank.
Override VAT Amount Base	Displays the entered override VAT amount in base currency. This is calculated from the transaction currency override VAT amount, based on the exchange rate that is applicable to the transaction.
Recorded Amount	Displays the amount of VAT that will be recorded for this transaction in the transaction currency. If the calculated VAT amount has been overridden, this is the entered override VAT amount. Otherwise, this is the calculated VAT amount.
Recorded Amount Base	Displays the amount of VAT that will be recorded for this transaction in the base currency. If the calculated VAT amount has been overridden, this is the entered override VAT amount. Otherwise, this is the calculated VAT amount.
Customer VAT Rate	Displays the rate from the Customer VAT Code field that is used to calculate domestic reverse charges. <u>See Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," Domestic Reverse Charge Goods VAT, page 978.</u>
Recalculate	Click to recalculate the VAT for the line.

See Also

Chapter 18, "Entering Pending Items," Reviewing VAT Header Defaults, page 536

Completing the Pending Item 2 Page

Access the Pending Item 2 page (Accounts Receivable, Pending Items, External Items, Group Entry, Pending Item 2).

Group Control Pending Item 1 Pending Item 2 Pending Item 3 Accounting Entries Group Action

Group Unit: GBR01 Group ID: NEXT

Pending Item Entry Find | View All First 1 of 1 Last

Item ID: LGBR01 Line: SubCust1: SubCust2:

Business Unit: GBR01 Customer: GBR01

Amount: 1,000.00 Currency: GBP

Collection Status

☐ Dispute Reason: Date: Amount:

☐ Collection Code: Date: Amount:

Last OC: Date: Amount:

Latest Dunning: Date:

Last Statement:

Cash Forecasting

Bank Code: Account:

Additional Detail

Sales: 003

Analyst: CBB

Collector: CBB

Location: 1

Pay Method:

Draft Type:

Draft Options

☐ Preapproved?

☐ Create Document?

☐ One Item per Draft?

Online Pending - Pending Item 2 page

Collection Status**Dispute**

Select to mark a pending item for dispute. Then enter a reason in the Status field, and enter the date and the amount.

Collection

Select to mark a pending item for collection. Then enter a collection agency in the Status field and enter the date.

Latest Dunning

Enter the type of dunning letter that the customer last received. Then enter the date it was sent.

Last OC (last overdue charge)

Enter the type of overdue charge: *Finance*, *Administrative*, or *Penalty*. Then enter the date and the amount of the last overdue charge.

Last Statement

Enter the date when you sent the customer the last statement.

Note. The Dispute, Collection, Latest Dunning, Last OC, and Last Statement fields are often used during conversion.

Additional Detail**Sales**

Select the name of the primary sales person assigned to the customer.

Location	Select the address sequence number of the bill to customer. This is usually the address used by PeopleSoft Billing for invoices or for debit or credit memos. It can also be the address attached to the item. The address, if entered, is used for correspondence for the item. Otherwise, the default location for the customer is used for correspondence.
Pay Method	Select a payment method for the customer. If you leave this field blank, the system uses the payment method specified for the customer on the Bill To Options page. If a payment method is not defined for the customer, the system uses the default defined on the Receivables Options - Payment Options page for the business unit. Options are <i>Cash, Check, Credit Card, Direct Debit, Electronic Files Transfer (EFT), Giro - EFT, and Letter of Credit</i>.
Draft Type	If you selected the payment method <i>Draft</i> , the system displays the default draft type for the customer that was specified on the Bill To Options page. If you did not assign a default draft type, select one.

Cash Forecasting

Bank Code and Account	Enter the bank code and account that the customer uses to send payments. PeopleSoft Cash Management uses this for cash forecasting.

Draft Options

If you selected a payment method of *Draft*, you must select one of the following check boxes.

Preapproved?	Select if the item is preapproved for draft processing.
Create Document?	Select if the item must be included in a draft document that is prepared for the customer.
One Item per Draft?	Select if the item must appear on a separate draft.

Completing the Pending Item 3 Page

Access the Pending Item 3 page (Accounts Receivable, Pending Items, Online Items, Group Entry, Pending Item 3).

Group Control		Pending Item 1		Pending Item 2		Pending Item 3		Accounting Entries		Group Action	
Group Unit: GBR01		Group ID: NEXT									
Pending Item Entry Find View All First 1 of 1 Last											
Item ID: LGBR01		Customer: GBR01		Line:							
Business Unit: GBR01		Currency: GBP		SubCust1:							
Amount: 1,000.00				SubCust2:							
Consolidated Invoice						User Amounts					
Unit:						1:					
Invoice:						2:					
						3:					
						4:					
						5:					
						6:					
						7:					
						8:					
User Date			User Text								
1:			1:			6:					
2:			2:			7:					
3:			3:			8:					
4:			4:			9:					
			5:			10:					

Online Pending - Pending Item 3 page

If multiple invoices in PeopleSoft Billing were consolidated, the business Unit and Invoice number fields identify which open items correspond to the consolidated invoice. The Billing interface automatically populates these fields. If you have a similar concept in the billing systems that you integrate with, you can use these fields for a similar purpose.

PeopleSoft Receivables provides configurable user fields in the pending item tables that you can use to track company-specific or industry-specific information that is not predefined on the Pending Item table, such as a contract or shipment. User fields include:

- User Date 1 through User Date 4
- User Text 1 through User Text 10
- User Amounts 1 through User Amounts 8

See Also

Chapter 5, "Defining Additional Processing Options," Setting Up User-Defined Fields, page 179

(IND) Entering Tax Information for India

Access the Group Entry Tax page (Accounts Receivable, Pending Items, Online Items, Group Entry, Group Entry Tax).

Group Control

Pending Item 1

Pending Item 2

Pending Item 3

Group Entry Tax

Accounting Entries

Group Action

Group Unit: IND01

Group ID: 1

Tax Information

Find | View All | First 1 of 1 | Last

Bus. Unit: IND01

Customer: IND01

IND01

Item ID: LIND01

SubCust1:

SubCust2:

Amount: 1,000.00

Line:

Currency: NPR

Seq: 1

Total Tax Amount

Total Excise Amount

Total ST/VAT Amount

Control: 315.44

Control: 218.00

Control: 97.44

Total 315.44

Total 218.00

Total 97.44

Tax Determination

Calculate Tax

Tax Detail

Customize | Find | View All | First 1 of 1 | Last

	Tax Rate Sequence	Ship From State	Ship to State	Reporting Authority	Tax Authority Rate	Tax Transaction Type	Tax Form Code	Transaction Line Amount	Excise Tax Amount	Excise Tax Rate Code	Tax Amount
1	1	KA	KA	KARLST		DOM	37	1000.00	218.00	EDAV01	

India - Online Pending - Group Entry Tax page

The system calls the Tax Determination process to supply default values for the tax transaction lines based on the business unit and customer for the item.

Entering Control Totals

- Total Tax Amount

Enter the total tax amount. This is the sum of the excise tax amount and sales tax or VAT amount.
- Total Excise Amount

Enter the total amount of excise tax. This field is required if excise tax is applicable.
- Total ST/VAT Amount (total sales tax/value added tax amount)

Enter the total amount of sales tax or VAT. This field is required if sales tax or VAT is applicable.

Determining Tax Information or Calculating Tax

- Tax Determination

Click to supply default information such as ship from country and state, ship to county and state, tax authority (for sales tax or VAT), tax form code (for sales tax or VAT), tax transaction type, excise duty and tax codes from the business unit, and customer setup to the tax transaction line. The transaction line can have excise duty only, sales tax only, both, or VAT.

If you change the default value for the tax transaction type, tax form code, or tax rates codes, you must click this button again to run the tax determination routine again.

Calculate Tax

Click to calculate taxes only if the items are entered in PeopleSoft Receivables or for items interfaced from billing for which PeopleSoft Receivables will create the accounting entries. Taxes cannot be recalculated if the accounting entries were created in PeopleSoft Billing. The system calculates the excise duty tax amounts, sales tax, and VAT amounts.

You view the results on the Tax Detail page.

Entering Indian Tax Line Information**Ship From State**

Displays the default ship from state that the tax determination routine identifies. The system determines the ship from state based on the business units assigned to the item:

- If an order management business unit is available, it uses the order management business unit location country and state.
- If no order management business unit is available, but a billing business unit is available, it uses the billing business unit location country and state.
- If neither an order management business or a billing business unit is available, it uses the receivables business unit location country and state.

Ship to State

Displays the ship from state. The system uses the country and state for the ship to customer to populate the field.

Reporting Authority

Displays the reporting authority. The Tax Determination process populates the field.

Tax Transaction Type

Select a tax transaction type. Values are:

DEB: Direct export with bond

DEWB: Direct export without bond

DIMP: Direct export

DOM: Domestic

IUT: Interunit transfer

LEB: Local export with bond

LEWB: Local export without bond

LIMP: Local import

Tax Form Code	Select a tax form code. This is only for sales tax or VAT and is used for form tracking. Valid entries are: 20: Tamilnadu Local S/P 32: West Bengal Local S/P 37: Karnataka Local S/P C: Interstate Sales D: Sale to Government EI: Intransit Purchase EI & C: Intransit Sales EII: Intransit Sales Level 2 F: Stock transfer form H: Deemed Export
Transaction Line Amount	Enter the total amount of transactions for the line. Each line has its own transaction total. The system uses this amount to calculate the taxes.
Excise Tax Amount	Displays the total amount of excise tax for the line. Each line has its own excise tax amount. If excise tax is applicable. The sum of all the excise tax amounts should equal the control excise tax amount.
Excise Tax Rate Code and Tax Rate Code	Enter the excise duty or tax rate associated with this line. Excise duty and tax rate codes represent a specific grouping of tax type components, calculation schemes, and other tax attributes. If excise duty, sales tax, or VAT is applicable to a line, this field must be populated. If excise duty, sales tax, or VAT is not applicable to a line, this field must <i>not</i> be populated.
Tax Amount	Displays the total amount of sales tax or VAT for the line. Each line has its own tax amount. The sum of all the tax amounts should equal the control tax amount.
Tax Detail Link	Click to access the Tax Detail page, where you can view the excise duty, sales tax, and VAT detail information.

See Also

[Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," \(IND\) Excise Duty, Sales Tax, and VAT Processing for India, page 1031](#)

PeopleSoft Global Options and Reports 9.1 PeopleBook, "(IND) Determining and Calculating Excise Duty, Sales Tax, VAT, and Customs Duty"

(IND) Viewing Tax Detail for India

Access the Tax Detail page (click the Tax Detail link on the Group Entry Tax page).

Tax Detail									
Tax Determination						Customize Find View All   First 1-4 of 4 Last			
	Tax Rate Sequence	Tax Rate Code	Tax Component Code	Tax Rate Amount	Calculation Scheme	Tax Rate UOM	Tax Rate Pct	Basis Amount	Tax Amount
1	1	EDAV01	BED		P		16.0000	1000.000	
2	2	EDAV01	AED		P		5.0000	1160.000	
3	3	EDAV01	SED		Q	EA			
4	1	LST01	LST		P		8.0000	1218.000	

Online Pending - Tax Detail page

Tax Rate Code	Displays the tax rate used to calculate the tax for each line. Tax is applied to each line separately, rather than applied to a subtotal of the bill, enabling you to establish different tax rates for each line.
Tax Component Code	Displays the tax component for the line. One tax component code exists for each tax type. Multiple tax component codes that have the same tax type are grouped together to define tax rate codes.
Calculation Scheme	Displays the calculation scheme that determines how the taxes are calculated. PeopleSoft Receivables uses only the <i>P</i> (percentage) calculation scheme.
Tax Rate Pct (tax rate percentage)	Displays the rate at which the taxes are calculated. The value that appears here is determined by the value in the Calc Scheme field and is always a percentage.
Basis Amount	Displays the amount of the line on which the tax was calculated.
Tax Amount	Displays the amount of the tax that the system calculated for the line.

Creating and Reviewing Accounting Entries Online

Access the Accounting Entries page (Accounts Receivable, Pending Items, Online Items, Group Entry, Accounting Entries).

Group Control

Pending Item 1

Pending Item 2

Pending Item 3

Accounting Entries

Group Action

Group Unit:GBR01

Group ID:6

Accounting Entries

Find | View All | First | 1 of 1 | Last

Item ID:LGBR01

Line:

Entry Type:IN

Reason:

Bus. Unit:GBR01

Customer:GBR01

SubCust1:

SubCust2:

Amount:1,000.00

Currency:GBP

Accounting Entries:Complete

Display Totals:Entry





Distribution Lines

Customize | Find | View All | First | 1-2 of 2 | Last

ChartFields

Currency Details

Additional Details

Journal Reference Information



Line	GL Unit	Ledger Grp	Ledger	Type	Amount	*Account	Alt Acct	Oper Unit	Fund	Dept	Pr
2	GBR01	RECORDING	LOCAL	Usei	-1,000.00	400000					
102	GBR01	RECORDING	LOCAL	AR	1,000.00	120000					

Lines: 2

DR: 1,000.00

Currency: GBP

CR: 1,000.00

Currency: GBP

Net: 0.000

Online Pending - Accounting Entries page

Before you can view and edit the accounting distribution lines on this page, you must select the Group Action tab and click the Create Entries button.

Amount Displays the amount in the entry currency.

Tot Base (total base) Displays the amount converted into the base currency.

Creating and Deleting Accounting Entries

Display Totals Select the type of currency used to display the totals at the bottom of the page. Select either *Base* or *Entry*.

 Click the Create button to have the system create accounting entries for one pending item at a time. After you click the Create button, the accounting entries appear in the grid at the bottom of the page.

 Click the Delete button if you make a mistake and want to start over. The button affects only the pending item shown in the scroll area, not all pending items in the group.

Accounting Entries The status changes from *Incomplete* to *Complete* after you create accounting entries and the entries are balanced.

Reviewing and Updating Accounting Entries

The Distribution Lines grid at the bottom of the page displays the individual lines for a single item. To see the accounting lines for a different pending item, use the Accounting Entries group box.

The accounting entries that appear are based on the item entry template and are either system-defined or user-defined. For billing groups, you can edit both system-defined receivables lines and user-defined (revenue) lines. You can have multiple lines for each. For other group types, you can edit the receivables lines only for transactions that do not reference existing items, but you can edit the user-defined lines. If you selected *Always Inherit* or *Inherit within BU* for the inheritance option, you cannot modify the ChartField values.

See [Chapter 13, "Understanding Interunit and Intraunit Accounting and ChartField Inheritance," ChartField Inheritance, page 404.](#)

The lines must balance; that is, total debits must equal total credits, and the total of all accounts receivable lines must equal the entry amount of the pending item.

Manually enter the ChartField values for the pending item as needed, or supply the value automatically by click the SpeedType button and select a SpeedType code to automatically display the ChartField values.

You must set up Speed Type codes in advance to use the automatic Speed Type feature.

Note. The ChartFields that appear in the grid depend on the ChartField configuration setup for your organization.

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Editing ChartField Combinations."

GL Unit (general ledger business unit)	Displays the general ledger business unit that is linked to the receivables business unit and receives journals.
Type	Indicates the type of accounting line (for example, accounts receivable, user-defined, VAT, and so on).
Ledger Group and Ledger	Displays the ledger group and ledger for the entries. The system populates these fields for all entries, but the fields appear only if you selected the multibook option on the Installation Options - Overall page. See Chapter 30, "Processing Multiple Currencies in PeopleSoft Receivables," Multibook Processing, page 954.
Ledger Base	In a nonmultibook environment, displays the business unit base currency.
Statistics Code	If the accounting template that you selected on the Accounting Template page includes a statistic code for the particular entry type that you are working with, the statistic code value appears in this field. If the Statistics Code field is populated, then the associated unit of measure field is also populated. For instance, suppose that you track the number of workdays associated with the item. The statistic code is <i>DAY</i> (work days), and the associated unit of measure is also <i>DAY</i> (days). The field that appears between these two is the statistical amount, which in this example you might enter as <i>3.00</i>, the number of days. If the Stat field is not populated, you can enter a value and overwrite the existing unit of measure as needed.
Open Item Key	Enter the information that you need to track and maintain for the open item account in PeopleSoft General Ledger. This field is available only if the account for the distribution line is marked as an open item account.

At the bottom of the page, verify that the debits and credits are balanced. The total number of lines for each pending item, the debit (DR) and credit (CR), and the net must be 0 before you can post the group.

If you receive a ChartField Combination editing error message, you may need to make the correction before you run the Receivable Update process depending on the setup for the business unit on the Receivables Options - General 2 page. If you receive an error message, you must correct the error before you post the pending item group. If you receive a warning message, you can post the group without correcting the errors.

ChartField Combination Error Tab

A single error message appears for a pending item if at least one item distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error. The ChartField Combo Error tab appears in the Distribution Lines grid. This tab identifies the specific fields and combination group that were used to compare against the distribution line with the error. If no errors occur, this tab does not appear.

Selecting a Group Action

Access the Group Action page (Accounts Receivable, Pending Items, External Items, Group Entry, Group Action).

Group Control

Pending Item 1

Pending Item 2

Pending Item 3

Accounting Entries

Group Action

Group Unit:GBR01

Group ID:6

Entered:10/14/2009

Status:Do Not Post

Group Actions

Balance

Delete Group

Posting Action

Action:Do Not Post

OK

Accounting Entry Actions

Create Entries

Delete Entries

Cash Drawer Receipt

Online Pending - Group Action page

Drawer Receipt

Click to access the Cash Drawer Receipts page (Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt).

This link appears:

- When you enter a single customer in a group and save the page.
- When you enter multiple items for the same customer in a group and save the page.
- If the group is balanced.

This link does not appear if:

- Multiple items exist for the different customers in the group.
- The group is not balanced.
- If you search for and select an existing group with multiple customers.

Because no security is applied to access the Cash Drawer Receipt page from the Accounts Receivable menu, then no security is applied to access this page by means of the Drawer Receipt link on the Group Action page.

If a user enters pending items and runs ARUPDATE, and ARUPDATE creates entries in error, the Drawer Receipt link does not appear on the Group Control page due to error. If a user accesses the Cash Drawer Receipts page from the Accounts Receivable menu, the items are not available because the group was not posted.

A user can partially pay for an item after the item is posted. Users can reference partially paid items on the Cash Drawer Receipt page. However, the Drawer Receipt link appears only on the Group Control page for pending items that are not posted.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up and Maintaining a Cash Drawer," Creating a Cash Drawer Receipt.

Group Actions**Balance**

Click to balance the group but not set it to post. The system reviews the completed fields on the Group Control page to confirm that the control amount and count are equal to the entered amount and count. If the entered pending items match the group controls and you entered them online, the system verifies that the accounting entries are balanced. The system also verifies that any VAT amounts are balanced. If the group, accounting entries, or VAT amounts are out of balance, you receive a warning message. The system also checks for required fields.

For an external group, the Group Status group box on the Group Control page shows the status of the group.

Delete Group

Click to delete the entire group of pending items. If you delete a draft group, the system deletes any draft fees associated with the group.

Posting Action

The Posting Action group box varies depending on whether you are working with an external group or an internal group.

Action

Select a posting action for the group and click OK to perform the action. Valid values are:

Do Not Post: Saves the changes to the group, but no posting takes place. Use this option to change the posting option for a group set to *Batch Standard* or *Batch Priority*, if the group has not been processed yet.

Post Now: Runs the Receivable Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes.

Post Now to GL: Runs the Receivable Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes.

Batch Priority: Runs the Receivable Update process the next time a priority-scheduled job runs or the next time a standard scheduled job runs if that occurs first. This option is not intended for large jobs.

Batch Standard: Runs the next time a standard scheduled batch job runs. This may occur once a day depending on how often the organization schedules standard jobs.

Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when you need to post the transaction immediately. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time.

See [Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378.](#)

For external groups, only these posting actions are available:

- *Do Not Post*
- *Batch Priority*
- *Batch Standard*

Accounting Entry Actions

Create Entries

Click to create and initially balance accounting entries for all of the group's pending items that do not yet have entries. This option creates entries for all pending items in the group at once, whereas on the Accounting Entries page, you create entries for only one pending item at a time.

Note. Normally, you create accounting entries during a Receivables Update run unless you must review them. To create accounting entries in a batch, select a posting action.

See Chapter 18, "Entering Pending Items," [Creating and Reviewing Accounting Entries Online](#), page 557.

Delete Entries

Click to erase the accounting entries that were created for all pending items in the group.

Finding and Correcting Errors When Entering Receivables

When you enter pending items online, the system validates the data and displays an error message if the data fails one or more system edits. In this way, the system prevents two types of user errors:

- Entering information that is not valid.
- Leaving a required field blank.

You can receive error messages at the field level or the page level. Edits at the field level prevent you from moving beyond a field when you enter invalid data or try to leave a required field blank. Edits at the page level catch the same errors as well as errors that involve multiple fields.

A single error message appears for a pending item if at least one item distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error. The ChartField Combo Error tab appears in the Distribution Lines grid. This tab identifies the specific fields and combination group that were used to compare against the distribution line with the error. If no errors occur, this tab does not appear.

The Receivable Update process also edits pending items and flags the errors.

See Also

[Chapter 28, "Posting and Unposting Groups," Correcting Posting Errors](#), page 908

Reviewing Pending Item Groups

This section lists the inquiry pages that display information about pending item groups.

Pages Used to Review Pending Item Groups

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Billings by Origin	GROUP_ACT_ORIGIN	Accounts Receivable, Pending Items, Review Items, Billings by Origin, Billings by Origin	Reconcile your database with information from your billing system. Display the pending groups that are received from a billing origin on a certain day or within a range of dates.
Billings By Unit	GROUP_ACT_BU	Accounts Receivable, Pending Items, Review Items, Billings by Unit, Billings By Unit	View the pending groups from PeopleSoft Billing that are received into a business unit.
Pending Item Status	PNDG_ITEM_STATUS	Accounts Receivable, Pending Items, Review Items, Pending Item Status, Pending Item Status	View the status of an unposted pending item for a customer.

Chapter 19

Entering Payments

This chapter provides an overview of payments and deposits, lists prerequisites, and discusses how to:

- Enter regular deposits.
- Enter express deposits.
- Create cash control accounting entries.
- Journal payments directly to the general ledger.
- Reconcile payments on a bank statement.

Understanding Payments and Deposits

This section provides an overview of payments and deposits and discusses:

- Bilateral netting
- Payment status

In PeopleSoft Receivables, a deposit consists of all payments that you are processing or that the bank processes. You can apply a payment to multiple items for a single customer or to multiple items for different customers, even across business units.

You can enter payments into PeopleSoft Receivables using these methods:

Method	Description
Regular deposit	This is the standard method for online payment entry. Use regular deposit when you have customer information but lack item IDs.
Express deposit	If you have an item ID, use express deposit so that you can enter deposits and apply payments at the same time. You do not need customer information to use express deposit.
Excel Spreadsheet	Cash and remittance information can be entered into a preformatted Microsoft Excel spreadsheet and loaded into PeopleSoft Receivables.

Method	Description
Lockbox	Electronic payments that are deposited automatically in the background from a bank file.
Electronic Data Interchange (EDI)	A process that receives payments in both the European and U.S. EDI formats.
Cash drawer receipts	Payments and deposits that you enter as cash drawer receipts for counter sales in PeopleSoft Order Management.
Bank statement	Bank statement deposits are a source of payments through the entry of reconciled deposits to the receivables system.
Bilateral netting	Netting deposits are the result of a net of payables and receivables transactions.
Credit card	The PeopleSoft system provides a tool to obtain credit card authorization and to process credit card payments.
(JPN) Electronic Funds Transfer (EFT)	A process receives payments in an EFT file.

Depending on your business, you can use one or more of these methods. The method of payment entry that you use does not limit your cash application options. After you enter payments, you can apply them to items by using either a payment worksheet or the Payment Predictor Application Engine process (ARPREDCCT), which automatically applies payments. After you apply the payments, run the Receivable Update Application Engine process (ARUPDATE) to post the payments, create accounting entries, and update the customers' balances.

You journal cash to the general ledger by using direct journaling or the cash control accounting method.

- Direct journaling bypasses payment application and sends cash directly to the general ledger—a method suited to payments that *do not* pay accounts receivable items.
- The cash control accounting method journals cash to a control account upon receipt or when reconciled on a bank statement, depending on the cash control methods used.

If you do not use cash control, the system updates the cash account after you apply the payment.

See Also

[Chapter 19, "Entering Payments," Journaling Payments Directly to the General Ledger, page 588](#)

[Chapter 19, "Entering Payments," Creating Cash Control Accounting Entries, page 583](#)

[Chapter 20, "Receiving Payments Electronically," page 597](#)

[Chapter 21, "Applying Payments," page 641](#)

[Chapter 22, "Managing Credit Card Payments," page 691](#)

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Processing Credit Cards"

Bilateral Netting

Netting deposits are the result of a net of payable and receivable transactions. If your organization uses both PeopleSoft Payables and PeopleSoft Receivables, you can offset open items in PeopleSoft Receivables with open vouchers in PeopleSoft Payables by using *bilateral netting*. This function is useful when some of your customers are also vendors from whom you purchase goods or services.

You need to set up a contractual arrangement with your trading partners who want to participate in the netting process. You specify which vendor IDs and customer IDs participate in each netting selection and the system nets the open vouchers and items for those customers and vendors. You also specify rules for selecting the vouchers and items and for the order in which the system matches the items. For example, you can specify that you want the process to match the smallest items or largest items first.

Note. If you do not want to include an item in the netting process, deselect the Available for Netting check box on the View/Update Item Details - Detail 1 page.

The netting process uses a netting bank account, which is a virtual bank, for the exchange of funds. No exchange of actual funds occurs, but the process creates a deposit that uses this bank account.

In some cases, when you net transactions, the total of the receivable items and the payable vouchers is not equal. If the receivables are greater than the payables, the process selects the items to net based on the netting rules and then partially nets one item. For example, suppose that you have two items in a netting selection: one for 100.00 and one for 50.00. You have two vouchers in a netting selection: one for 75.00 and one for 50.00. The total of the vouchers is 125.00 and the total of the items is 150.00. Your netting rules specify that you net the largest item first. So the process would net both vouchers, the 100.00 item, and 25.00 of the second item.

When you close the netting selection using Pay Cycle Manager, the system creates a deposit with one payment for the total amount of the net. In this example, the deposit would be for 125.00. The deposit uses the netting reference ID for the payment ID. The closing process creates a payment worksheet for the deposit and sets its posting status to *Batch Standard*.

Warning! If you change the item selections on the payment worksheet, the accounting entries for the net will be out of balance.

The closing process changes the due date and payment method for all of the items in the netting selection that were not paid (including the item that the net partially paid) to the same due date and payment method based on the PeopleSoft Receivables receipt settlement instructions. It also assigns the netting reference ID to each item to facilitate payment application.

If the payables are greater than the receivables, the process is essentially the same, except that all items in the netting selection are paid in full by the netting deposit.

See Also

PeopleSoft Cash Management 9.1 PeopleBook, "Managing Bilateral Netting"

Payment Status

A payment's status changes as the payment moves through the system. The status determines which payment information you can change and which menu options are available to work with the payment.

This table lists payment status and provides a description for each status:

<i>Payment Status</i>	<i>Description</i>
Unidentified	A payment was entered through a regular or express deposit or electronically by lockbox, EDI, bank statement, or a cash drawer receipt. A payment ID was entered but no customer or payment reference information was provided. You can change all payment information.
Identified	Payment reference information or a customer identifier was provided upon entry. This occurs for regular deposits on the Regular Deposit - Payments page or on the Worksheet Selection page. The system identifies electronic payments by magnetic ink character recognition (MICR) ID, a customer ID, or any of the payment references. If you delete a worksheet, the payment status reverts to Identified.
Identified - Express	Item or payment reference information was provided on the Express Deposit - Payments page. The payment is linked to an item or items, but not set to post. You can change all payment information.
Directly Journalled	The payment was entered in a regular deposit and marked for direct journaling. The status changes when you mark accounting entries complete after entering the user-defined line on the Accounting Entries page.
Worksheet	The payment has a saved worksheet that is not set to post. If any payment in a deposit has this status, you cannot change any deposit information, payment amounts, dates, or IDs. If accounting entries have not been created, you can change identifying information for the payment.
Applied	The payment has been applied, and either accounting entries were created online or the payment is set to post on the Worksheet Action page. If any payment in a deposit has this status, you cannot change any deposit or payment information.
Complete	The Receivable Update process has successfully posted the payment. After a payment has been marked <i>Complete</i> , you can only inquire on it. To change it, you must unpost the payment group.

Prerequisites

Before you enter payments, you must:

- Select a cash control method for each business unit.
- Set up the bank accounts for depositing payments.
- Define group types for payments.
- Define deposit types.
- Set up qualifiers for payment reference information.

See Also

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining the Accounting Options 2 Page, page 48](#)

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Group Types and Group Origins, page 112](#)

[Chapter 5, "Defining Additional Processing Options," page 119](#)

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

Entering Regular Deposits

This section provides an overview of regular deposits and discusses how to:

- Enter regular deposit totals.
- Enter regular deposit payment information.
- Enter payment details for items.
- Correct balancing errors.
- Delete a deposit.

Understanding Regular Deposits

Use a regular deposit when you have customer information but lack item IDs. After you create the deposit, you must apply the payments using the payment worksheet or the Payment Predictor process.

You can change deposit information until one of these events occurs:

- A payment in the deposit is applied or has a saved worksheet.
- Accounting entries for directly journaled payments have been completed.
- The Journal Generator Application Engine process (FS_JGEN) has processed cash control accounting entries.

Pages Used to Enter Regular Deposits

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Regular Deposit - Totals	PAYMENT_DATA1	• Accounts Receivable, Payments, Online Payments, Regular Deposit, Totals • Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing, Totals	Enter regular deposit totals, including information and control totals for a new deposit. You can also delete a deposit. The Totals page is unavailable if the deposit has been reconciled with a bank statement.
Regular Deposit - Payments	PAYMENT_DATA2	• Accounts Receivable, Payments, Online Payments, Regular Deposit, Payments • Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing, Payments	Enter details about each payment in a regular deposit.
Detail Reference Information	PAYMENT_REF_DETAIL	Click the Detail References link on the Regular Deposit - Payments page.	Enter the items to which you are applying the payment. Also, create deductions, pay or write off all or part of an item, and create on-account payments or prepayments.
Regular Deposit Balancing - Action	PAYMENT_DATA3	Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing, Action	Select an action to save the deposit or delete the deposit.
All Deposits	DEPOSIT_STATUS	Accounts Receivable, Payments, Review Payments, All Deposits, All Deposits	View details about one specific deposit ID (including control totals and status) or scan all deposits, one at a time.

Page Name	Definition Name	Navigation	Usage
Incomplete Deposits	DEPOSIT_INCOMPLETE	Accounts Receivable, Payments, Review Payments, Incomplete Deposits, Incomplete Deposits	View posted and unposted deposits that are not yet completely processed. You can see the payment amount for the deposit that is still in process, summarize out-of-balance deposits (only), or view the list of incomplete deposits by user.

Entering Regular Deposit Totals

Access the Regular Deposit - Totals page (Accounts Receivable, Payments, Online Payments, Regular Deposit, Totals).

Totals		Payments	
Unit: US001	Deposit ID: 22	View Audit Logs	Delete Deposit
*Accounting Date:	09/09/2009	Control Currency:	USD
*Bank Code:	USBNK	Format Currency:	USD
*Bank Account:	CHCK	Rate Type:	CRRNT
*Deposit Type:	C Customer	Exchange Rate:	1.00000000
Control Totals		Control Data	
Control Total Amount:	55.00	*Count:	1
Entered Total Amount:	55.00	Count:	1
Difference Amount:	0.00	Count:	0
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	0.00	Count:	0
		*Received:	09/09/2009
		*Entered:	09/09/2009
		Posted:	
		Assigned:	SAMPLE
		User:	SAMPLE

Regular Deposit - Totals page

Accounting Date

Enter the accounting date for each payment and for all pending items created from the payment. You can override the date on the Regular Deposit - Payments page. The system validates the accounting date to make sure it falls within the open period for the business unit and transaction type as defined on the Open Period page for the business unit.

Deposit Type

Displays the default deposit type for the bank account that you defined on the External Accounts - Account Information page. Override the value if needed.

Control Currency	Enter a currency code if the same currency is used for all of the payments. Note. Specifying a control currency at the deposit level is optional. If you enter currency at this level, all payments in the deposit must then have this same currency. To take advantage of multicurrency processing, leave control currency blank and specify currency at the <i>payment</i> level. The next page in this component, Payments, enables you to enter a different currency for each payment in the deposit.
Format Currency	Select the display currency.
Rate Type and Exchange Rate	If you enter a control currency, you can adjust these fields as needed. Realized gain and loss calculations are not affected by changing the rate type or exchange rate on the deposit or payment pages. The appropriate way to change the exchange rate for the realized gain and loss calculations is to change the market rate. The exception to this is when the base currencies of the item and payment are the same and when the entry currencies of the item and payment are the same.
	Click the Exchange Rate Detail button to access a page where you can view or modify the exchange rate.
Control Total Amount	Enter the control totals for the amount and count of the payments in this deposit. You can have a zero-total deposit if the payment amounts offset each other.
Entered Total Amount and Difference Amount	These fields display the amount and count of the payments that you have entered and the difference between the payments entered and the control totals. If the control and entered totals and count are not the same, you cannot apply any of the payments. Balancing these control totals is a necessary first step in payment application.
Posted Total Amount and Journalled Total Amount	These fields display the amount and count of payments that are applied and posted, or directly journaled.
Received and Entered	Enter the date when either the bank or your company received the payment. Because of normal processing delays, this date may be different from the entered date.
User	Displays the user ID of the individual assigned to the deposit. If you received an electronic deposit, the Payment Loader process (AR_PAYLOAD) assigns the user ID of the individual who created the run control ID for the process. If another user modifies the deposit in the Regular Deposit component (PAYMENT_ENTRY), the system automatically changes the user ID to that person's user ID.

Entering Regular Deposit Payment Information

Access the Regular Deposit - Payments page (Accounts Receivable, Payments, Online Payments, Regular Deposit, Payments).

TotalsPayments

Unit:US001Deposit ID:22Date:09/09/2009Balance:Balanced

Payment Information

Find | View All | First | 1 of 1 | Last

Payment Seq:1*Payment ID:32226*Accounting Date:09/09/200931

Amount:55.00Currency:USDRate Type:CRRNTExchange Rate:1.00000000

☐ Payment Predictor☐ Journal Directly☐ Range of References

Payment Method:CheckAttachments (0)View Audit Logs

Customer Information

Find | First | 1 of 1 | Last

Customer ID:CWB101Business Unit:US001Remit From:1000Remit SetID:SHARE

Name:Alliance Drilling Inc.Corporate:1000Corporate SetID:SHARE

MICR ID:Link MICR

Detail ReferencesAdd ConversationView/Update Conversations

Reference Information

Customize | Find | View All | 1 of 1 | Last

Qual Code	Reference	To Reference	Event
1			

Regular Deposits - Payments page

The more information that you can provide on this page, the easier it will be to work with the payment worksheet.

Balance

Displays the status for the deposit. When the amount total and number of entered payments equals the control amount and count from the Regular Deposit - Totals page, the status changes from *Not Balanced* to *Balanced*. The total amount of all the payments in the deposit must match the control totals on the Regular Deposit - Totals page before you can create a payment worksheet.

Payment Information

You cannot update payment information for a deposit that has been reconciled with a bank statement.

Seq (sequence)

Displays the sequence number for each payment. When you enter a payment ID, the system assigns the next number to the payment so that you can track the order in which payments are entered.

Payment ID

Enter the check number or other identifying number.

Accounting Date

Displays the payment date, using the accounting date on the Totals page as the default. The system validates the payment date to make sure that the date falls within the open period for the business unit and transaction type as defined on the Open Periods page for the business unit. The payment date may be different from the deposit date if you use the postmark date from checks. The payment date affects earned discounts, so it needs to be accurate.

Amount	Enter the amount for this payment.
Payment Predictor	Select to use the Payment Predictor process to apply this payment. The bank account governs the default setting for this check box. If a worksheet already exists for this payment, this check box is unavailable. Note. If you receive payments for vendor rebate claims or claimback items from PeopleSoft Purchasing or PeopleSoft Order Management, you do not select this option. You must manually apply the payments on the payment worksheet to indicate the base and value-added tax (VAT) amounts for each item.
Journal Directly	Select if a payment should be handled as miscellaneous cash received rather than applied to items. Payments to be directly journaled cannot be processed in payment worksheets and do not go through the Receivable Update process.
Range of References	Select to identify an item by a range of numbers. Enter reference values in the Reference Information group box.
Payment Method	Select <i>Check</i>, <i>Electronic Funds Transfer</i>, or <i>Giro - EFT</i>. Use <i>Giro - EFT</i> in the Netherlands if you print invoices, statements, or dunning letters with the acceptgiro attachment and the payment is for one of these bills. The system populates this field in the following way: 1. Uses the payment method for the deposit type with the same setID as the deposit business unit. 2. Uses the payment method specified in the Receivables Options - Payables Options page for the setID of the deposit business unit. 3. Uses <i>CHK</i>. If the payment method is <i>Cash</i>, the deposit was entered as a cash drawer receipt for a counter sale. In this case, all payments in the deposit are cash payments, and you cannot change the payment method. Also, you cannot add any payments to the deposit. The only information you can change for cash payments is the reference information. Note. If you enter deposits online, the cash payment method is not available.

Customer Information

Customer information is optional. However, the more information that you can provide, the easier using the payment worksheet is.

Customer ID and MICR ID
(magnetic ink character
recognition ID)

Enter a customer ID or a MICR ID to identify a customer. The system then automatically displays other information about the customer.

Note. If you selected the Track Direct Journal Customer check box on the Installation Options - Receivables page, the Cust ID field is available for direct journal payments so that you can associate a customer with the payment. The payment does not update the customer balance. This enables you to use the Direct Journal inquiry page to review all direct journal payments for a customer. The field is available for all normal payments.

**SubCustomer 1 and
SubCustomer 2**

Displays the default subcustomer qualifiers for the customer that you entered on the Miscellaneous General Info page. Override the values if needed. You use the subcustomer qualifiers as filter criteria for payments on some inquiry pages. If subcustomer qualifiers are not enabled for the customer, these fields are not available.

Link MICR (link magnetic ink
character recognition)

Click to access a page where you can link the MICR ID to the remit from customer. If you enter a MICR ID that has not been associated with a customer, no customer information appears.

Attachments

See "[PeopleSoft Receivables Preface, Common Elements Used in This PeopleBook, page xxxix.](#)"

View Audit Logs

Click link to search for audit logs for this payment and deposit.

Reference Information

Enter information that ties this payment to specific items. You can use part of the name plus a wildcard of % as long as you provide the beginning letters or numbers. For example, enter a purchase order (PO) number of 24% here and later use the *Like Match* option on the Worksheet Selection page. The worksheet will contain all items having PO numbers beginning with 24, but will not include a PO number of x24x.

Qual Code (qualifier code)

Select the type of reference information to use to identify the items, such as document, purchase order, or bills of lading.

Reference (reference value)
and **To Reference** (to reference
value)

Enter a reference number to identify an item, or enter a range of reference numbers. To enter a range, select the Range of References check box in the Payment Information scroll area. The value in the To Reference Value field must always be greater than the value in the Reference field.

Note. The references (#REFS) Payment Predictor algorithm group does not support a range of references. To use a range of references for a particular payment and have the Payment Predictor process apply that payment, create algorithms specifically for your environment or database platform.

Detail References

Click to open the Detail Reference Information page, where you create deductions, pay or write off all or part of an item, and create on-account payments or prepayments. This page functions like a worksheet; it enables you to list the items to which you are applying the payment and enter the appropriate entry type for each item.

Add Conversation

Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.

The Add Conversation link appears on the Regular Deposits - Payments page for a single active customer or multiple customers in a payment irrespective of status (active or inactive), whether conversations exist or do not exist.

The Add Conversation link *does not* appear on this page for a single inactive customer. It also *does not* appear when the payment is defined as a direct journaled payment.

View/Update Conversations

Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

The View/Update Conversations link appears on this page for a single active customer with existing conversations, and for multiple customers in a payment, irrespective of status (active or inactive) and whether conversations exist or do not exist.

The View/Update Conversations link *does not* appear on this page for a single active customer with no conversations or for a single inactive customer in a payment. It also *does not* appear when the payment is defined as a direct journaled payment.

Entering Payment Details for Items

Access the Detail Reference Information page (click the Detail References link on the Regular Deposit - Payments page).

The Detail Reference Information page for a regular deposit is similar to the Detail Reference Information page for the payment worksheet.

See Also

Chapter 18, "Entering Pending Items," page 515

Correcting Balancing Errors

A deposit is out of balance when the number of entered payments does not match the control number, or the total amount of entered payments does not equal the deposit control amount. You can see that a deposit is out of balance because the *Not Balanced* message appears on the regular deposit entry pages. Another indication of an out-of-balance deposit is that the Worksheet Selection page is unavailable when you try to build a worksheet for a payment in the deposit.

To correct errors on regular deposits:

- Adjust regular deposit totals.
- Adjust payment information.
- Delete a deposit.

The pages that you use to correct regular deposit balancing errors are identical to those that you use to enter regular deposits. However, the navigation is different. You use the Regular Deposit Balancing component (BALANCING) to correct balancing errors.

The pages work the same as when you enter deposits and payments, but only out-of-balance deposits are available for you to select. When you use pages for balancing errors, you can change any of the information associated with a deposit or payment.

Deleting a Deposit

Access the Regular Deposit - Totals page (Accounts Receivable, Payments, Online Payments, Regular Deposit, Totals and click the Delete Deposit button).

Entering Express Deposits

This section provides an overview of express deposits and discusses how to:

1. Enter express deposit totals.
2. Enter and apply payments with express deposit.
3. Select an express deposit action.
4. Correct express deposit balancing errors.

Understanding Express Deposits

If you have an item ID, use express deposit so that you can enter deposits and apply payments at the same time. You do not need customer information to use an express deposit.

If you do not have an item ID but have a customer ID, a reference number, an amount, or only a business unit, you must use a payment worksheet to apply the payment.

You can use express deposits to enter deposits, apply payments, and set payments to post as long as these conditions are met:

- The item currency and the base currency of the payment must be the same.
- You do not need to journal payments directly.
- You need only limited handling of discounts.
- You will post the deposit in a standard run of the Receivable Update process.

Pages Used to Enter Express Deposits

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Express Deposit - Totals	PAYMENT_EXPRESS1	- Accounts Receivable, Payments, Online Payments, Express Deposit, Totals - Accounts Receivable, Payments, Online Payments, Express Deposit Balancing, Totals	Enter information and control totals for a new deposit.
Express Deposit - Payments	PAYMENT_EXPRESS2	- Accounts Receivable, Payments, Online Payments, Express Deposit, Payments - Accounts Receivable, Payments, Online Payments, Express Deposit Balancing, Payments	Enter and apply payments with item IDs in a deposit after you enter the deposit control totals.
Express Deposit - Action	PAYMENT_EXPRESS3	- Accounts Receivable, Payments, Online Payments, Express Deposit, Action - Accounts Receivable, Payments, Online Payments, Express Deposit Balancing, Action	Post a deposit (provided that you entered and saved payments on the Express Deposit - Payments page), review accounting entries, create worksheets for incompletely applied payments, clear worksheets, or permanently delete the entire deposit so that you can start over.
Express Deposit - Accounting Entries	GROUP_ENTRY3	Click the Create/Edit button on the Express Deposit - Action page.	Review and modify accounting entries for payments in an express deposit.

Entering Express Deposit Totals

Access the Express Deposit - Totals page (Accounts Receivable, Payments, Online Payments, Express Deposit, Totals).

This page is identical to the Regular Deposit - Totals page.

See Also

Chapter 19, "Entering Payments," Entering Regular Deposit Totals, page 571

Entering and Applying Payments with Express Deposit

Access the Express Deposit - Payments page (Accounts Receivable, Payments, Online Payments, Express Deposit, Payments).

TotalsPaymentsAction

Unit:US001Deposit ID:PIRD204

Bank Account:USBNKControl Total Amt:15,000.00Count:1

Deposit Balanced:YesEntered Total Amt:15,000.00Count:1

Difference Amount:0.00Count:

Payment Information

Payment Seq:1*Payment ID:PIRD204*Accounting Date:08/05/2000

Amount:15,000.00Currency:DEMRate Type:CRRNTExchange Rate:1.78777651

Payment Method:CheckSelected:29,226.09

Status:Ident ExpDiscount:0.00Add ConversationAttachments (0)

☐ Payment PredictorRemaining:-14,226.09View/Update ConversationsView Audit Logs

Reference Information

Item ID	Line	Pay Amt	Currency	Document ID	Event	Cust ID	Unit	Disc Avail
10000678446		16347.73	USD			1001	US001	

Express Deposit - Payments page

- Deposit Balance

Displays the deposit status. When the amount total and number of entered payments equals the control amount and count from the Express Deposit - Totals page, the status changes from *No* to *Yes*.
- Control Total Amt (control total amount)

Displays the control totals entered on the Express Deposit - Totals page.
- Entered Total Amt (entered total amount) and Difference Amount

Displays the amount of the payments that you have entered and the difference between the payments entered and the control totals. If the control and entered totals are not the same, you cannot apply any of the payments. Balancing these control totals is a necessary first step in payment application.

Payment Information

You can only update payment information for deposits that have not been reconciled with a bank statement.

Payment Sequence	When you enter a payment ID, the system assigns the next number to the payment so that you can track the order in which they were entered.
Payment ID	Enter the check number or other identifying number.
Accounting Date	Displays the payment date using the accounting date on the Totals page as the default. The system validates the payment date to make sure it falls within the open period for the business unit and transaction type as defined on the Open Periods page for the business unit. The payment date may be different from the deposit date if you use the postmark date from checks. The payment date affects earned discounts, so it must be accurate.
Payment Predictor	Select to use the Payment Predictor process to process a payment. This setting may override a default setting at the customer level. If a worksheet already exists for this payment, the check box is clear, and you cannot select it. Note. If you receive payments for vendor rebate claims or claimback items from PeopleSoft Purchasing or PeopleSoft Order Management, do not select this option. You must manually apply the payments on the payment worksheet to indicate the base and VAT amounts for each item.
Amount	Enter the amount for the individual payment.
Payment Method	Select <i>Check</i> or <i>Electronic Funds Transfer</i>. The system uses the default payment method from the deposit type or business unit on the Receivables Options page. You can override the default payment method only for individual payments. If the Payment Method field is left blank, the payment method is assigned like this: 1. Obtain the payment method for the deposit type using the setID of the deposit business unit. 2. Obtain the payment method specified in the Receivables Options page for the setID of the deposit business unit. 3. If the payment method is not available from the Receivables Options page, assign <i>CHK</i> as the deposit type. If the payment method is <i>Cash</i>, the deposit was entered as a cash drawer receipt for a counter sale. In this case, all payments in the deposit are cash payments, and you cannot change the payment method. Also, you cannot add any payments to the deposit. The only information that you can change for cash payments is the reference information. Note. If you enter deposits online, the cash payment method is not available.
Selected	Displays the total amount of payments applied to items.
Discount Taken	Displays the total amount of discount taken on the items.

Remaining	Displays the total amount of the payment remaining after you apply items to the payment. This amount reflects discounts taken.
Add Conversation and View/Update Conversations	Click the Add Conversation link to access the Conversations page and add a new conversation concerning a customer's express deposit. Click the View/Update Conversations link to review or update an existing conversation with or about the customer associated with this express deposit.

See [Chapter 19, "Entering Payments," Entering Regular Deposit Payment Information, page 572.](#)

Reference Information

Item ID	Enter the ID of the item that you want to pay. When you provide an item ID, the system displays the item's payment amount. You can override this amount to create a partial payment or overpayment. The system displays a value in the Cust (customer) field or the Unit field unless an item ID references more than one item. If the system finds more than one item for the item and item line that you entered, it supplies only the item ID.
Discount	Select for an earned discount. The check box is selected by default if the discount is earned. The check box is deselected if the discount is unearned. If you want to take an unearned discount, you must create a payment worksheet.

Disc Avail (discount available) Displays the amount available for an earned discount.

If you cannot completely apply a payment on this page, use a payment worksheet to apply prepayments, deductions, adjustments, on-account payments, and write-offs as needed.

Selecting an Express Deposit Action

Access the Express Deposit - Action page (Accounts Receivable, Payments, Online Payments, Express Deposit, Action).

Delete Express Deposit	Click to delete the entire deposit. If you entered and saved payments on the Express Deposit - Payments page, use this option only if you want to permanently delete the entire deposit.
Deposit Balance	Displays the status for the deposit. It must be <i>Balanced</i> before you can set the deposit to post.
Go To Worksheet	Click to open the Payment Worksheet Application page, where you can manually apply payments to items and make partial payments. This link is only displayed after a worksheet is built. See Chapter 21, "Applying Payments," Applying Payments Using Payment Worksheets, page 646.

Status Displays the posting action for the deposit. Values are *No Action* (deposit not ready to post) or *Standard* (deposit has been set to post).

Posting Actions

Select a posting action for the payments.

Do Not Post The system disables this button by default. You can click this button only if you previously selected Batch Standard for payments. This option will reverse the posting status from *Standard* to *No Action* for payments that are either not journaled or not posted.

Batch Standard . Click to set payments to Batch Standard posting status. The next time that a standard scheduled Receivable Update batch job runs, this payment will be processed. Be aware that this run may occur only once each day depending on how often your organization schedules standard jobs.

Selecting this button:

- Saves the deposit.
- Sets any payment to post that has been fully applied in Batch Standard.
- Builds a worksheet for any payments that could not be set to post, but have sufficient identifying information.
- Displays the number of payments set to Post.

Note. Express deposits are posted as individual payments rather than in a payment group. However, a payment group consisting of only one payment is used for a cash application.

Worksheet Actions

Build Click to create one worksheet for every payment in the deposit. The system indicates the number of worksheets created.

Note. Instead of using the Build button, you can use the worksheet menu options to create one worksheet at a time.

Important! The system does not build payments without any identifying information into a worksheet. Carefully review these unidentified payments.

Delete Click to delete the payment group that was created without deleting the entire deposit. If you accidentally select the wrong action, select Delete Worksheet on the Worksheet Action page to delete the worksheets, but retain the express deposit information that you entered.

Accounting Entry Actions

Create Entries

Click to create accounting entries online for all applied payments in the deposit, as long as the deposit is in balance. The system accesses the Accounting Entries page where you can review and modify accounting entries. The payment status is set to *Worksheet*. You must return to the Action page to set the group to post.

Typically, you let the Receivable Update process create accounting entries. You need to create accounting entries online only when you must review them immediately.

Correcting Express Deposit Balancing Errors

A deposit is out of balance when either the number of entered payments does not match the control number or the total amount of entered payments does not equal the deposit control amount. You may recognize an out-of-balance deposit either by the *Not Balanced* message on the express deposit entry pages or because the Worksheet Selection page is not available when you try to build a worksheet for one of the payments in a deposit.

To correct errors on express deposits:

1. Adjust express deposit totals.
2. Adjust payment information.
3. Delete the deposit as needed.

The pages that you use to correct express deposit balancing errors are identical to the pages that you use to enter express deposits. However, you use a different navigation path to access the pages for balancing errors. You use the Express Deposit Balancing component (EXP_BALANCE).

The pages work the same as when you enter deposits and payments, but only out-of-balance deposits are available for you to select. When you use pages for balancing errors, you can change any of the information associated with a deposit or payment.

Creating Cash Control Accounting Entries

This section provides an overview of cash control accounting and discusses how to:

1. Run the Cash Control Application Engine process (AR_CSH_CNTL).
2. Review cash control accounting entries.

Understanding Cash Control Accounting

Cash control accounting ensures that the general ledger reflects cash as soon as you receive it or reconcile it on a bank statement; you do not have to apply the cash for it to appear in the general ledger.

You implement cash control accounting at the bank level. The PeopleSoft system provides two options for cash control accounting:

- Standard cash clearing.

Use this option to create cash control accounting entries only.

- Deposit in transit.

Use this option to create deposit-in-transit and cash control accounting entries if you reconcile your bank statements online.

The deposit-in-transit accounting entries record payments that are not deposited in your bank account and have not been reconciled on a bank statement.

Standard Cash Clearing

To set up standard cash clearing for a bank account, select the Cash Clearing check box on the External Accounts page and enter the ChartField values for the Cash - AR and Dep - AR (cash control) account types.

Also, specify the cash control method for each deposit business unit on the Receivables Definition - Accounting Options 2 page. The options are:

Bank Reconciliation

Creates the cash control entry that debits cash when the payment is reconciled on a bank statement or when you run the Cash Control process. This method requires an additional run of the Bank Stmt Processing (bank statement processing) Application Engine process (AR_BNKSTMT) when you are using automated reconciliation with statements transmitted by EDI.

Payment Entry

Creates the cash control entry that debits cash when the payment is received.

Note. If you select *None* for the cash control method, the system always debits the Cash account and credits the Receivables account when you apply the payment and does not create cash control lines.

This table shows the accounting entries that the system generates for each event if the cash control method is Bank Reconciliation:

Event	Debit	Credit
Payment entry	Not Applicable	Not Applicable
Bank statement processing or cash control processing	Cash	Deposit - AR (cash control)
Payment application	Deposit - AR (cash control)	Receivables

If the Payment Loader or Bank Stmt Processing (bank statement processing) process did not create cash control accounting entries, you must run the Cash Control process to create them. You normally run this process if you have a duplicate or out-of-balance deposit or if you did not have a cash control account set up when you ran the Payment Loader or Bank Stmt Processing processes. If the cash control method for the deposit business unit is Bank Reconciliation, the Cash Control process processes only payments that have been reconciled.

This table shows the accounting entries that the system generates for each event if the cash control method is Payment Entry:

Event	Debit	Credit
Payment entry	Cash	Deposit - AR (cash control)
Cash control process run	Not Applicable	Not Applicable
Payment application	Deposit - AR (cash control)	Receivables

If the cash control method is Payment Entry, the system automatically creates cash control accounting entries when you save a deposit or receive payments electronically from a bank account designated for cash control. All payments except those earmarked to be directly journaled are affected. If you change deposit or payment information, the system updates the accounting entries to reflect your changes.

Deposits in Transit

To set up deposit-in-transit transactions for a bank account, select the Cash Clearing and Dep in Transit (deposit in transit) check boxes on the External Accounts page and enter the ChartField values for the Cash - AR, Dep - AR (cash control), and DIT - AR (deposit in transit) account types.

Also, select *Bank Reconciliation* for the cash control method for each deposit business unit on the Receivables Definition - Accounting Options 2 page.

The process flow to generate deposit-in-transit accounting entries is:

1. Enter payments online or electronically.
2. Add bank statement information online or electronically.
3. Reconcile the bank statement.
4. Run the Cash Control process.
5. Apply the payment.
6. Post the payment.

This table shows the accounting entries that the system generates for each event if you enabled deposits in transit for a bank account and the cash control method is bank reconciliation:

Event	Debit	Credit
Payment entry	Deposit in Transit - AR	Deposit - AR (cash control)

Event	Debit	Credit
Cash control processing	Cash	Deposit in Transit - AR
Payment application	Deposit - AR (cash control)	Receivables

If you set up deposits in transit for a bank account and select *Bank Reconciliation* for the cash control method for a deposit business unit, the system also generates additional accounting entries for direct journal payments.

The process flow for direct journal payments when you enable the deposit-in-transit option is:

1. Enter the payment using the Regular Deposit component.
2. Create the accounting entries for the direct journal payment.
3. Add bank statement information online or electronically.
4. Reconcile the bank statement.
5. Run the Cash Control process.

This table shows the accounting entries for direct journal payments that the system generates for each event if you enabled deposits in transit for a bank account and the cash control method is bank reconciliation:

Event	Debit	Credit
Create direct journal accounting entries	Deposit in Transit - AR	User-Defined Revenue
Cash control processing	Cash	Deposit in Transit - AR

See Also

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining the Accounting Options 2 Page, page 48](#)

[Chapter 20, "Receiving Payments Electronically," page 597](#)

[Chapter 21, "Applying Payments," page 641](#)

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Receiving and Updating Bank Statements"

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Reconciling Statements"

Pages Used to Create Cash Control Accounting Entries

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Cash Control	CASHCNTL_REQUEST	Accounts Receivable, Payments, Cash Control Entries, Create Accounting Entries, Cash Control	Run the Cash Control process to create cash control accounting entries.
Cash Control Payments	CASH_CNTRL_DST	Accounts Receivable, Payments, Cash Control Entries, Review Accounting Entries, Cash Control Payments	Review cash control accounting entries. Note. If you need to delete the cash control accounting entries for a deposit, you must delete the entire deposit using the Regular Deposit component (PAYMENT_ENTRY) or Express Deposit component (PAYMENT_EXPRESS).

Running the Cash Control Application Engine Process

Access the Cash Control page (Accounts Receivable, Payments, Cash Control Entries, Create Accounting Entries, Cash Control).

Deposit Unit	Enter the business unit for the payments that you want to deposit.
Deposit ID	Enter a deposit ID to limit the processing to specific deposits.
Payment Sequence	Enter a payment sequence number to limit the processing to specific payments.

If you want to include business units, deposit IDs, and payment sequence numbers that begin or end with the same characters or numbers, use the % wildcard. For example, if you enter 6%, the list includes all deposits that begin with 6, such as 6877 and 6789.

Reviewing Cash Control Accounting Entries

Access the Cash Control Payments page (Accounts Receivable, Payments, Cash Control Entries, Review Accounting Entries, Cash Control Payments).

Click the tabs to view more details.

CR Amt (credit amount) and
DR Amt (debit amount)

If the system displays the debits and credits separately, the Credit Amount and Debit Amount fields display the amounts in the base currency of the business unit.

If you selected the Display Debit/Credit Amounts in Subsystems option on the User Preferences - Overall Preferences page, the debit amount or the credit amount and currency appear for each accounting line. Otherwise, the Line Amount field appears for each line.

Note. If the system displays separate debits and credits, a negative amount indicates an unpost transaction. Otherwise, negative amounts indicate a credit to the account, and positive amounts indicate a debit to the account.

Journaling Payments Directly to the General Ledger

This section provides an overview of direct journal payments, lists common elements used in this section, and discusses how to:

- Select payments for direct journaling.
- Create or correct accounting entries for direct journal payments.
- Review and modify accounting entries for direct journal payments.

See Also

[Chapter 19, "Entering Payments," Entering Regular Deposits, page 569](#)

Understanding Direct Journal Payments

Payments that do not correspond to items can bypass the cash application process. Such payments are often called *miscellaneous cash receipts* or *non-AR cash*. In the PeopleSoft system, they are referred to as *directly journaled payments* because you can create accounting entries for them without applying them to any item.

If you create a regular deposit and journal the cash directly to the general ledger and need to reverse the journal entry, you can enter a negative payment in the Regular Deposit component (PAYMENT_ENTRY) and then journal that payment to the general ledger.

Common Elements Used in This Section



Click the Budget Check button to run the Budget Processor Application Engine process (FS_BP).



Click the Budget Check Options button to bypass a budget-checking error.



Click the Document Sequencing button to enter document-sequencing information.

Pages Used to Journal Payments Directly to the General Ledger

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Regular Deposit - Payments	PAYMENT_DATA2	Accounts Receivable, Payments, Online Payments, Regular Deposit, Payments	Provide detailed information for each payment in a regular deposit and flag payments for direct journaling.
Accounting Entries	PAYMENT_MISC_DST	Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries, Accounting Entries	Create or change accounting entries for payments that are to be journaled directly. If you use the Commitment Control option, use it to run the Budget Processor process. Note. You can view only accounting entries that are not marked as complete.
Directly Journalled Payments	PAYMENT_MISC_DST_I	Accounts Receivable, Payments, Direct Journal Payments, Modify Accounting Entries, Directly Journalled Payments	Review directly journaled payments that have been marked Complete. Also, change the <i>Complete</i> status to <i>Incomplete</i> . You can run the Budget Processor process to budget-check direct journal payments.
Commitment Control	KK_EXCPTN_OVER_SEC	Click the Budget Check Options button on either the Accounting Entries page or the Directly Journalled Payments page.	Bypass budget checking for the transaction. Also view details about a commitment control transaction, such as the source transaction type and the amount type for the journal.
Journal Generator Request	JRNL_GEN_REQUEST	General Ledger, Journals, Subsystem Journals, Generate Journals, Journal Generator Request	Initiate journal generator processing.

Selecting Payments for Direct Journaling

Access the Regular Deposit - Payments page (Accounts Receivable, Payments, Online Payments, Regular Deposit, Payments).

- Journal Directly

Select to create direct journal payments only for the payment.
- Customer ID

Enter a customer ID to associate the direct journal payment with a customer. If you enter a customer ID, you can inquire on the direct journal payment by using a customer ID.

Note.

This field is available only if you selected the Track Direct Journal Customer check box on the Installation Options - Receivables page. The payment does not update the customer balance.

Creating or Correcting Accounting Entries for Direct Journal Payments

Access the Accounting Entries page (Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries, Accounting Entries).

Accounting Entries

Deposit Control

Unit: US001

Deposit ID: 19

Payment: DJCSHCRLIU101

Seq: 1

Amount: 5,000.00 USD



☒ Complete

Entry Event:

Distribution Lines

Customize | Find | View 2 |  First 1-4 of 4 Last

ChartFields

Currency Details

Journal Reference Information



Distribution Sequence	*GL Unit	Speed Type	Line Amount	Currency	*Account	Alt Acct	Oper Unit	Fund	Dept
1	1 US005	Speed Type	-1,010.00	USD	400000				
2	2 US003	Speed Type	1,010.00	USD	100003				
3	3 US003	Speed Type	-1,010.00	USD	200200				
4	4 US005	Speed Type	1,010.00	USD	100100				

Total

Lines: 4 Total Debits: 2,020.00 Currency: USD Total Credits: 2,020.00 Currency: USD Net: 0.00

Accounting Entries page

-  Click the Create button to create the cash line for a direct journal payment.
-  Click the Delete button to delete journal lines.

This section discusses how to:

1. Create accounting entries.
2. Budget-check the entries.
3. Resolve budget-checking errors.

Creating Accounting Entries

To create accounting entries:

1. Enter ChartField values for the revenue line.

Note. If you set up speed types for ChartFields, click the Speed Type button and select a speed type code. The system automatically supplies the General Ledger ChartField values defined by the speed type.

2. In the Line Amount field, enter the credit amount for the revenue account.

Note. If you are journaling a negative payment, enter a debit amount.

3. Click the Create button to create the line that records the cash.

The system supplies the ChartField values using either the *AR - Cash* or *DIT - Cash* ChartFields that you defined for the bank account on the External Accounts page. It uses the *DIT - AR* ChartFields only if you selected the Dep in Transit (deposit in transit) check box for the bank account.

Project ChartFields other than Project Id, such as Business Unit PC, Activity Id, and more, are inherited to the offsetting cash accounting line if the inheritance option for Project Id is set to Always Inherit. If the inheritance option for Project Id is set to Do Not Inherit, then these Project ChartFields will not be inherited.

The system calls the Centralized Inter/IntraUnit Application Engine process (IU_PROCESSOR) to create intraunit accounting entries if you enabled ChartField balancing for the ledger group and interunit accounting entries, and if you are journaling the cash to a different business unit than the deposit business unit.

Note. After you create the cash line, you cannot change the ChartField values or amounts. To change this information, click the Delete button. The system deletes the cash line and makes the revenue ChartField values available to edit.

4. (Optional) If you enabled the Entry Event feature, enter the Entry Event code used to generate supplemental accounting entries.
5. (Optional) If you enabled the Document-Sequencing feature for the PeopleSoft General Ledger business unit, click the Document Sequencing button for each line to enter document-sequencing information.
6. After you enter all of the accounting lines and they are in balance, select the Complete check box.

7. Verify the edit status on the ChartFields tab.

The status can be:

Not Edited	You have not saved the entries.
Errors	You saved the entries, but the system did not create them because they are in error.
Complete	You created valid accounting entries.

A single error message displays for a direct journal payment if at least one payment distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error.

The ChartField Combo Error tab displays in the Distribution Lines grid. This tab identifies the specific fields and combination group that was used to compare against the distribution line with the error. If there are no errors, this tab does not appear.

Correct the error and select the Complete check box again. If you receive a combination edit error, you must either change the ChartField combination or modify the combination edit rules. If you receive a ChartField configuration editing error message after you mark the entries complete, you must correct the error before you save the direct journal. If you receive a warning message, you can save the direct journal without making corrections.

Note. If you must change the accounting entries after you save them and before you run the Journal Generator process, deselect the Complete check box on the Directly Journalled Payments page. Then return to the Accounting Entries page to change the entries.

Budget-Checking the Entries

If you enabled the Commitment Control feature for PeopleSoft Receivables and for the business unit, run the Budget Processor process after the accounting entries are complete. The process checks the control budget entries, updates the revenue estimate budget, and creates the commitment control journal lines.

The direct journal payments cannot be budget checked until the accounting entries are marked complete and have not received a combo edit error. The Budget Check button on the this page does not display if a combo edit error occurs when the user selects the Complete check box. The Budget Check button is displayed if the entries are marked complete and there are no errors (combo edit errors, entries out of balance errors, and so on). Also, if you encounter a combo edit error and run the budget processor from the Budget Processor page for direct journals, the process does not pick up the transaction until the combo edit error has been corrected.

To budget-check the entries:

1. Click the Budget Check button to run the Budget Processor process.

The system displays a warning message if transactions passed budget checking but receive a warning status.

Note. You can also run the Budget Processor process for direct journal payments from the Directly Journalled Payments page or from the Budget Processor page.

2. When the Budget Processor process is complete, verify the budget status for the entire payment and also for each line on the Budget tab.

The status can be:

Error	The entry failed to pass budget checking.
Not Chk'd (not checked)	The Budget Processor process has not processed the entry.
Valid	The entry passed budget checking and the process created the journal line in the ledger.
Warning	The Budget Processor process issued a warning, which indicates that the control budget did not have sufficient funds. However, it passed budget checking because the commitment control option for the control budget is set to Tracking w/ Budget (tracking with budget) or Tracking w/o Budget (tracking without budget) on the Control Budget Options page. The control budget might also be over the budget amount, but under the tolerance amount. This warning applies only to individual lines.

The default budget date is the accounting date for the current transaction. You can change the budget date, but Oracle recommends that you do not.

Resolving Budget-Checking Errors

Transactions typically fail the budget-checking process because the amount of the source transactions exceeds the amount in the control budget. If this occurs, you have two options:

- Increase the revenue estimate budget amount.
- Flag the direct payment journal to bypass budget checking.

An entry could also fail because you provided a revenue account that is not in the revenue estimate budget.

To resolve budget-checking errors:

1. Do one of the following procedures:
 - To bypass budget checking for entries in error, click the Budget Check Options button to open the Commitment Control page.
Then select the Override Transaction check box and Save the page.
You must have authority to override budget checking.
 - If you entered an invalid revenue account, delete the accounting entries and enter them again using a different revenue account.
2. Run the Budget Processor process again.

Note. Be sure and Save the page before running the Budget Processor process again so that so that Journal Generator will pick up the direct journal.

See Also

Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," page 927

PeopleSoft Commitment Control 9.1 PeopleBook, "Setting Up Basic Commitment Control Options," Enabling Commitment Control for Specific Applications

PeopleSoft Commitment Control 9.1 PeopleBook, "Entering and Posting Commitment Control Budget Journals"

PeopleSoft Commitment Control 9.1 PeopleBook, "Managing Budget Exceptions"

Reviewing and Modifying Accounting Entries for Direct Journal Payments

Access the Directly Journalled Payments page (Accounts Receivable, Payments, Direct Journal Payments, Modify Accounting Entries, Directly Journalled Payments).

Directly Journalled Payments **Deposit Control**

Unit: US005 Deposit ID: 1 Payment: AMBDJ1 Seq: 1

Amount: 1,000.00 Currency: USD
Base: 1,000.00 Currency: USD

☒ Complete Budget Status: Valid

Accounting Line Display
☒ Standard ☐ Supplemental (Entry Event) ☐ Both

Distribution Lines Customize | Find | First 1-4 of 4 Last

Type	Distribution Sequence	GL Unit	Debit Amount	Credit Amount	Foreign Currency	Account	Alt Acct	Oper Unit	Fund Code	Dept	Pro
	1	US005		1000.000	USD	400000				20000	
	2	US001	1000.000		USD	100003					
	4	US001		1000.000	USD	200204					
	5	US005	1000.000		USD	100100					

Total

Lines:	4	Total Debits:	2,000.00	Currency:	USD	Total Credits:	2,000.00	Currency:	USD	Net:	0.00

Directly Journalled Payments page

This page is similar to the Accounting Entries page.

If you have not run the Budget Processor process and you have enabled commitment control for PeopleSoft Receivables and the business unit, you can run it from this page and review the results.

If a budget entry fails because you provided a revenue account that is not in the revenue estimate budget, you need to delete the accounting entries and enter them again using a different revenue account.

Complete	Deselect to delete and change the accounting entries for the payment. Then access the Accounting Entries page to make the changes. Important! If you deselect the Complete check box and commitment control records exist for this direct journal, they will be deleted. The system will only delete commitment control exception records, because at this point you can only deselect the check box for transactions that have not been budget checked or have failed budget checking.
Accounting Line Display	Specify the types of accounting entries that should appear, and then click Display. Values are <i>Standard</i>, <i>Supplemental (Entry Event)</i>, and <i>Both</i>. Supplemental accounting entries are available only if you entered an entry event code on the Accounting Entries page.
Type	Indicates the type of accounting entries: S: Standard. E: Supplemental
Credit Amount and Debit Amount	If the system displays the debits and credits separately, the Credit Amount and Debit Amount fields display the amounts in the base currency of the business unit. If you selected the Display Separate Debit/Credit in Subsystem check box on the Operator Preferences - Overall page, the debit amount or the credit amount and currency appear for each accounting line. Otherwise, the Line Amount field appears for each line.

See Also

Chapter 19, "Entering Payments," Creating or Correcting Accounting Entries for Direct Journal Payments, page 590

Reconciling Payments on a Bank Statement

When you receive a bank statement, you can reconcile payments by matching the amount of each payment or deposit received with the amount that was submitted to the bank. You can reconcile payments manually, or use the Bank Reconciliation Application Engine process (FSPRECON) to reconcile them.

The reconciliation rule that you use varies depending on the information that the bank provides. You should reconcile at the same level that the bank provides on the bank statement. If one payment always exists per deposit, the bank provides the deposit ID. In this case, use the PS_BNK_RCN_DEPOSIT rule. If multiple payments are in a deposit, the bank provides the payment ID. In this case, use the PS_BNK_RCN_PAYMENT rule.

If you have cash payments received through the Load Cash Drawer Receipts process (CDR_LOADPMT), you must use the PS_BNK_RCN_DEPOSIT rule because all cash payments are sent to PeopleSoft Receivables in one deposit and the payment-level detail is not available in the bank statements. In this case, you must set up separate bank accounts: one for cash deposits and one for other payment methods.

Important! If you have already applied the payment using the payment worksheet or the Payment Predictor process and run the Receivable Update process, use the PS_BNK_RCN_PAYMENT reconciliation rule.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up Reconciliation"

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Reconciling Statements"

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

Chapter 20

Receiving Payments Electronically

This chapter provides an overview of electronic payment processing and discusses how to:

- Receive lockbox deposits.
- Use electronic banking to process payments.
- Use electronic data interchange (EDI) and split stream processing.
- Receive cash drawer payments.
- Receive and edit spreadsheet payments.
- (JPN) Receive electronic funds transfer (EFT) payments.
- Check electronic payment errors.
- Correct errors.

See Also

Chapter 16, "Developing Interfaces for Electronic Payments," page 485

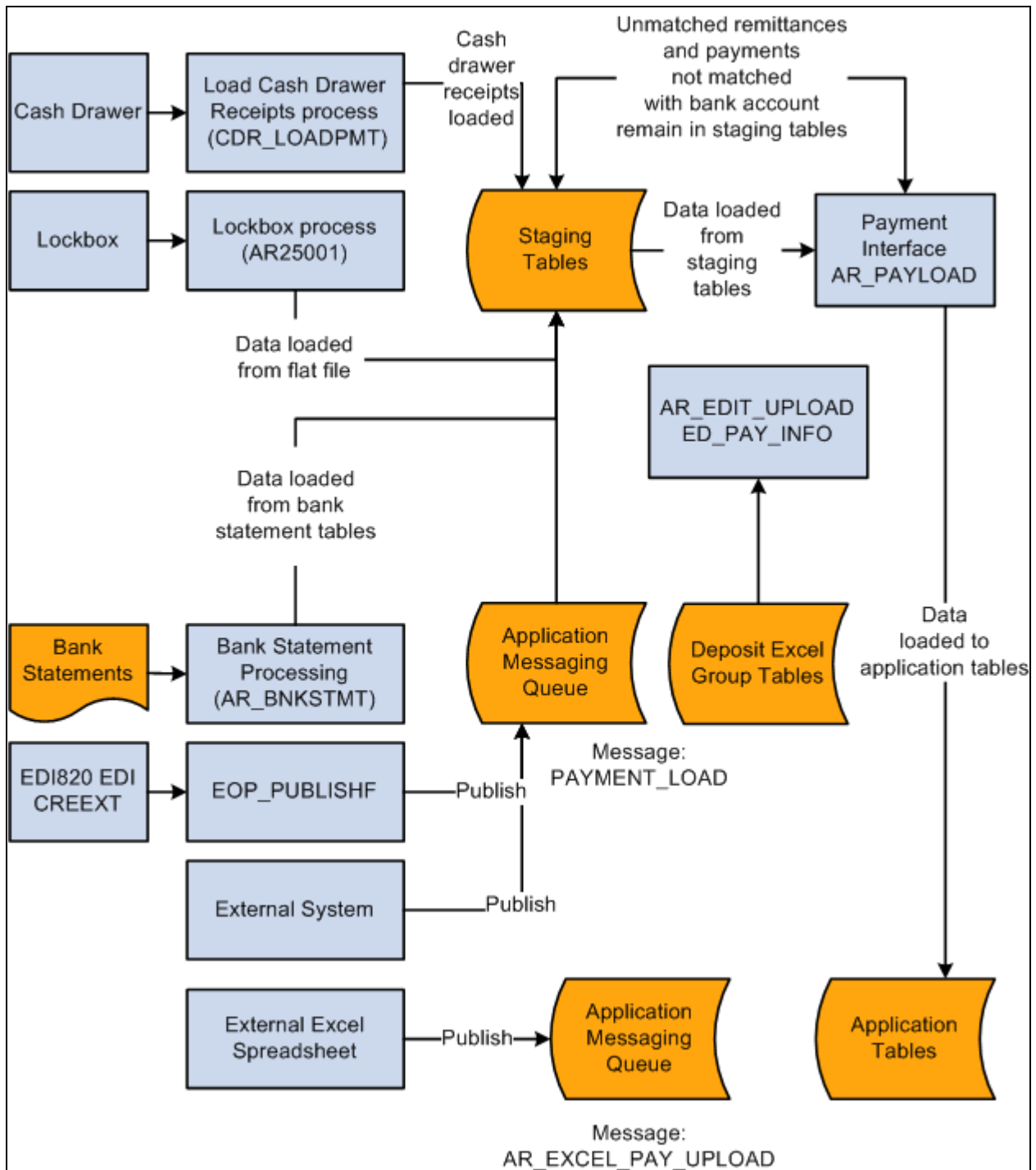
Understanding Electronic Payment Processing

The Payment Loader Application Engine process (AR_PAYLOAD) processes all payments that are received through an electronic payment process. Payment Loader processes the following types of electronic payments:

- Lockbox
- EDI
- Bank statements
- EFT files
- Excel spreadsheet

Payment Loader also processes payments entered using the Cash Drawer Receipts feature.

The following diagram illustrates how the Payment Loader Application process loads payments. The Load Cash Drawer Receipts (CDR_LOADPMT), Lockbox (AR25001), and Bank Statement Processing (AR_BNKSTMT) processes load data into staging tables. The unmatched remittances and payments not matched with bank accounts remain in the staging tables, while the Payment Loader process loads the matched data from the staging tables to the payment application tables. EDI transactions consisting of cash and remittance advice or just the remittance advice are transmitted to PeopleSoft software based on a third-party translator, which translates the file into a PeopleSoft business document format. The data is then published in the Application Messaging queue and uploaded to the staging tables. When the data is loaded into the staging tables, the Payment Loader process moves the data from the staging tables to the payment application tables.



Entering payments electronically using Payment Loader

The Payment Loader process performs the following tasks:

- Edits data for internal integrity.
- Checks for duplicate deposits or payments.

- Assigns defaults and deposit IDs.

Note. The Load Cash Drawer Receipts Application Engine process (CDR_LOADPMT) assigns the deposit ID to payments that you enter using the Cash Drawer Receipt feature.

- Assigns document sequence numbers if you enabled document sequencing at the installation level and the general ledger (GL) business unit level.
- Creates cash control accounting entries based on settings for the bank account and business unit options.
- Matches split-stream remittance advises and their cash, depending on the request parameters that you specify for split-stream processing.
- Assigns the user ID of the individual who created the run control for the Payment Loader process to the Deposit Control record (DEPOSIT_CONTROL) in the User ID (ORPRID) and Assigned User ID (ASSN_OPRID) fields for each electronic deposit.

Note. If another user accesses and modifies the deposit in the Regular Deposit component (PAYMENT_ENTRY), the system automatically changes the assigned user ID to the individual who modified the deposit. When you apply the payment, the system updates the Applied User ID (APPLIED_OPRID) field on the Payment Record (PAYMENT) with the user ID of the person who applied the payment. The values in the User ID and Assigned User ID fields on the Deposit Control record remain the same. You must run a query to see the values in the APPLIED_OPRID field.

The process processes all payments that are received through an electronic data interface. It moves the payment data from the staging tables to these payment application tables:

- PS_DEPOSIT_CONTROL
- PS_PAYMENT
- PS_PAYMENT_ID_ITEM
- PS_PAYMENT_ID_CUST
- PS_PAY_MISC_DST

You can load EDI transactions or run the Lockbox SQR (Structured Query Report) process (AR25001) many times a day to load multiple transmissions into the staging tables. Then at the end of the day, run the Payment Loader process once to load the data into the application tables and process all the received payments.

Prerequisites

Before you perform electronic payment processing:

- Assign a default entry type, entry reason, and system function to adjustment reasons for each setID on the Receivables Definition - Bank/Payment Options page.
- If you use cash control accounting, define your cash control method on the Receivables Definition - Accounting Options 2 page.
- Define the bank accounts where you will deposit the payments in the External Accounts component (BANK_EXTERNAL).

- Assign a business unit to the bank accounts from which you receive deposits on the External Accounts - Account Information page.
- Define group types for payments on the Group Type page.
- Define deposit types on the Deposit Type page.
- Set up qualifiers for payment reference information on the Reference Qualifier page.
- Set up adjustment reason codes.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Business Unit Defaults for Individual Business Units, page 43

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Group Types and Group Origins, page 112

Chapter 5, "Defining Additional Processing Options," page 119

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

Receiving Lockbox Deposits

This section provides overviews of lockbox processing and the lockbox deposit process flow and discusses how to:

1. Run the Lockbox SQR process (AR25001).
2. Run the Payment Loader Application Engine process.
3. Review lockbox deposit control information.

Understanding Lockbox Processing

Lockbox deposits automatically update deposit and payment information from a bank or payment collection system. The automatic update process includes these conditions, that:

- Each lockbox file can have multiple lockboxes.
- Each lockbox can have multiple deposits with multiple payments.
- Each deposit is identified by the bank and bank account it came from.
- Each payment can be in a different currency.

The Lockbox process accepts deposits with these payment methods: CHK (check), EFT (electronic file transfer), and GE (giro - EFT). If an invalid value is found in the lockbox file, the process assign a default payment method. The process will use:

1. The payment method assigned to the deposit type that shares the same setID as the deposit business unit.
2. The payment method specified on the Receivables Options - Payment Options page for the deposit business unit.
3. A check as the payment method for the deposit.

Oracle provides you with a record layout for lockbox transmissions that mirrors the online deposit entry pages and is ANSI X12-compatible. Oracle designed the interface guidelines for recording deposit and payment information to provide you with all of the information that you currently receive from your lockbox.

Important! You must specify the path on the application server where the lockbox input file resides to run the Lockbox process (AR25001). This enables the Lockbox process to read and process the lockbox file from any location on the application server.

See Also

Chapter 16, "Developing Interfaces for Electronic Payments," Receiving Information from a Lockbox, page 490

Understanding the Lockbox Deposit Process Flow

Perform these steps to receive electronic payments:

1. Run the Lockbox process to load data from the flat file into the staging tables.
2. Run the Payment Loader process to move the data from the staging tables into the payment application tables.

Note. You can combine the Lockbox and Payment Loader processes in a PeopleSoft Process Scheduler job and run them together.

3. View the Application Engine error messages in the Process Monitor.

The Payment Loader process compares the control totals and counts with the calculated totals at all levels (deposit, lockbox, and file). If they do not match, the process issues an error message. Batch level errors have an *Out of Balance* status.

4. Review the received control totals on the Lockbox Run Information page.
5. Check for errors at the deposit level on the All Deposits or Incomplete Deposits pages.
6. Correct errors on the deposit and payment entry pages and on the Payment Interface Duplicates page.
7. If you use cash control accounting and a duplicate or out-of-balance deposit exists, run the Cash Control Application Engine process (AR_CASHCNTL) to create the cash control accounting entries after correcting the errors.

See Also

Chapter 19, "Entering Payments," Creating Cash Control Accounting Entries, page 583

Pages Used to Receive Lockbox Deposits

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Lockbox	LOCKBOX_REQUEST	Accounts Receivable, Payments, Electronic Payments, Retrieve Lockbox Files. Lockbox	Run the Lockbox SQR process that imports lockbox files to the staging tables.
Payment Interface	PAYLOAD_REQUEST	Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface	Run the Payment Loader process for lockbox deposits.
Lockbox Run Information	LB_CONTROL_AMTS	Accounts Receivable, Payments, Electronic Payments, Review Deposit Information, Lockbox Run Information	View the control totals for the lockbox deposit. This page compares the payment count and amount with the lockbox totals.

Running the Lockbox SQR Process

Access the Lockbox page (Accounts Receivable, Payments, Electronic Payments, Retrieve Lockbox Files. Lockbox).

Name of Lockbox File Enter the name of the file that contains deposits from one or more lockboxes. This value can be up to 80 characters long. If you leave the lockbox file name blank on the Run Control page, you will receive an error indicating that you must enter a value in this field before you can continue with the processing.

File Directory Enter the path on the application server where the lockbox input file resides.

Note. If you do not specify the path on the Lockbox run control page, the error message 6890 appears stating: "You have left file directory empty and a value is required." If the path that you specified on the Lockbox run control page has spaces, the program eliminates the spaces before processing the lockbox file.

Process Frequency Select a process frequency value of *Always*, *Don't*, or *Once*.

Last Date Run Displays the last date that the Lockbox process was run.

Last Run Time Displays the time that the last Lockbox process was run.

Run Click to schedule the Lockbox process to run. You can review its progress based on the generated process instance number that appears on the Lockbox run control page.

Process Instance	Displays the process instance that was generated the last time the Lockbox process was run.

Note. If the file is on the client, you must run the process on the client. If the file is on the server, you must run it on the server.

Running the Payment Loader Application Engine Process

Access the Payment Interface page (Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface).

Select the Lockbox check box.

Reviewing Lockbox Deposit Control Information

Access the Lockbox Run Information page (Accounts Receivable, Payments, Electronic Payments, Review Deposit Information, Lockbox run Information).

Lockbox ID	Displays the ID that was processed.
Transmission Date/Time	Indicates the time that the file was transmitted.
Processed Date/Time	Indicates the time that the Payment Loader process processed the lockbox.

Control Information

Displays the control information from the lockbox, the calculated results and the difference for the deposit count, payment count, and payment amount. The difference should be zero. If not, errors exist in the lockbox.

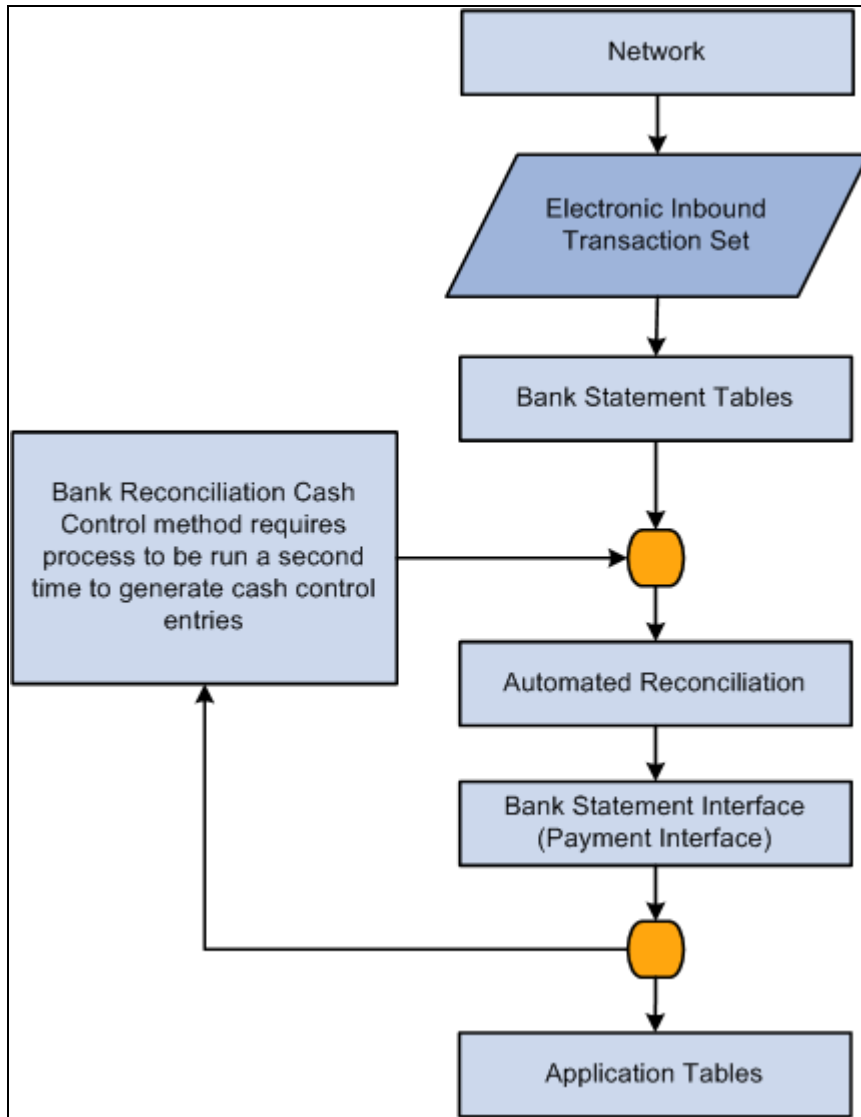
Using Electronic Banking to Process Payments

This section provides an overview of electronic banking, lists prerequisites, and discusses how to:

- Load unreconciled payments for individual statements.
- Load unreconciled payments for all statements.

Understanding Electronic Banking

The following diagram illustrates how the Electronic Banking process works in PeopleSoft Receivables. The Bank Statement Application Engine process (BSP_IMPORT) imports the electronic statement and loads the bank statement data from the staging tables to the Bank Statement tables. The Automated Reconciliation Application Engine process (FSPRECON) runs and reconciles the bank statement at the payment level. Unreconciled payments are loaded into the payment application tables. The Bank Reconciliation Cash Control process must be run twice to generate cash control entries.



Electronic banking process flow

Process Flow for Electronic Banking

To process bank statement payments:

1. Run the Import Bank Statement Application Engine process (BSP_IMPORT) to import the electronic statements into the staging tables and to load the bank statement data from the staging tables into the Bank Statement tables.
2. Run the Bank Reconciliation Application Engine process (FSPRECON) on the AutoRecon Manager page.

You must reconcile the bank statement at the payment level and not at the deposit level by assigning the BNK_RCN_PAYMENT reconciliation rule to the bank account.

You can also manually reconcile bank statements.

The process verifies whether the receipts on the bank statement with a TRANSACTION_CODE of C exist as payments in the PS_PAYMENT table. The process marks receipts that are found on the PS_PAYMENT table as reconciled. The process marks those not found as unreconciled and gives the receipts an *NTF* (not found in system) status.

Note. Documentation about receiving bank statements, the Transaction Loader process, and the Automatic Reconciliation process is in the *PeopleSoft Banks Setup and Processing PeopleBook*.

3. Load any unreconciled payments that have the *NTF* status into the payment tables and create cash control accounting entries for the payments if you selected the appropriate settings for the bank account and business unit options.

Use one of these options to load the data:

- Run the Bank Statement Processing Application Engine process (AR_BNKSTMT) to load specific bank statement data.
- Run the Payment Loader process to load data for all bank statements.

The Bank Statement Processing process handles only the payments that are processed by the Bank Reconciliation process. It does not evaluate unprocessed payments in the bank statement tables.

If you use the Bank Reconciliation cash control accounting method that records the debit to cash when the payment or trade receipt is reconciled on the bank statement, you must reconcile your bank statements. With the Bank Reconciliation cash control method, the system debits cash only when a deposit is reconciled to payments that were previously recorded in PeopleSoft Receivables. The debit to cash is the reconciled deposit amount.

You must run the Bank Statement Processing process twice to generate the cash control entries if you use the Bank Reconciliation cash control accounting method. In the first run, you load the unreconciled deposits into PeopleSoft Receivables as new payments. The second time that you run the Bank Statement Processing process for a bank, you generate the cash control entries. Another option is to use the Cash Control process after loading the bank statement into PeopleSoft Receivables to generate the accounting entries.

Note. You can combine the Reconciliation process and the Bank Statement Processing process in one Process Scheduler job. However, you can run the combined Process Scheduler job only from the Reconciliation page.

4. If you use cash control accounting and errors occur, fix the problem and then run the Cash Control process to create the cash control accounting entries.
5. View the Application Engine error messages in the Process Monitor for the Payment Loader process.

See Also

Chapter 19, "Entering Payments," Creating Cash Control Accounting Entries, page 583

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Receiving and Updating Bank Statements"

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Reconciling Statements"

Prerequisites

Before you use electronic banking to process payments, you must set up the statement codes to determine the payment method for each bank transaction line. If a statement code is not matched to a payment method, the system assigns *CHK* (check) as the payment method.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up the Bank Statement Import Process"

Pages Used to Process Payments Using Electronic Banking

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Bank Statement Interface	BNKSTMT_REQUEST	Accounts Receivable, Payments, Electronic Payments, Load Bank Statements, Bank Statement Interface	Load unreconciled payments for specific statements into PeopleSoft Receivables by running the Bank Statement Processing process.
Payment Interface	PAYLOAD_REQUEST	Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface	Load unreconciled payments for all statements into PeopleSoft Receivables by running the Payment Loader process.

Loading Unreconciled Payments for Individual Statements

Access the Bank Statement Interface page (Accounts Receivable, Payments, Electronic Payments, Load Bank Statements, Bank Statement Interface).

Bank ID and Bank Account Number Enter the bank ID and account number into which the deposits were made.

Statement ID Specify the bank's statement identification number to identify which statement to process.

Loading Unreconciled Payments for All Statements

Access the Payment Interface page (Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface).

Select the Bank Statement check box.

Using EDI and Split Stream Processing

This section provides overviews of EDI processing, split stream processing, the EDI payment process flow, and business unit determination, lists prerequisites, and discusses how to:

1. Load business documents into staging tables.
2. Confirm that data loaded successfully.
3. Run the Payment Loader process.
4. Delete unmatched customer or item remittances.

Understanding EDI Processing

PeopleSoft Receivables enables you to receive a payment (cash and remittance advice combined) or just the remittance (remittance information without cash) in an EDI transmission.

When you receive the remittance advice and the cash information at different times and through different channels, you can use a variety of methods to match them. This helps you identify and apply the payments.

PeopleSoft Receivables supports both European and U.S. EDI formats. The European EDI standard is EDIFACT, and the supported format is CREEXT. The U.S. standard is ANSI-X12; its supported format is 820. In both formats:

- One transmission can contain a payment (cash and remittance information combined) or just cash.
- One transmission can contain only a remittance (the corresponding cash information to be transmitted separately).

This scenario introduces the need for split stream processing.

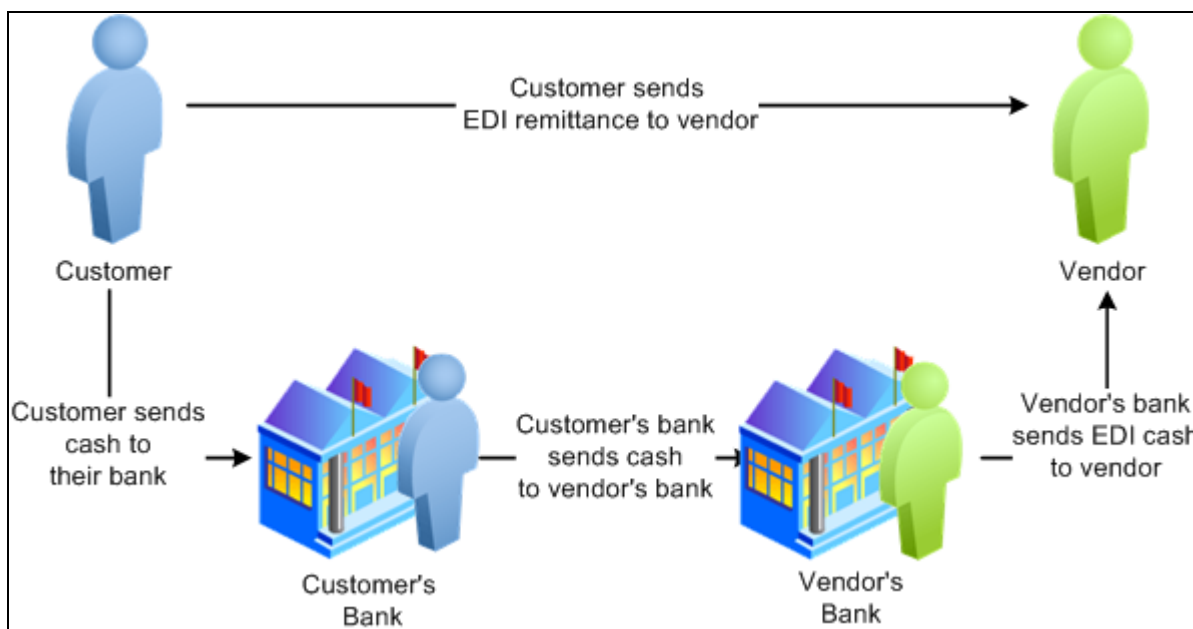
Understanding Split Stream Processing

Split stream processing matches and unites the two parts of a payment, the cash information and the remittance advice, when they are received at different times and possibly from different data sources. EDI, lockbox, and bank statement processing support the transmission of cash by itself. Only EDI processing and the Excel Payment Upload process support the transmission of a remittance advice by itself or cash and remittance.

Note. The Payment Loader process matches remittance information in the staging tables with cash information that is in either the staging tables or the application tables. You can use the Remittance Delete pages to find and delete unmatched remittances in the staging tables.

Split Stream Examples

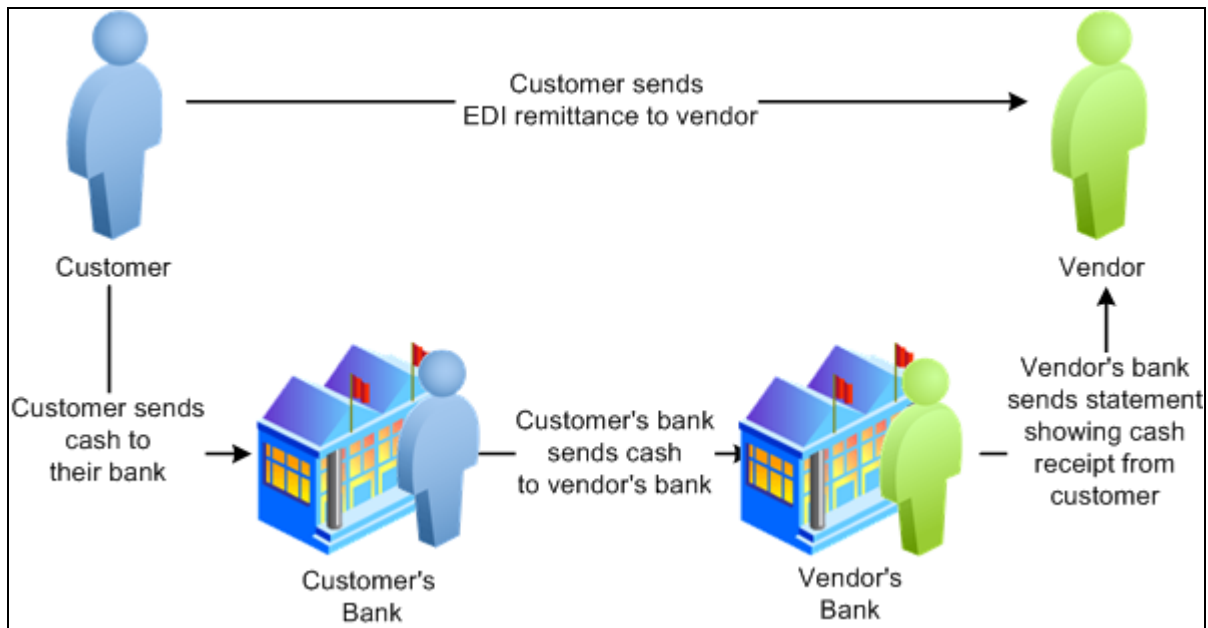
Typically both the cash information and the remittance advice are received through EDI, as shown in the following example in which the customer sends the EDI remittance directly to the vendor or the customer sends the cash to their bank, their bank sends cash to the vendor's bank, and the vendor's bank sends EDI cash to the vendor.



Example of a complete EDI payment either directly from the customer to the vendor or through the customer's and vendor's banks

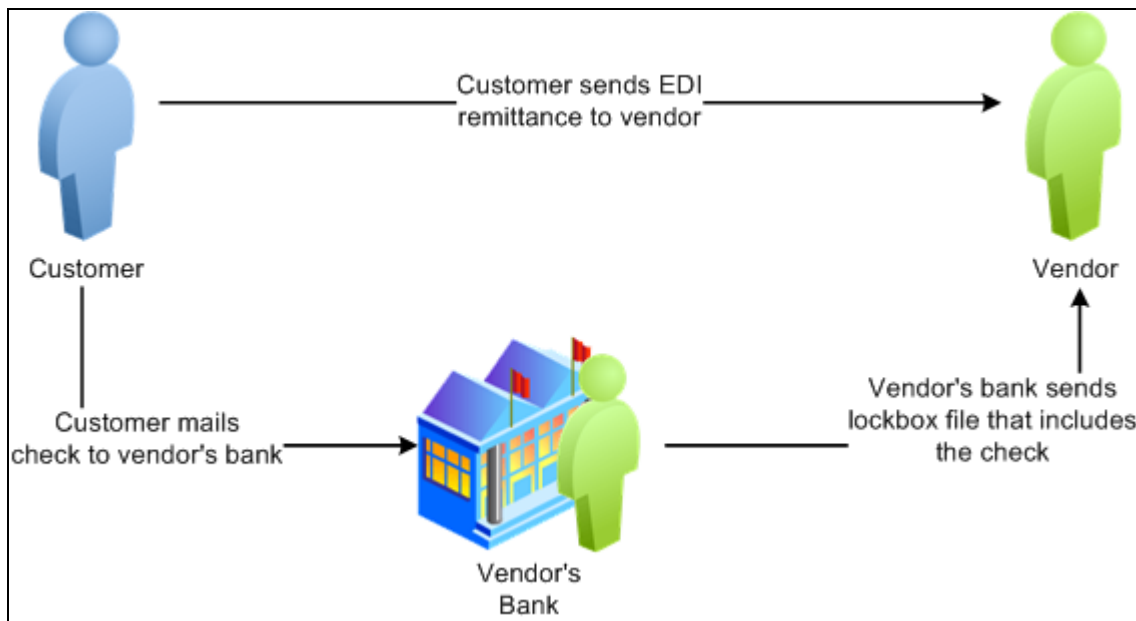
In this example, the customer sends you two EDI transmissions. The remittance advice is sent directly to you. The cash information is sent to the customer's bank, then to your bank, and then to you. As a result, you receive two separate EDI transmissions, one with cash and one with remittance information. You use split stream processing to match them and form the complete payment (linked cash and remittance information).

The common denominator for all methods of receiving split stream data is that the remittance information is received by EDI; only the source of the cash information varies. The method that customers use to send the cash to their bank or to your bank is irrelevant to split stream processing. Your only concern is how your bank transmits the cash information to you: as an EDI transmission, in a lockbox file or, as in the following example, as a receipt on a bank statement:



The bank sends a bank statement that details cash information

The following example shows transmission of cash information by way of a lockbox, where the customer sends an EDI remittance directly to the vendor or the customer mails a check to the vendor's bank, which sends a lockbox file, which includes the check, to the vendor.



The bank sends a lockbox file that provides the cash information

U.S. and European business practices differ. In the United States, you usually receive payment in a lockbox file, but you are unlikely to receive payments from bank statements. In Europe, you probably do not use a lockbox, but you probably receive payments from bank statements.

Understanding the EDI Payment Process Flow

To receive payments and remittance information in an EDI file:

1. Using a third-party translator, translate the file into a PeopleSoft business document format.

See [Chapter 16, "Developing Interfaces for Electronic Payments," Receiving Payments in an EDI File, page 503.](#)

2. Publish the data in the business document in the Application Messaging queue.

The subscriber program loads the data into data tables.

3. Confirm that the data loaded.
4. Run the Payment Loader process to move the data from the staging tables into the payment application tables.
5. View PeopleSoft Application Engine messages.
6. Check for errors at the deposit level on the All Deposits or Incomplete Deposits page.
7. Correct errors in the deposit and payment entry pages and the Payment Interface Duplicates component (ERROR_CORRECTION).
8. If you use cash control accounting and you have a duplicate out-of-balance deposit, run the Cash Control process to create the cash control accounting entries.

See [Chapter 19, "Entering Payments," Creating Cash Control Accounting Entries, page 583.](#)

Understanding Business Unit Determination

If you receive a business unit for a deposit in the EDI file, the system assigns that business unit to the deposit. Otherwise, it uses the business unit that you assigned to the bank account on the External Accounts - Account Information page. If both business units are missing, the system uses the business unit that is assigned to the operator that runs the Payment Loader process.

Prerequisites

Use the PeopleSoft Integration Broker to set up the EDI interface.

See Also

PeopleTools PeopleBook: PeopleSoft Integration Broker

PeopleTools PeopleBook: Integration Broker Testing Utilities and Tools

Pages Used for EDI and Split Stream Processing

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
File Inbound	EO_FILE_INBOUND	Enterprise Components, Integration Definitions, Inbound File Rule, File Inbound	Load business documents into staging tables.
Inbound File	EO_FILETOMSG	Enterprise Components, Integration Definitions, Initiate Processes, Inbound File Publish, Inbound File	Load banking data from a flat file into the staging tables using the EOP_PUBLISHF Application Engine process. You can also use an external system to publish data directly in the Application Messaging queue.
EC Business Doc Links (enterprise component business doc links)	EC_BUSDOC_02	PeopleTools, EDI Manager, View EDI Audit Trail, Business Document Summary, EC Business Doc Links	Verify that data was loaded into the EC tables at the subscribing bank.
Summary	EC_BUSDOC_01	PeopleTools, EDI Manager, View EDI Audit Trail, Business Document Summary, Summary	Confirm that the banking data loaded successfully.
Payment Interface	PAYLOAD_REQUEST	Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface	Define the run parameters for the Payment Loader process and run the process.
Delete Remittance - Customer	MATCH_ERROR_CU	Accounts Receivable, Payments, Electronic Payments, Delete Remittance, Customer	Delete unmatched customer remittances in the staging tables.
Delete Remittance - Item	MATCH_ERROR	Accounts Receivable, Payments, Electronic Payments, Delete Remittance, Item	Delete unmatched item remittances in the staging tables.

Loading Business Documents into Staging Tables

Access the File Inbound page (Enterprise Components, Integration Definitions, Inbound File Rule, File Inbound).

File Inbound

File Identifier: PAYMENT_LOAD

*Inbound File: C:\Temp\EDI820.ILE ☐ Index Flag

*Status: Active

File Layout ID: EOCM_TMP00

LUW Size:

Program Name: Section:

☐ Create Message Header

☐ Create Message Trailer

File Layout		Customize	Find	View All	First	1 of 1	Last
	*Definition Name		*Message Name				
1	PAYMENT_LOAD		PAYMENT_LOAD				

File Inbound page

To set up and use the EDI process:

1. Set up the file identifier to point to a file.

File Identifier	Displays an identifier pointing to the file.
Inbound File	Enter the path and file name that you want for the inbound flat file when you import into the PeopleSoft Receivables system.
Index Flag	Select only if the inbound file is an index file.
File Layout ID	Enter an ID that identifies the file layout.
LUW Size, Program Name, and Section	Leave blank.
Create Message Header and Create Message Trailer	Deselect these check boxes.
Definition Name	Change the value to <i>PAYMENT_LOAD</i> .
Message Name	Change the value to <i>PAYMENT_LOAD</i> .

2. Enter run parameters on the Inbound File page (Enterprise Components, Integration Definitions, Initiate Processes, Inbound File Publish).

File Identifier Enter the file identifier that you defined on the File Inbound page.

Index Flag Select only if the inbound file is an index file.

3. Click Run to run the EOP_PUBLISHF process, which loads data from the file and publishes the data as application messages.

Select the following process name on the Process Scheduler Request page: *EOP_PUBLISHF*.

4. Use the Process Monitor to verify that the process finished successfully.
5. Verify that the subscriber processed the message and loaded the data into EC tables (enterprise components) on the EC Business Doc Links page (PeopleTools, EDI Manager, View EDI Audit Trail, Business Document Summary, EC Business Doc Links).

The value for the EC Completion Status field should be *Done*.

Confirming That Data Loaded Successfully

Access the Summary page (PeopleTools, EDI Manager, View EDI Audit Trail, Business Document Summary, Summary).

Status Verify that the status is *Loaded*.

See Also

PeopleTools PeopleBook: Supported Integration Technologies

Running the Payment Loader Application Engine Process

Access the Payment Interface page (Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface).

Payment Interface

Run Control ID: 1 [Report Manager](#) [Process Monitor](#) **Run**

Payment Interface Parameters

Data Sources

☒ Lockbox ☐ Cash Drawer Receipts ☐ Bank Statement ☐ EDI 820 ☐ EDI CREEXT ☐ Upload from Excel

☐ Match Split Stream Data

☐ Match Payments Already Loaded

Match Criteria

☐ EDI Trace Number

☐ Payment Amount and Payment ID

☐ Date, Amount and Payment ID

☐ Customer ID and Payment ID

Payment Interface page

EDI 820	Select if loading EDI data from the United States.
EDI CREEXT	Select if loading EDI data from a European country.
Upload from Excel	Select if loading payments from a Microsoft Excel spreadsheet.
Match Split Stream Data	Select to include split stream matching as part of the payment data load process.
Match Payments Already Loaded	Select to match remittance information with cash information that you already loaded into the payment application tables.
EDI Trace Number (electronic data interchange trace number)	Select if you receive both the cash and remittance by EDI. The transmissions have matching trace numbers. The trace numbers are unique, so the two pieces can be matched by using these criteria.
Payment Amount and Payment ID	Select if you require customers to include the payment ID (this could be the check number) and payment amount in the remittance advice. The cash and remittance are matched if they have the same payment amount and payment ID.
Date, Amount and Payment ID	Select if the customer includes the payment date on the remittance. European companies use Value Date as an additional matching field. (Estimated and actual value dates determine the float.) In the United States, use the accounting date of the payment. The cash and remittance are matched if they have the same date, amount, and payment ID.
Customer ID and Payment ID	Select if the cash has a magnetic ink character recognition ID (MICR ID) with it and the remittance has a customer ID. The cash and remittance are matched if they have the same payment ID and the cash MICR ID points to the remit from customer ID that is on the remittance.

Deleting Unmatched Customer or Item Remittances

Access the Delete Remittance- Customer page or the Delete Remittance - Item page (Accounts Receivable, Payments, Electronic Payments, Delete Remittance, Customer).

Remittance Status	Select the remittance status to search for and display in the list. Values are: <i>Unmatched:</i> Displays unmatched remittances in the file. This value is available only if unmatched remittances exist in the file. <i>Not Processed:</i> Displays unprocessed remittances. This value is available only if remittances in the file were not processed.
Delete	To remove the unmatched remittances from the staging tables, select the Delete check box next to each remittance that you want to delete and click the Delete button.

If the cash information precedes the remittance information and you have already run the Payment Loader process for the cash information, the cash information is already loaded into the payment application table. Thus, the applicable remittance information does not match the cash information. Instead, the applicable remittance information remains in the staging tables as unmatched unless you run the option that matches the payment that you already loaded into the payment application table. You can manually correct this by deleting the unmatched remittance information on the Regular Deposits - Totals page. Then enter the remittance information with its associated payment in the reference information fields on the Regular Deposits - Payments page.

See Also

[Chapter 19, "Entering Payments," Entering Regular Deposit Totals, page 571](#)

[Chapter 19, "Entering Payments," Entering Regular Deposit Payment Information, page 572](#)

Receiving Cash Drawer Payments

This section provides an overview of cash drawer receipt processing and discusses how to update payment application tables.

Understanding Cash Drawer Receipt Processing

PeopleSoft Receivables enables you to enter an order and the payment for the order at the same time for counter sales using the Cash Drawer Receipts feature. To load the cash drawer payments into PeopleSoft Receivables, run the Load Cash Drawer Receipts process to update the payment staging tables, and run the Payment Loader process to load the data in the payment staging tables into the payment application tables.

Customers can pay for an order with multiple payment methods, for example cash, check, and credit card—each as a separate payment. Each payment that the Load Cash Drawer Receipts process updates in PeopleSoft Receivables should have the order number and possibly other reference information to enable you to apply the payment to the item associated with the order.

The cash drawer accepts these payment methods: gift vouchers, cash, and checks and credit, debit, or procurement card authorizations. However, the Load Cash Drawer Receipts process does not update gift voucher information in PeopleSoft Receivables. When the Load Cash Drawer Receipts process sends information for payments made by credit, debit, or procurement card authorizations, the payment method is EFT. Also, the payment method for the items paid for with these authorizations is EFT. The reason that these items have an EFT payment method is to differentiate these items from items with a credit card payment where you run the Receivables Credit Card process (AR_CRCARD) to create the payments and a payment worksheet in PeopleSoft Receivables. The payments can be either full payments or deposits for an order.

The Load Cash Drawer Receipts process populates the Payment ID field with different values depending on the payment method, as shown in this table:

Payment Method	Payment ID
Cash	Cash drawer receipt number
EFT (debit, credit, or procurement card)	Authorization code
Check	Check number

The cash drawer setup defines which bank and bank account to use for payments that you enter in the cash drawer. The setup also defines which receivables business unit is associated with each cash drawer. The system assigns the next available deposit ID to the cash drawer transaction for the deposit business unit. This table shows how the Load Cash Drawer Receipts process maps the fields on the cash drawer transaction to the fields in the payment staging tables:

Cash Drawer Receipt Fields	Payment Staging Table Fields
Deposit Business Unit	LOCKBOX_ID
Deposit ID	LOCKBOX_BATCH_ID
Payment Sequence Number	PAYMENT_SEQ_NUM

The system creates a separate deposit for all payments with the same payment method. For example, it creates three deposits if applicable: one for cash payments, one for EFT payments, and one for checks.

Note. The Payment Loader process processes payments with a cash payment method only if they originate in the cash drawer receipts interface.

After you load the cash drawer receipts into the payment application tables, use Payment Predictor to apply the payments to the items associated with the orders. Oracle recommends that you update the items from PeopleSoft Billing to PeopleSoft Receivables and post them before running the Payment Predictor process.

Note. You can access the Cash Drawer page (Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt page) from a link on the Pending Items - Group Action page (Accounts Receivable, Pending Items, Online Items, Group Entry).

See [Chapter 18, "Entering Pending Items," Entering or Updating Pending Items, page 521.](#)

See Also

Chapter 9, "Setting Up Payment Predictor Processing," Item-Level Adjustments and Reference Values, page 273

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Setting Up and Maintaining a Cash Drawer"

PeopleSoft Order Management 9.1 PeopleBook, "Entering Counter Sales," Using the Cash Drawer

Page Used to Receive Cash Drawer Payments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Payment Interface	PAYLOAD_REQUEST	Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface	Define run parameters for the Payment Loader process to load cash drawer payments into the payment application tables.

Updating Payment Application Tables

Access the Payment Interface page (Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface).

Select the Cash Drawer Receipts check box.

Receiving and Editing Spreadsheet Payments

This section provides an overview of spreadsheet payments, lists prerequisites, and discusses how to:

- Set up spreadsheet payments.
- Enter spreadsheet payments.
- Edit and process spreadsheet payments.
- Run the Payment Loader process.
- Review errors in spreadsheet payments.
- Correct errors in spreadsheet payments.
- Correct errors in spreadsheet payment references.

Understanding Spreadsheet Payments

The Spreadsheet Payment workbook enables you to enter payments offline using Microsoft Excel and then import the payments into your PeopleSoft Receivables system. When you import the spreadsheet payments, and they go through the edit process, the Payment Loader Application Engine process loads the payment data into the payment application tables.

Note. The spreadsheet payment upload process supports MicroSoft Excel input formats. If you use a non-Excel spreadsheet, you must convert the data to an Excel format before importing.

The ExcelUploadforDeposits.xls workbook is the Microsoft Excel data input tool. You use it to prepare and enter payments and import them into your PeopleSoft database.

Two worksheets make up the ExcelUploadforDeposits.xls workbook, the Template worksheet and the Data Sheet worksheet. The Template worksheet contains all of the available fields that you can configure for data entry. You enter the transaction data on the Data Sheet worksheet. You can create multiple versions of the Microsoft Excel workbook, each with different templates if required.

The Spreadsheet Payment workbook supports check, EFT, and EFT Giro payment methods.

Spreadsheet Payment Upload Process Flow

The Spreadsheet Payment Upload Process flow consists of the following steps:

1. Enter the payment data into the spreadsheet.

Enter data into all of the required fields for a PeopleSoft Receivables payment.

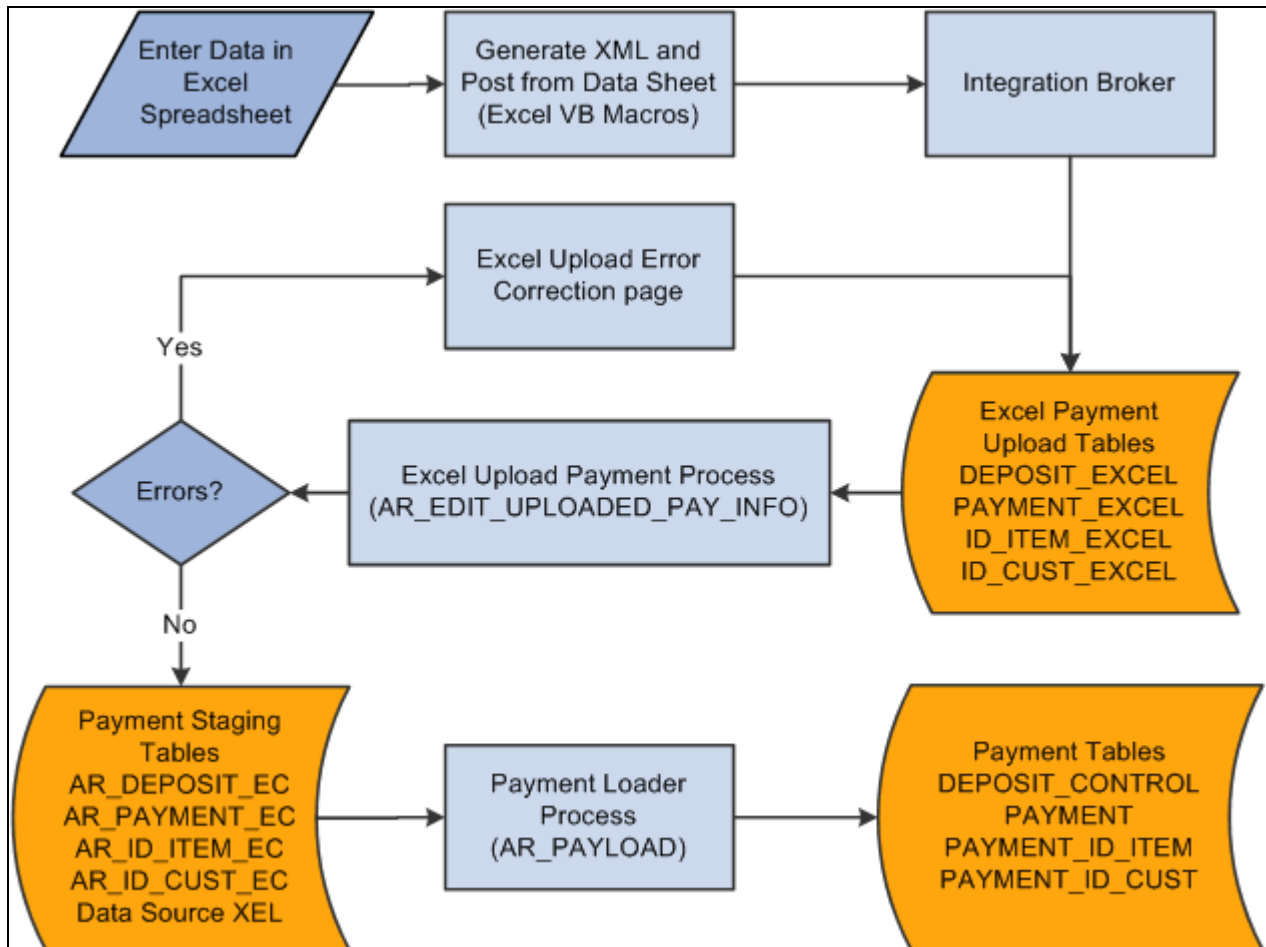
2. Generate XML and post the file from the spreadsheet payment options.

A Visual Basic (VB) macro in the Spreadsheet Payment workbook converts the spreadsheet data into an XML format that the PeopleSoft Integration Broker reads and then posts to a URL available to PeopleSoft systems.

3. Integration Broker processes the incoming XML data and transfers it to the Excel Payment Upload tables on the application server.
4. The Excel Payment Upload process (AR_EDIT_UPLOADED_PAY_INFO) validates the data in the Excel Payment Upload tables. Data with errors causes the rejection of the entire payment group. You must correct any errors before the data can be processed successfully. Oracle recommends that you correct the errors online through the Excel Upload Error Correction page. However, you can correct the errors in the Spreadsheet Payment workbook and then regenerate the XML file and post the data again.
5. The Excel Upload Payment process copies the validated payment data into the payment staging tables.
6. Run the Payment Loader process to select the payments based on the process run control parameters and build the PeopleSoft Receivables deposit and payment groups.

All payments in the Excel Payment Upload tables are assigned the value XEL in the DATA_SOURCE field. The Payment Loader process uses the XEL data source value to recognize payments created through the spreadsheet payment upload process.

The following diagram illustrates the flow for processing spreadsheet payments. The data is entered into an Excel spreadsheet and the Excel Visual Basic Macros are run on the data, which is sent to Integration Broker. Integration Broker sends the data to Excel Payment Upload tables. The Excel Upload Payment Process (AR_EDIT_UPLOADED_PAY_INFO) is run and, if errors occur, they can be corrected on an Excel Upload Error Correction page. If no errors occur, the payment data is sent to the Payment Staging Tables. The Payment Loader Process (AR_PAYLOAD) runs and the data is updated in the payment tables.



Excel Payment Upload process flow

Spreadsheet Payment Upload Data Fields

You can configure the ExcelUploadforDeposits.xls workbook for the appropriate data entry required. However, certain fields must contain data order to properly convert the data into an XML file.

The ExcelUploadforDeposits.xls workbook enables you to enter data into fields that are available in the regular deposit entry process. The fields available in the ExcelUploadforDeposits.xls workbook are:

Record Type	Field	Required?	Notes
Record Type 000 Deposit Information	Process Flag	N	This field exists on the Data Sheet worksheet. Valid values are Y and N. This field is used only by the Visual Basic macros in the Spreadsheet Payment workbook. This row of data is processed only if the Process Flag field value is Y. After processing, the field value is set to N. To reprocess this row, you must change the value to Y.
Record Type 000 Deposit Information	Remit Only	N	Valid values are Y and N. Y indicates that only the remit data will be processed and added to a payment already in the system. The payment is identified in record type 001 of the spreadsheet.
Record Type 000 Deposit Information	Deposit Business Unit	Y	Populating this field on the Data Sheet worksheet indicates a new deposit for system processing. Note. This field must be populated in the first row of the Data Sheet worksheet. All rows are skipped until the VB macros find a row with this field populated.
Record Type 000 Deposit Information	Deposit ID	Y	The system assigns the deposit ID when you deselect the Add to Data Sheet check box for this field type on the Template worksheet. The system assigns the deposit ID when this field on the Data Sheet worksheet is blank.
Record Type 000 Deposit Information	OprID	Y	Default values are not available for this field

Record Type	Field	Required?	Notes
Record Type 000 Deposit Information	Control Count	Y	
Record Type 000 Deposit Information	Control Amount	Y	
Record Type 000 Deposit Information	Accounting Date	Y	
Record Type 000 Deposit Information	Bank Code	N	If you leave this field blank, the system uses the bank specified on the Receivables Options - General 1 page.
Record Type 000 Deposit Information	Bank Account	N	If you leave this field blank, the system uses the bank account specified on the Receivables Options - General 1 page.
Record Type 000 Deposit Information	Received Date	N	If you leave this field blank, the system uses the current date.
Record Type 001 Payment Information	Deposit BU Deposit ID	Y	Default values for these fields are copied from the deposit record, record type 000.
Record Type 001 Payment Information	Payment Sequence	Y	This field is automatically populated in the background. The number in this field increments by one for each new payment.
Record Type 001 Payment Information	Payment ID	Y	Data in this field on the Data Sheet worksheet indicates that a new payment is within a deposit for system processing. If this field is left blank, the payment will not be uploaded to the database.
Record Type 001 Payment Information	Payment Amount	Y	The Excel Payment Upload process does not process payments with negative values.

Record Type	Field	Required?	Notes
Record Type 001 Payment Information	Payment Currency	N	If you leave this field blank, the system uses the format currency specified on the Receivables Options - Payment Options page.
Record Type 001 Payment Information	Payment Method	N	The supported payment methods are: • Check • EFT • EFT Giro If you leave this field blank, the system uses the payment method specified on the Receivables Options - Payment Options page.
Record Type 002 Customer Remit Information	Deposit BU Deposit ID Payment Sequence	Y	Default values for these fields are copied from the payment information, record type 001.
Record Type 002 Customer Remit Information	Identification Sequence	Y	This field is automatically populated in the background. The number in this field increments by one for each new customer.
Record Type 002 Customer Remit Information	Customer ID	Y	Do not enter data in this field if data is entered in the MICR ID field
Record Type 002 Customer Remit Information	Business Unit	Y	This field is required when the Customer ID field is used. Do not enter data in this field if data is entered in the MICR ID field
Record Type 002 Customer Remit Information	MICR ID	Y	This field is required if the Customer ID field is not used. Do not enter data in this field if data is entered in the Customer ID field

Record Type	Field	Required?	Notes
Record Type 003 Summary and Detail Reference Remit Information	Deposit BU Deposit ID Payment Sequence	Y	Default values for these fields are copied from the customer payment information, record type 001.
Record Type 003 Summary and Detail Reference Remit Information	Identification Sequence	Y	This field is automatically populated in the background. The number in this field increments by one for each new payment.
Record Type 003 Summary and Detail Reference Remit Information	Reference Qualifier Code	Y	This field requires data in the Reference Value field. If you enter data in this field, do not enter data in the Item, Item Line, Business Unit, Customer ID, Payment Amount, or Discount Taken field.
Record Type 003 Summary and Detail Reference Remit Information	Reference Value	Y	This field requires data in the Reference Qualifier Code field.
Record Type 003 Summary and Detail Reference Remit Information	Entry Event	N	
Record Type 003 Summary and Detail Reference Remit Information	Item	Y	If you enter data in this field, do not enter data in the Reference Qualifier Code or Reference Value field. The following fields require that you enter data: • Item Line • Business Unit • Customer ID • Payment Amount • Discount Taken

Record Type	Field	Required?	Notes
Record Type 003 Summary and Detail Reference Remit Information	Item Line	Y	If you enter data in this field, do not enter data in the Reference Qualifier Code or Reference Value field. Enter data in the following fields: • Item • Business Unit • Customer ID • Payment Amount • Discount Taken
Record Type 003 Summary and Detail Reference Remit Information	Business Unit	Y	If you enter data in this field, do not enter data in the Reference Qualifier Code or Reference Value field. Enter data in the following fields: • Item • Item Line • Customer ID • Payment Amount • Discount Taken
Record Type 003 Summary and Detail Reference Remit Information	Customer ID	Y	If you enter data in this field, do not enter data in the Reference Qualifier Code or Reference Value field. Enter data in the following fields: • Item • Item Line • Business Unit • Payment Amount • Discount Taken

Record Type	Field	Required?	Notes
Record Type 003 Summary and Detail Reference Remit Information	Payment Amount	Y	If you enter data in this field, do not enter data in the Reference Qualifier Code or Reference Value field. This amount must be greater than zero. Enter data in the following fields: • Item • Item Line • Business Unit • Customer ID • Discount Taken
Record Type 003 Summary and Detail Reference Remit Information	Discount Taken	N	If you enter data in this field, do not enter data in the Reference Qualifier Code or Reference Value field. This amount must be greater than or equal to zero. Requires data in the following fields: • Item • Item Line • Business Unit • Customer ID • Payment Amount

See Also

Chapter 19, "Entering Payments," Entering Regular Deposits, page 569

Prerequisites

Before you can enter and import spreadsheet payments, you must:

- Copy the ExcelUploadforDeposits.xls file to a folder on your workstation.

The file is located in the core\build\excel folder of the shipped PeopleSoft software.

- Install MicroSoft-delivered XML library file MSXML.DLL on your workstation.
- Set up your Microsoft Excel to accept macros.

Important! The Security is set to *Medium* in the delivered ExcelUploadforDeposits.xls file. When the security is set to Medium, you can choose whether or not to run potentially unsafe macros. Always choose to enable macros! If you disable the macros, the functionality of the upload will not run.

- Configure Integration Broker for the Receivables EIP (enterprise integration point).

The web server and the application server should be configured for setting up the Integration Gateway. Also, the application server should be configured to have the Pub/Sub servers established before bringing up the application server.

Determine your default local node for the Integration Broker to receive the data and run the application message. Oracle defines the default local node as PSFT_EP, but you can change it to your default local node.

Configure your browser to automatically detect LAN settings. From your browser, navigate to Tools, Internet Options. Select the Connections tab and click the LAN Settings button. Select Automatically detect settings in the Automatic configuration group box.

- Create an Excel Payment Upload process run control.

See Also

Chapter 19, "Entering Payments," page 565

PeopleTools PeopleBook: PeopleSoft Integration Broker

Pages Used to Receive and Edit Spreadsheet Payments

Page Name	Definition Name	Navigation	Usage
Excel Payment Upload Process	EXCEL_EDIT_REQUEST	Accounts Receivable, Payments, Electronic Payments, Excel Edit Request	Use to retrieve and validate payment data that is created from an uploaded XML file.
Payment Interface	PAYLOAD_REQUEST	Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface	Run the Payment Loader process for spreadsheet payments.
Excel Upload Deposit Errors	EXCEL_ERROR_LIST	Accounts Receivable, Payments, Electronic Payments, Excel Error Correction	Select deposit records created from the Excel Payment Upload process.

Page Name	Definition Name	Navigation	Usage
Excel Upload Error Correction	EXCEL_ERR_CORR	Click the link for the deposit ID on the Excel Upload Deposit Errors page.	Edit payments created from the Excel Payment Upload process that have been marked as containing errors
References	EXCEL_ERR_CORR2	Click the References link on the Excel Upload Error Correction page	Edit the reference information for a payment received from the Excel Payment Upload process.

Setting Up Spreadsheet Payments

Access the Spreadsheet Payment - Template worksheet by clicking the ExcelUploadforDeposits.xls file delivered with your PeopleSoft products. (Accounts Receivable, Payments, Electronic Payments, Excel Edit Request). You set the defaults and set up your payment spreadsheets for importing into PeopleSoft Receivables on the Template worksheet.

Machine Name:	Integration Gateway:	From Node:	To Node:
PLE-FSCM	PSIGW	PSFT_AR_DEP_EXCEL	http://adnttp.oracle
Generated URL: http://PLE-FSCM/PSIGW/HttpListeningConnector?&MessageName=AR_DEPOSIT_EXCEL_ADD.v1&Version=VERSION_1&From=PSFT_AR_DEP_EXCEL_XML			
Record Type:	DEPOSIT_EXCEL	DEPOSIT_EXCEL	DEPOSIT_EXCEL
Record Length:	000	000	000
Field Type:	DEPOSIT_BU	DEPOSIT_ID	OPRID
Label:	Remit Only	Deposit Unit	Deposit ID
Field Type:	Character	Character	Character-Mixed Case
Field Length:	1	5	15
Required:	Yes	Yes	No
Default Value:	N	Blank	Blank
Add to Data Sheet:	☒	☒	☒

Spreadsheet Payment -Template worksheet

The Template worksheet in the Spreadsheet Payment workbook contains all of the available fields that you can use on the Data Sheet worksheet to enter payment data.

Machine Name, Integration Gateway, From Node, and To Node

Enter machine name, integration gateway, from node, and to node. The data entered in these fields creates a URL string.

Note. Oracle delivers the From Node as *PSFT_AR_DEP_EXCEL_XML*. The Integration Broker subscribes only to a single default local node. The To Node is the URL for the database that you want to receive the payments.

See *PeopleTools PeopleBook: PeopleSoft Integration Broker*

Generated URL

Displays the URL generated from the host name, integration gateway, and node entered. The XML file created is posted to the defined URL.

Record	Displays the Excel Payment Upload table name associated with the field.
Record Type	Displays the record type associated with the field. Values are: • <i>000</i>: Deposit information. The deposit information fields are highlighted in blue. • <i>001</i>: Payment information. The payment information fields are highlighted in yellow. • <i>002</i>: Customer remit information. The customer remit information fields are highlighted in light blue. • <i>003</i>: Summary and detail reference remit information. The reference remit summary information and the reference remit detail fields are highlighted in yellow. The deposit, payment, customer remit, summary, and detail reference remit information fields are color-coded to differentiate the various sets of data.
Field	Displays the name of the field.
Label	Displays the label of the field.
Field Type	Displays the type of the field. Types include <i>Character</i> , <i>Date</i> , and <i>Number</i> .
Field Length	Displays the length of the field.
Required	Displays a value of <i>Yes</i> or <i>No</i> depending on whether the field is required during data entry.
Default Value	Enter the default value for the field. The value entered in the Template worksheet will be the field value displayed on the Data Sheet worksheet. You can override the default value on the Data Sheet worksheet. Note. You can enter default values for fields not included in the Data Sheet worksheet. The default values will become part of the transaction data, but will not be visible on the Data Sheet worksheet.
Add to Data Sheet	Select to include the field on the Data page.
Update Data Sheet	Click to update the Data Sheet worksheet with the selected fields.
Set Password	Click to enter or change a password associated with this spreadsheet file.
Hide Template	Click to hide the Template worksheet for this spreadsheet file. You will be prompted to enter a password if one has not been defined. You can navigate back to the Template worksheet by selecting from your Excel Tools menu, Macro, Macros. A window pops up listing all the macros. Select the <i>ShowAdminSheet</i> macro and click Run. The system prompts you for a password before displaying the Template worksheet.

Entering Spreadsheet Payments

Access the Spreadsheet Payment - Data Sheet worksheet by clicking the ExcelUploadforDeposits.xls file delivered with your PeopleSoft products. You use the Data Sheet worksheet to create and import payment data.

	B	C	D	E	F	G	H	I	
			Generate XML and Post	Generate XML					
1									
2	000	000	000	000	000	000	000	000	000
3	Process ?	Remit Only	Deposit Unit	Deposit ID	User ID	Control Count	Control Total	Accounting Date	Received Date
4	N	N	USD04		VP1	1	1000.00	2006-03-15	
5	N	N	USD04		VP1	2	1500.00	2006-03-15	
6	N	N							
7	N	N							
8									
9									
10									
11									
12									

Spreadsheet - Data Sheet worksheet

Enter payment data and import the payment data into PeopleSoft Receivables using the Data Sheet worksheet. The Data Sheet worksheet is designed to display only the fields selected in the Template worksheet.

Note. You must enter data in record type 000, the Deposit Information fields in the first row of the Data Sheet worksheet. The VB macro skips all rows until the macro locates data in the Deposit Unit field in record type 000. You are not required to enter the deposit information for multiple payments if they are part of a single deposit. Also, you are not required to enter the same payment information for multiple lines of customer and item remit information.

Generate XML and Post

Click to create an XML file and post the file to the URL defined in the Template worksheet. The Excel Save As window appears when you click the Generate XML and Post button. Save the XML file to the same folder where the actual spreadsheet resides to instantly post the XML file to the URL.

Note. The URL string must be valid to post the XML data. The Excel Upload Payment Process (AR_EDIT_UPLOADED_PAY_INFO) retrieves the XML data from the URL site when it is posted.

Generate XML

Click to create an XML file. The Excel Save As window appears when you click the Generate XML button. Indicate the file name and where you want to save it.

For example, you can write the data to an FTP site and create another process to post the XML file to the URL. When Integration Broker is active, it posts the XML data to the system making the data available for processing by the online and batch Receivables Excel Payment Upload process.

Record Type (Line 2)	Displays the record type associated with the field. Values are: • <i>000</i>: Deposit information. The deposit information fields are highlighted in blue. • <i>001</i>: Payment information. The payment information fields are highlighted in yellow. • <i>002</i>: Customer remit information. The customer remit information fields are highlighted in light blue. • <i>003</i>: Summary and detail reference remit information. The reference remit summary information and the reference remit detail fields are highlighted in yellow.

Description (Line 3)	Displays the description of the field.

Editing and Processing Spreadsheet Payments

Access the Excel Payment Upload Process page (Accounts Receivable, Payments, Electronic Payments, Excel Edit Request).

Deposit Unit	Enter the business unit for the Excel deposits that you want to edit. Leave this field blank to accept deposits from any business unit.
Deposit ID	Enter the deposit ID for the Excel deposits that you want to edit. Leave this field blank to accept all deposits.
User ID	Enter the user ID for the Excel deposits that you want to edit. Leave this field blank to accept all user IDs.

Running the Payment Loader Process

Access the Payment Interface page (Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface).

Select the Upload from Excel check box.

Note. You can use the Excel Payment Upload process to enter remit-only information.

Reviewing Errors in Spreadsheet Payments

Access the Excel Upload Deposit Errors page (Accounts Receivable, Payments, Electronic Payments, Excel Error Correction).

Use this page to review and select deposit records created by the Excel Payment Upload process. You can narrow the selection criteria by specifying a deposit business unit, deposit ID, payment ID, or user ID. You can review all of the Excel deposit records by leaving all four of these fields blank.

Excel Upload Deposit Errors

Deposit UnitUS003

Deposit ID

Payment ID

User IDVP1

Deposit Selection Options

☒ Error Deposits Only

☐ All Deposits

☐ Deposits without Errors

Search

Clear

Load Deposits to Staging Tables

Process Monitor

Deposits

Customize

Find

View All

First

1 of 1

Last

Delete	Deposit Unit	Deposit ID	Deposit Errors	Accounting Date	User ID	Message 1	Message 2	Message 3	Message 4	Message 5
☐		More Info								

☒ [Select All](#)

☐ [Deselect All](#)

Delete Selected Deposits

Excel Upload Deposit Errors page

- Error Deposits Only

Select to display only spreadsheet deposits that contain errors.
- All Deposits

Select to display all spreadsheet deposits with or without errors.
- Deposits without Errors

Select to display only deposits that do not contain errors.
- Search

Click this button after you determine the search criteria to display the relevant deposits in the Deposits region.

The page displays the deposit data and up to five error messages for each deposit.
- Clear

Click to clear the search criteria.
- Load Deposits to Staging Tables

Click to run the Excel Payment Upload process. The process uses the values in the Deposit Unit, Deposit ID, and User ID fields for the run control criteria. You can view the deposits that the system will edit and load to the staging tables by selecting the Deposits Without Errors check box and then clicking the Search button.
- Process Monitor

Click to access the Process List page and view the process that you initiated by clicking the Load to Staging Tables link. A link on the Process List page enables you to return to the Excel Upload Deposit Errors page.
- Delete

Select to mark the deposit for deletion.
- Deposit ID

Displays the identifier for a payment within a deposit. Click the link for the payment to open the Excel Upload Error Correction page, where you can edit payments created from the Excel Payment Upload process that have been marked as containing errors.
- Deposit Errors

Indicates whether the deposit has errors. Valid values are *Y*, to indicate errors in a deposit, and *N*, to indicate that no errors are in a deposit.
- Message 1, Message 2, Message 3, Message 4, and Message 5

Displays up to five error messages associated with each deposit.

Delete Selected Deposits

Click to delete any deposits on this page that have the Delete check box selected.

Correcting Errors in Spreadsheet Payments

Access the Excel Upload Error Correction page (click the link for the deposit ID on the Excel Upload Deposit Errors page).

Use this page to display the deposit data for deposits with errors. This page also displays up to five error messages for a deposit. You can change the deposit information or information for individual payments on this page to correct the errors. The system enables you to add or delete payments for the current deposit. If you add or delete payments, you must also change the values in the Control Total Amount and Control Count fields until the values in the Difference Amount and Difference Count fields equal zero.

After completing the changes, click the Apply button to save your changes, or click the OK button to save the changes and return to the Excel Upload Error Correction page. Click the Cancel button to remove any changes you have made since clicking the Apply button or the OK button.

Note. Clicking the Cancel button after accessing the References page can also remove some changed data if you do not first click the Apply button or the OK button.

**Message 1, Message 2,
Message 3, Message 4,
Message 5**

The system displays up to five error messages associated with the deposit. The Payments region displays all error messages associated with the payments in the deposit.

Get Payments with Errors

Click to populate the Payments region with information about any payments in this deposit that contain errors.

Get All Payments

Click to populate the Payments region with information about any payments in this deposit.

Error Correction Complete

Displays a check box that indicates that the error correction for this deposit is complete.

References

Click to access the References page. You can modify values and add or delete reference records on this page.

Correcting Errors in Spreadsheet Payment References

Access the References page (click the References link on the Excel Upload Error Correction page).

Use this page to add, delete, or modify any customer, summary, and detail references associated with a payment.

Click the Apply button to save your changes or click the OK button to save your changes and return to the Excel Upload Error Correction page. Clicking the Cancel button cancels any changes you have made.

(JPN) Receiving EFT Payments

This section provides an overview of the EFT payment process flow, lists a prerequisite, and discusses how to:

1. Load EFT payment files.
2. Run the Payment Loader process.

See Also

[Chapter 26, "Managing Drafts," EFT Draft Process Flow, page 808](#)

[Chapter 5, "Defining Additional Processing Options," Selecting EFT Layouts, page 137](#)

Understanding the EFT Payment Process Flow

To process EFT payments:

1. Run the AR_DRAFT_EFT Application Engine process to load the EFT files into the Payment staging table (AR_PAYMENT_EC).

The process extracts regular payments from the file if the creation date equals the accounting date (due date). If the customer name can be resolved to a customer ID, the system also creates a customer staging record (AR_IDCUST_EC). The process uses the Kijitsu file layout.

2. Run the Payment Loader process to move the data from the staging tables into the payment application tables.
3. View Application Engine messages.
4. Check for errors at the deposit level on the All Deposits or Incomplete Deposits page.
5. Correct errors in the deposit and payment entry pages and the Payment Interface Duplicates component.
6. If you use cash control accounting and you have a duplicate out-of-balance deposit, run the Cash Control process to create the cash control accounting entries.

See [Chapter 19, "Entering Payments," Creating Cash Control Accounting Entries, page 583](#).

Prerequisite

You must associate the customer IDs with the customer names in the EFT files on the Customer EFT Name page.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Associating EFT Payment File Names With Customer IDs

Pages Used to Receive EFT Payments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Load EFT Payments (electronic file transfer payments)	DR_EFT_REQUEST	Accounts Receivable, Drafts, Create Drafts, Receive Draft Payments, Load EFT Payments	Use to load regular payments from an EFT file.
Payment Interface	PAYLOAD_REQUEST	Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface	Define run parameters for the Payment Loader process to load EFT payments into the payment application tables.

Loading EFT Payment Files

Access the Load EFT Payments page (Accounts Receivable, Drafts, Create Drafts, Receive Draft Payments, Load EFT Payments).

Process Select *Payments* or *Both* to process the regular payments in the EFT file.

Note. If you select *Both*, the process loads draft and regular payments.

Review This field is used only for draft processing.

File Name Enter a name for the EFT file. The name of the EFT file must be unique. The file must be loaded into the directory on the application server defined by %PS_SERVDIR%\FILES, where %PS_SERVDIR% is the directory where the application server domain is defined. If you process the EFT file using Process Scheduler, then you need to load the file into %PS_CFG_HOME%\appserv\prcs\ <database name>\files.

After the system processes the file, it updates a table (DR_FILE_NAME) on the database with the name of the flat file that has been loaded. Using a unique file name prevents drafts or payments from being entered into the system twice. Only the file name is stored, not the path.

Running the Payment Loader Application Engine Process

Access the Payment Interface page (Accounts Receivable, Payments, Electronic Payments, Process Payment Interface, Payment Interface).

Select the EDI 820 check box.

Checking Electronic Payment Errors

This section provides an overview of electronic payment errors and list pages used to check electronic payment errors.

Understanding Electronic Payment Errors

The Payment Loader process checks for formatting errors and duplicates. These errors are corrected in the following way:

- Nonnumeric characters in numeric fields are replaced with zeros.
- Invalid dates in date fields are replaced with the current date.
- Duplicate deposits in lockbox and EDI deposits are placed on hold, with an indicator on the Payment Interface Duplicate - Totals page.

The system uses different criteria to identify duplicates, depending on the type of deposit:

- If two lockbox deposits with the same deposit unit and lockbox ID are received, the system uses four criteria to determine whether they are duplicates: bank, bank account, deposit date, and control totals.
- For EDI deposits, if two payments with the same payment ID are received, the system uses the following criteria to determine whether they are duplicates: bank, bank account, deposit date, amount, and deposit unit.

The system groups duplicate payments into deposits and marks them as duplicates.

Online error correction is available for any payments that do not transfer smoothly. If a deposit is out of balance and contains errors, you can access it on the All Deposits or Incomplete Deposits pages.

Pages Used to Check Electronic Payment Errors

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
All Deposits	DEPOSIT_ALL	Accounts Receivable, Payments, Review Payments, All Deposits, All Deposits	Check a specific deposit ID number or scan any or all of your deposits at one time. This page displays control totals and status information for a single deposit at a time.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Incomplete Deposits	DEPOSIT_INCOMPLETE	Accounts Receivable, Payments, Review Payments, Incomplete Deposits, Incomplete Deposits	Track down deposits that are not completely processed. View the payment amount in the deposit that is still in process, summarize out-of-balance deposits, or view the list of incomplete deposits by operator. The deposits contain a mix of posted and unposted payments.

Correcting Errors

This section provides an overview of error correction and discusses how to correct duplicate deposits.

Understanding Error Correction

Error correction involves comparing and matching your recorded business transactions with the bank transactions. If the totals or control amounts are out of balance on the Regular Deposit - Totals page, then the deposit is unbalanced. You must correct the errors.

Use these indications to determine whether the deposit is balanced:

- If the difference on the Regular Deposit - Totals page is zero, then the deposit is balanced.
- If the difference is not zero, then errors occurred.
- If the control total amount and entered total amount are the same on the Regular Deposit - Totals page, then the deposit is balanced.

You can delete a deposit that has unmatched remittance information or you can balance unmatched deposits using the Regular Deposit Balancing component (BALANCING).

Note. The Regular Deposit Balancing component is available only if the deposit is out of balance.

See Also

[Chapter 19, "Entering Payments," Correcting Balancing Errors, page 576](#)

Pages Used to Correct Errors

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Totals	PAYMENT_DATA1	- Accounts Receivable, Payments, Online Payments, Regular Deposit, Totals - Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing, Totals - Accounts Receivable, Payments, Electronic Payments, Correct Duplicate Payments, Totals	Review deposit totals and delete duplicate deposits created by the payment interface.
Payments	PAYMENT_DATA2	- Accounts Receivable, Payments, Online Payments, Regular Deposit, Payments - Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing, Payments - Accounts Receivable, Payments, Electronic Payments, Correct Duplicate Payments, Payments	Provide detailed information for each payment in a regular deposit.
Action	PAYMENT_DATA3	- Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing, Action - Accounts Receivable, Payments, Electronic Payments, Correct Duplicate Payments, Action	Select an action to save the deposit or delete the deposit.

Correcting Duplicate Deposits

Access the Correct Duplicate Payments - Totals page (Accounts Receivable, Payments, Online Payments, Regular Deposit, Totals).

Hold Duplicate

If this is not a duplicate deposit, deselect the Hold Duplicate check box and make the deposit available for payment processing. If this is a duplicate deposit, click the Delete Deposit button to delete the deposit.

This field is visible only if the Payment Loader process marked a lockbox deposit as a duplicate or if an EDI deposit contains duplicate payments.

Note. If no lockbox or EDI deposit errors occurred, the Correct Duplicate Payments component is unavailable.

Chapter 21

Applying Payments

This chapter provides an overview of payment application options, lists prerequisites, and discusses how to:

- Run the Payment Predictor Application Engine process.
- Review Payment Predictor process results.
- Apply payments using payment worksheets.
- Approve write-off amounts using workflow.
- Create and update accounting entries.
- Look up information about payments.

Understanding Payment Application Options

PeopleSoft Receivables provides three options to apply payments:

- The Payment Predictor process (ARPREDDCT) automatically applies payment to items and makes partial payments based on the payment predictor methods that you define and assign to business units and customers.

Note. If you receive payments for vendor rebate claims or claimback items from PeopleSoft Purchasing or PeopleSoft Order Management from the Claims Management Workbench, you cannot use this option for those items. You must manually apply the payments on the payment worksheet to indicate the base and value-added tax (VAT) amounts if any for each item.

- The payment worksheet provides a method that enables you to manually apply payments to items and make partial payments.
- The Credit Card Application Engine process (AR_CRCARD) enables you to pay for individual items by credit card.

Prerequisites

Before you apply payments, you must:

- Create automatic entry types for payment processing.
- Set up the reference qualifiers.

- Enter items into the system and then run the Receivable Update Application Engine process (ARUPDATE).
- Enter payments into the system.

See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Defining Automatic Entry Types, page 89](#)

[Chapter 5, "Defining Additional Processing Options," Setting Up Reference Qualifiers, page 125](#)

Running the Payment Predictor Application Engine Process

This section provides an overview of Payment Predictor processing, lists prerequisites, and discusses how to:

- Reset the Payment Predictor process.
- Restart the Payment Predictor process.

See Also

[Chapter 9, "Setting Up Payment Predictor Processing," page 269](#)

Understanding Payment Predictor Processing

The Payment Predictor process automatically matches payments with open items for a customer based on a predefined payment predictor method. When you set up Payment Predictor, you define algorithms, algorithm groups, and methods. You specify in each payment predictor method how to handle the exceptional conditions, such as overpayments or underpayments, for the algorithm group that you associate with the method.

Note. The algorithm groups #DETAIL and #DTL_TLR do not allow you to define exception handling.

The Payment Predictor process either matches the payment and sets it to post or sends the payment matching results to a payment worksheet for review. If the payment predictor method designated that the process create a payment worksheet, the worksheet shows how Payment Predictor applied the payment and made adjustments based on the instructions in the method.

If the system sends the payment matching results to a payment worksheet, you must review the worksheet. You must decide whether to accept the matching results as they are or make other adjustments. When you finish working with the payment worksheet, you set the payment to post.

If the process does not generate a worksheet, it creates a payment group and sets it to post.

Run the Receivable Update Application Engine process to post any new items that the process created and to create accounting entries.

Payment Predictor Abends

If the Payment Predictor process ends abnormally, you have two alternatives:

- Reset and rerun the process instance on items locked by the Payment Predictor process and other associated tables that may need to be rolled back to their original state.
- Restart and resume processing after you have resolved the cause of the abnormal ending.

Note. Oracle recommends that you reset and rerun from the beginning if you are not certain which approach to take.

Prerequisites

Perform the following tasks before you run the Payment Predictor process:

1. Define payment predictor methods.
2. Assign a payment predictor method to a business unit.
3. Override the payment predictor method for individual customers if needed.
4. Enter balanced deposits with reference information for payments.
5. Select the Payment Predictor check box for the payments.

Each payment must have a magnetic ink character recognition (MICR) ID, a customer ID, or some other type of reference information. If the payment does not have reference information, use a payment predictor method that has a step to route the unidentified payment to a control account and generate a worksheet.

6. Verify that the deposits are in balance.
7. If you import vendor rebates from PeopleSoft Purchasing or claimbacks from PeopleSoft Order Management, you must activate the CHKREBAT step in the PREPARE section of the AR_PREDICT1 Application Engine process.

See Also

[Chapter 9, "Setting Up Payment Predictor Processing," Defining Payment Predictor Methods, page 300](#)

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Payment Options, page 32](#)

[Chapter 19, "Entering Payments," page 565](#)

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

Pages Used to Run the Payment Predictor Application Engine Process

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Payment Predictor	PP_REQUEST	Accounts Receivable, Payments, Apply Payments, Request Payment Predictor, Payment Predictor	Define run parameters for the Payment Predictor process.
Process Reset	AR_RESET	Accounts Receivable, Receivables Update, Archive Receivables, Reset Process, Process Reset	Reset the Payment Predictor process. Unlock and rerun the process.
Process List	PMN_PRCSLIST	PeopleTools, Process Scheduler, Process Monitor, Process List Click Process Monitor on the Payment Predictor page.	Review the multiple processes in a job.
Process Detail	PMN_PRCSLISTTREE	Click the Details link on the Process List page. Select a failed process from the process list.	Restart a failed process.

Resetting the Payment Predictor Process

Access the Process Reset page (Accounts Receivable, Receivables Update, Archive Receivables, Reset Process, Process Reset).

Enter your search criteria for the process instance and click Refresh.

Not Successful Process Requests, select the process instance that you want to reset.

Reset

Click to unlock and reset the process instance.

After the process instance is reset, you can rerun the process.

Restarting the Payment Predictor Process

Access the Process List page (Accounts Receivable, Receivables Update, Archive Receivables, Reset Process, Process Reset, and click Process Monitor on the Payment Predictor page).

Because Payment Predictor is a job (a collection of multiple processes), you may need to restart multiple processes. Find the processes that you need to restart.

Process Detail

Click to access the Process Detail page, and select Restart Request.

Reviewing Payment Predictor Process Results

This section provides an overview of the Payment Predictor payment status and lists the pages used to review Payment Predictor process results.

Note. If you use the message catalog to view all of the messages that the process returns, the system prompts you for a language code and message set number. Use 6880 for the Payment Predictor process.

Understanding Payment Predictor Payment Status

This table lists the different Payment Predictor process statuses for payments that appear on inquiries, reports, payment worksheets, and messages:

<i>Payment Predictor Payment Status</i>	<i>Description</i>	<i>Pay Status</i>	<i>Post Status</i>
I (processed)	Payment was considered, and it either did not meet the criteria of the method, or it did not have items selected for it.	Identified	Not applicable
W (worksheet)	Payment was applied and a payment worksheet was built by the Payment Predictor process for review.	Worksheet	No action
A (applied)	Payment was applied and pending groups were created by the Payment Predictor process for posting.	Applied	Batch Standard

Pages Used to Review Payment Predictor Process Results

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Payment Predictor Detail	RUN_AR21001	Accounts Receivable, Payments, Reports, Payment Predictor Detail, Payment Predictor Detail	Define the run parameters for the Payment Predictor Detail report (AR21001). Use the report to view a list of Payment Predictor activities between the dates that you specify.

Page Name	Definition Name	Navigation	Usage
Payment Predictor Summary	RUN_AR21002	Accounts Receivable, Payments, Reports, Payment Predictor Summary, Payment Predictor Summary	Define the run parameters for the Payment Predictor Summary report (AR21002). Use the report to view a list of Payment Predictor results by status and predictor method or algorithm. The number of payments is listed as a percentage of the total number of payments predicted. A summary at the end of the report provides the number of payments predicted, the number of payments not predicted, and both numbers as a percentage of the total.
Unmatched MICR (magnetic ink character recognition) Identifiers	RUN_AR21003	Accounts Receivable, Payments, Reports, Unmatched MICR Identifiers, Unmatched MICR Identifiers	Define the run parameters for the Unmatched MICR Identifiers report (AR21003). Use this report to view a list of MICR identifiers that appear on payments and that have not been defined in the customer MICR ID table. This report also indicates the predictor status of each payment.

Applying Payments Using Payment Worksheets

This section provides an overview of worksheet creation and modification and discusses how to:

- Build a payment worksheet.
- (Optional) Enter item references for the payment.
- Use payment worksheets to apply payments.
- Review Item List Detail 1 Summary Information
- Review Item List Detail 2 Summary Information
- Review Item List Detail 3 Summary Information
- Review Item List Detail 4 Summary Information
- Review Item List Detail 5 Summary Information

- Review Item List Detail 6 Summary Information
- Distribute amounts for multiple revenue lines for control budgets.
- View and update item details.
- Convert payment amounts to a different currency.
- Select a payment worksheet action.
- Handle returned payments.

Understanding Worksheet Creation and Modification

A payment worksheet is a cash application tool; it is an alternative to applying payments through express deposit or with the Payment Predictor process. Payment worksheets use information about customers and items to apply payments. You match items with payments and make any necessary adjustment (prepayments, on-account payments, write-offs, and deductions). The system creates one worksheet for each payment, not one for each deposit.

You can process items with multiple currencies, and the payment and items do not have to be in the same currency. The worksheet enables you to work with different item entry, item base, payment entry, and payment base currencies.

Working with a payment worksheet consists of these high-level steps:

1. Use the Worksheet Selection page to select the items that you want to work with and build the worksheet.

If you add items to an existing worksheet, the system adds the new items that you selected and does not delete any items that are already on the worksheet.

2. Use the Worksheet Application page to apply the payment to items.
3. Use the Worksheet Action page to select a posting action for the worksheet or to create accounting entries online.

You can copy selected or unselected items on a payment worksheet.

You can delete the worksheet, or you can save your work and complete the worksheet later. You can also select and deselect a range or all of the items and discount rows on a worksheet, as well as highlight all duplicate rows.

Note. You run the Receivable Update process to post the payments, create accounting entries, and update the item balance due amount. In a production environment, Oracle recommends that you use Receivable Update to create accounting entries rather than creating accounting entries online.

See Also

Chapter 28, "Posting and Unposting Groups," page 897

Pages Used to Apply Payments Using Payment Worksheets

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Worksheet Selection	PAYMENT_IDENT_IC	Accounts Receivable, Payments, Apply Payments, Create Worksheet, Worksheet Selection	Create a new worksheet, modify an existing one, and select items to include in the worksheet.
Detail Reference Information	PAYMENT_REF_DET2	Click the Detail Reference link on the Worksheet Selection page.	Create deductions, pay or write off all or part of an item, create on-account payments or prepayments without first building the worksheet.
Items NOT open on ITEM table	PAYMENT_REF_DET3	Click the Item Status link on the Worksheet Selection page or the Detail Reference Information page.	Display items that are not open on the Item table (PS_ITEM). Use to list items that have been selected on the Detail Reference Information page but have already been paid or that do not exist on the Item table to determine whether to delete items on the Detail Reference Information page.
Worksheet Application	PAYMENT_WS_IC	Accounts Receivable, Payments, Apply Payments, Update Worksheet, Worksheet Application	Apply payments to selected items.
Currency Conversion	EU_CUR_CNV_WS_SEC	 Click the Disp Curr Conversion Worksheet (display currency conversion worksheet) button on the Worksheet Application page.	Select the currency code, rate, and date of conversion for the display currency on the worksheet. The values that you enter determine the currency and amount for the Conversion Amount - Currency field.
Worksheet Application Detail View	PAYMENT_WS_IC_DTL	 Click the View Detail button on the Worksheet Application page.	View or update details about a selected item on a worksheet or copy, write off, or edit items.
Currency Exchange Aid	CURR_EXCHG_AID_SEC	Click the Currency Exchange Aid link on the Worksheet Application Detail View page.	Use as an aid in converting the payment amount to the currency of a selected item making a partial payment.

Page Name	Definition Name	Navigation	Usage
Multiple Revenue Line Distribution	AR_MRL_SEC	Click the Revenue Distribution link on the Worksheet Application page.	Distribute amounts for multiple revenue lines for control budgets.
VAT Header	PAYM_ITEM_VAT_HDR	Click the Add VAT Information link on the Worksheet Application Detail View page.	View VAT header defaults. Manually override values if applicable.
VAT Detail	PAYM_ITEM_VAT_LN	Click the VAT Detail Page link on the VAT Header page.	View VAT line defaults including the VAT amounts. Manually override values if applicable. If the VAT declaration is at the accounting date, then the user cannot modify the VAT declaration date.
Item Activity Detail	ITEM_ACTIVITY_DRILL	Click the Item Activity link on the Worksheet Application Detail View page.	View all activities for an item.
Item in Other Groups	ITEM_PGROUP_SEC	Click the Item in Other Groups link on the Worksheet Application Detail View page.	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Additional Customer Information	CUST_INFO_SEC	Click the Additional Cust Information (additional customer information) link on the Worksheet Application Detail View page.	View additional customer information.
Worksheet Action	PAYMENT_ACTION_IC	Accounts Receivable, Payments, Apply Payments, Finalize Worksheet, Worksheet Action Click the Worksheet Action link on the Worksheet Selection page or the Worksheet Application page.	Select posting options for the payment applied on the payment worksheet, including entry events and worksheets that the Payment Predictor process generated. If approval workflow is enabled, you submit workflow for approval on this page.

Building a Payment Worksheet

Access the Worksheet Selection page (Accounts Receivable, Payments, Apply Payments, Create Worksheet, Worksheet Selection).

Payment Worksheet Selection

Deposit Unit: US001 Payment ID: 1000-WRKSHEET ☐ Payment Predictor
 Deposit ID: 14 Payment Amount: 1,000.00 USD
 Deposit Status: Partially Applied Payment Status: Worksheet

Customer Criteria

Customer Criteria: Customer Items Customer Reference Find | View All | First 1 of 1 Last

Customer ID: Business Unit: + -
 Name: Collections Workbench Level 2
 Remit SetID: SHARE Remit From ID: CWB101
 Corporate SetID: SHARE Corporate ID: CWB101
 MICR ID: Link MICR

Reference Criteria

Reference Criteria: None Item Reference Customize | Find | View All | First 1 of 1 Last

Restrict to: All Customers
 Match Rule: Exact Match
[Detail Reference](#)
[Item Status](#)

Qual Code	Reference	To Reference	Event

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only
☐ Exclude Deduction Items ☐ Exclude Collection Items ☐ Exclude Dispute Items

Worksheet Action

 Created at: 04/09/2009 5:23PM Items: 4

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#)

Worksheet Selection page

Payment Predictor

Select to apply the payment automatically the next time that you run the Payment Predictor process. If you select Payment Predictor and then attempt to build a worksheet, the system clears the Payment Predictor check box.

Note. The Worksheet Selection page and the Payments page in regular and express deposit entry both have the Payment Predictor check box. If you select the option on either of these pages, the system automatically selects the check box on the other page. Set the default for the Payment Predictor process using the bank account on the External Accounts page.

Selecting Customer and Item Reference Criteria

The information that you enter about customers and items determines the information that appears on the worksheet. The more information that you provide, the more focused your worksheet will be. For example:

- If you enter only customer information, the worksheet lists all open items for the customer.
- If you enter only item information, the worksheet lists all open items that match your item criteria for all customers.
- If you enter both customer and item information, the worksheet lists all the open items that match any of the customer or item criteria that you select.

Note. If you enter no customer or item information, the system creates a blank worksheet.

Entering Customer Criteria

Customer Criteria

Select the type of customer that you want to include in the worksheet: *Corporate Items*, *Customer Items*, or *Remit From Items*. If you select *None*, the system creates a worksheet based on the other selection criteria and does not limit items to specific customers. You can also select *None* and enter a customer ID and business unit. In this case, the system uses the customer reference criteria in conjunction with the item reference criteria to choose only items that match both criteria.

Customer ID and Business Unit

Enter the customer ID and business unit.

Note. If you select *Corporate Items* or *Remit From Items* in the Customer Criteria field, you must enter a business unit. The system needs a business unit to determine the setID of corporate and remit from customers. The resulting worksheet displays all open items having the specified corporate or remit from customer across *all* business units, not just the business unit that you select.

MICR ID (magnetic ink character recognition ID)

(Optional) Enter the customer's MICR ID.

Link MICR

Click to link the customer's MICR ID to other customers who have the same MICR ID.

Entering Reference Criteria

The information that appears on the Worksheet Selection page comes from the Regular Deposit - Payments page or the Express Deposit - Payments page, or from payment information received from a payment interface, such as Electronic Data Interchange (EDI) or a lockbox. If you did not enter information on the Payments page, enter it on the Worksheet Selection page.

Note. The only instance in which you can use reference criteria independently of customer criteria is when the Restrict to field is *All Customers*.

Reference Criteria

Specify whether to use a *Specific Value*, *None*, or a *Range of References*. If you select either *Range of References* or *Specific Value*, you enter information in the Item Reference fields.

If you click the Detail Reference link to enter reference information, the Reference Criteria field displays *Detailed References*.

Restrict to

Select to qualify items by customer. Values are *All Customers*, *Corporate Cust Only*, *Customer Only*, and *Remit Cust Only*.

Match Rule	If you select <i>Specific Value</i> in the Reference Criteria field, specify whether the item information is an <i>Exact Match</i> or a <i>Like Match</i>. A <i>Like Match</i> enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a purchase order number of 24% and select <i>Like Match</i>, the worksheet will contain all items with purchase order numbers beginning with 24xx, but will not include a purchase order number of x24x.
Reference and To Reference	• If you selected <i>Specific Value</i> in the Reference Criteria field, enter the specific item reference. • If you selected <i>Range of References</i>, enter the starting and ending values for the range of references. The values that you enter are case-sensitive.
Qual Code (qualifier code)	Enter the type of reference, such as documents, items, purchase orders, or any other criteria that you set up on the Reference Qualifier page.
Detail Reference	Click to access the Detail Reference Information page, where you enter a list of items to which you are applying the payment. This page works like a worksheet, and enables you to quickly enter items and specify the payment amount and enter some of the available entry types for processing the items.

Including and Excluding Items

All Items, Deduction Items Only, or Items in Dispute Only	Select one of these options to indicate the types of items to include in the worksheet. If you select All Items, you can select one or more of the following check boxes to exclude those item types from the worksheet: Exclude Deduction Items, Exclude Collection Items, and Exclude Dispute Items.

Building the Worksheet

Build

Click to create a new worksheet or to add items meeting your selection criteria to an existing worksheet.

The following may occur if the payment is out of balance or there are duplicate payments:

- If the Build button is unavailable, the deposit containing this payment is out of balance, or the deposit is a duplicate lockbox or EDI deposit.

Correct these problems using the Regular Deposit Balancing page.

- If you build a worksheet that references the same item multiple times, a warning message appears indicating that you have duplicate payments for the item when you save the worksheet.

The item appears multiple times on the worksheet. Apply the payment to the item multiple times, which creates a credit on the customer account, or deselect the item and select another action.

Clear

Click to remove all items from an existing worksheet.

Entering Item References for the Payment

Access the Detail Reference Information page (click the Detail Reference link on the Worksheet Selection page).

To view and change information:

1. (Optional) Click Get Pay Amounts to display the amount of the items from the previous entries.

This button is available only if amounts are not displayed.

2. Enter the item ID, such as an invoice number and a sequence number.

The system populates the other fields from the current item information if the item ID is a preexisting item.

3. Change the payment amount, entry type, and entry reason as needed.

These entry types are valid for existing items:

PY	Pay an item.
	Note. The Entry Reason field is not available when the entry type is set to PY.
WO	Write-off.
DED	Deductions.

Note. To partially write off an item, use the write-off option and change the payment amount.

These entry types are valid for new items:

OA	On account (negative amount).
PR	Prepayment (negative amount).
DED	Deductions (positive amount).

4. Enter discount information:

- For earned discounts, the system automatically selects the Disc (discount) check box and populates the Disc Amt (discount amount) field.

Change the discount amount if needed or deselect the Disc check box if you do not want to allow the discount.
- For unearned discounts, the Disc check box is not available unless you accessed the page from the Regular Deposit - Payments page and you selected the Payment Predictor check box.

To enable the Payment Predictor process to take an unearned discount, select the Disc check box and enter the discount amount. If you are applying the payment on the payment worksheet, you take unearned discounts on the Worksheet Application page.

Using Payment Worksheets to Apply Payments

Access the Payment Worksheet Application page (Accounts Receivable, Payments, Apply Payments, Update Worksheet, Worksheet Application).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WRKSHEET Payment Sequence: 1
 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action
 Entry Type: Pay An Item Reason:

Item Display Control
 Display: All Items Go

Row Selection
 Choice: Select Range of Items Range: Go

Row Sorting
 Sort All By: Item Go

Item List Customize | Find | View All | | First 1 of 1 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Event	Disc	Disc Amt	
	1	☒	1,000.00	AUD	DEC2008		US001	CWB2001	PY			☒	20.00	

[Add with Detail](#) [Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance

Amount:	1,000.00	Remaining:	272.61	Unearned:	0.00
Selected:	742.23	Discount:	14.84	Earned:	14.84
Adjusted:	0.00	Write Off:	0.00		

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Payment Worksheet Application page

To use the payment worksheet, follow these steps:

1. Use the item display or sort controls to adjust the view.
2. Select the items to pay.
3. Handle underpayments, overpayments, and discounts.
4. Check the information in the Balance group box to determine whether you have used the entire payment.

You cannot post a worksheet until the entire amount of a payment is accounted for, either applied to an item, deemed a prepayment, held on account, deducted from the customer's balance, or considered an adjustment.

Payment Accounting Date Displays the accounting date for the payment activity.

Selecting an Item Action

The Item Action group box enables you to select a specific Entry Type and Entry Reason to apply to the items displayed in the Item List grid.

Entry Type and Reason

Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the Reason field if you specified that entry reasons are required when you set up the entry type that you entered in the Entry Type field. Valid entry types are:

PY (Pay an Item): Select to apply the payment to all the selected items.

WO (Write off an Item): Select to write off selected items. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit.

DED (Create a Deduction): Select to create a deduction item for the selected items.

Note. If you select an item that is in use, you get an error message. A setting on the Installation Options - Receivables page, No Mult Pending Item Selection (no multiple pending item selection), determines whether the system checks groups to determine whether an unposted pending item exists for the item that you selected or whether the item has been selected in another group. To see where the item is in use, select Items in Other Groups on the Worksheet Application Detail View page for the item.

Defining Row Selection Criteria

Use the Row Selection group box fields to determine whether the Sel (select) check box is selected or not selected in the Item Display grid based on a selected

Choice

Select one of these values to select or deselect the Sel, Disc, or Discount check box for the rows that appear in the Item List grid.

- *De-Select All Discounts*

Select this value to clear the Disc (Discount) check box for the selected rows with discounts and in the Item List grid.

- *De-Select All Items*

Select this value to clear the Sel (select) check box for all item rows in the Item List grid.

- *De-Select Range of Discounts*

Select this value to clear the Disc (Discount) check box for a selected range of discount rows in the Item List grid that you enter in the Range field.

- *De-Select Range of Items*

Select this value to clear the Sel (select) check box for a selected range of item rows in the Item List grid that you enter in the Range field.

- *Select All Discounts*

Select this value to add a check mark in the Disc (discount) check box for all selected rows with discounts in the Item List grid.

- *Select All Items*

Select this value to add a check mark in the Sel (select) check box for all item rows in the Item List grid.

- *Select Range of Discounts*

Select this value to add a check mark in the Disc (discount) check box for a range of the selected discount rows in the Item List grid that you enter in the Range field.

- *Select Range of Items.*

Select this value to add a check mark in the Sel (select) check box for a range of selected item rows in the Item List grid that you enter in the Range field.

Go

Click this button to apply your selection to the Item List grid and update worksheet balances.

Selecting Item Display Control Criteria

Use the fields in the Item Display Control group box to adjust the view and contents of the Item List grid.

Display

Select one of these values to display all of the items in the Item List grid or modify the display of items in the Item List grid:

- *All Items*

Displays all of the items in the Item List grid.

- *Blank*

Displays a blank row in the Item List grid.

- *New Items*

Displays only the new items in the Item List grid.

- *Other*

Displays any items that are not new in the Item List grid.

- *Selected*

Displays only items for which the Sel check box is selected in the Item List grid.

- *Unselected*

Displays only items for which the Sel check box is not selected.

Go

Click to refresh the list of items in the grid.



Click the Disp Curr Conversion Worksheet (display currency conversion worksheet) button to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.

Selecting Row Sorting Criteria

Use the Row Sorting group box to sort the rows that appear in the Item List grid based on the value that you specify. This feature sorts *all* items in the worksheet and not just the items that are displayed in the scroll area.

Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle recommends a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.

Sort All By

Click the dropdown arrow to enable you to select one of these sort values:

- *Clear Highlights*

Select this value and click the Go button.

The system removes the red highlights from the rows. The display order that displayed when you selected the Highlight Duplicate option does not change when you clear the highlighting.

- *Due Date*

Select this value and the Go button.

This sorts all items in the payment worksheet based on their due dates.

- *Highlight Duplicate*

Select this value and the Go button.

The system checks for any changes that occurred to the worksheet since the last time it was saved. If there are any changes, the system issues an error message, which requests the user to save the worksheet. If the system locates duplicate items, the system highlights the duplicate items in red.

The system also considers the option that you select in the Item Display Control group box. For example, you select the option Selected from the Display dropdown list, select Highlight Duplicate from the Sort By dropdown list, and click the Go button. The system only checks the duplicates based on the selected item and highlights the rows in red, and ignores unselected items.

The system compares these fields before highlighting duplicate rows:

- Pay Amt (payment amount)
- Cur (currency)
- Item ID
- Item Line
- Unit
- Customer
- Type
- Reason
- Event
- Disc Amt (discount amount)

- *Item*

Select this value and click the Go button.

The system sorts all of the items on the payment worksheet based on the order that you entered the items on the payment worksheet.

Reviewing Item List Summary Information

Each of the detail tabs in the Item List grid are described in six separate sections.

See [Chapter 21, "Applying Payments," Reviewing Item List Detail 1 Summary Information, page 662.](#)

This button and these links appear below the Item List grid:

Add with Detail

Select this button to add an item to handle overpayments, underpayments, and write-offs. If a new item was created in error, clear the item by clearing the Sel (select) column, or delete the item.

Revenue Distribution

Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled input of multiple revenue lines for the business unit.

Add Conversation

Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Reviewing Conversations and Promises, page 1129.](#)

View/Update Conversations

Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

This link is visible only when at least one conversation exists for the customer.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Reviewing Conversations and Promises, page 1129.](#)

Reviewing Balance Information

When you select open items, you need to check the information in the Balance group box. The system updates the amounts whenever you click the Refresh button. If the remaining amount is not 0, you need to adjust the payment amounts or select additional items.

Handling Exact Payments

Select items that match the payment. If a customer has no items in the worksheet, you can still put a payment on account or treat it as a prepayment.

Handling Underpayments

To apply an underpayment, do one of the following procedures:

- Treat the entire amount as a partial payment against an item.

Then change the amount for the item to the amount of the payment.

- Pay off the item and create an adjustment or a deduction item for the difference between the item amount and the payment amount by creating a new item and entering a positive amount for the difference.

For deductions, enter the item ID of the paid item as the document ID for the new deduction on the Worksheet Application Detail View page. This ties the purchase order number, bill of lading, and document information for the referenced item to the new deduction. Regular deductions create new items in the system. The Deduction Due Date field on the Receivables Options - Payment Options page enables you to determine whether the due date of the new item is the payment accounting date or the due date of an existing item. If you specify that the due date is from an existing item, you must enter the item ID of the existing item as the document ID on the Worksheet Application Detail View page. After the Receivable Update process runs, the new deduction appears in the system.

- Until you know why the customer underpaid, place the entire amount on account (without referencing any items) by creating a new item and entering a negative amount for the amount of the payment.

Do not use the same item ID for the on-account item as an existing item. If you want the on-account item to be associated with an existing item, either add a prefix or suffix to the ID or use the same item ID with a different line number.

- Partially pay for an item and write off the remaining item balance by selecting the split item and changing the entry type to WO. The system issues a message if you try to write off more than the write-off tolerances permit. Workflow is launched if the write-off amount requires approval.

Important! If the item is a rebate claim that originated in PeopleSoft Purchasing or a claimback that originated in PeopleSoft Order Management, do *not* write off the remaining balance. Use the Claims Management Workbench in PeopleSoft Purchasing or PeopleSoft Order Management to handle write-offs. This enables the system to determine whether the write-offs meet the write-off tolerances for claim processing.

See *PeopleSoft Purchasing 9.1 PeopleBook*, "Understanding Vendor Rebates."

See *PeopleSoft Order Management 9.1 PeopleBook*, "Working with Claimbacks."

Handling Overpayments

To apply an overpayment, do one of the following procedures:

- Pay off the item and create a new on account, adjustment, or prepay item with the remainder by creating a new item and entering a negative amount for the overpayment amount.

Note. If invoices exist that reflect a prepayment (that is, the on-account item and the item have the same document number), be careful not to match those items with another item that does not have a matching value in the Document field.

- Pay off one or more items entirely and treat the remainder as a partial payment on another item by changing the amount for the item to the remaining amount of the payment.
- Until you know why the customer overpaid, place the entire amount on account (without referencing any items) by creating a new item and entering a negative amount for the amount of the payment.
- Pay off one or more items and write off the remaining balance by creating a new item and entering a negative amount for the overpayment payment amount.

Handling Remaining Amounts

If you do not find an open item to which you can apply the remaining payment, add an item to the worksheet and write off the remaining balance by selecting either the Write-off an Overpayment or Write-off an Underpayment entry type.

The system issues a message if you try to write off more than the write-off tolerances permit. Workflow is launched if the write-off amount requires approval. You can write off an amount only up to the user's authorized limit. Check these amounts on the User Preferences - Receivable Data Entry 2 page. The system compares the item amount to the user's write-off limit in the format currency selected on the Receivables Data Entry 2 page.

Note. If you selected the Partial Payment Disabled check box on the Receivables Options - Payment Options page, no partial payments can be processed.

Reviewing Item List Detail 1 Summary Information

Access the Detail 1 tab (Receivables, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application, and select the Detail 1 tab in the Item List grid).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WRKSHEET Payment Sequence: 1
 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action
 Entry Type: Reason:

Row Selection
 Choice: Range: Go

Item Display Control
 Display: Go

Row Sorting
 Sort All By: Go

Item List [Customize](#) [Find](#) [View All](#) [First](#) [1 of 1](#) [Last](#)

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Event	Disc	Disc Amt
	1	☒	1,000.00	AUD	DEC2008		US001	CWB2001	PY			☒	20.00

[Add with Detail](#) [Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance			
Amount:	1,000.00	Remaining:	272.61
Selected:	742.23	Discount:	14.84
Adjusted:	0.00	Write Off:	0.00
Unearned:	0.00	Earned:	14.84

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Detail 1 tab - Payment Worksheet Application page

Use the Customize link to sort by column and to reorder, hide, and freeze columns. This enables you to put the key fields that you want to review on the Detail 1 tab and sort your data.



Click the View Detail button to view or update details for a selected item on a worksheet and to copy or write off the item.

Remit Seq (remit sequence number)

This sequence number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items appear in this order. If you sort the worksheet based on the value in another column, the number stays with the item, but the grid order changes. Use this column to sort the worksheet in the original order.

Sel (select)

Select each check box for applying payments. You can control the rows that are selected with the Row Selection group box at the top of the page.

Pay Amt (payment amount)

Initially displays the open amount for the item. Change the amount to make a partial payment.

Cur (currency)

Displays the currency applied used for this payment.

Item ID

Enter or the system displays the item associated with this payment. You can also select a different or new item.

Item Line

Enter or the system displays the line number that applies to this item. You can split an item, which adds another line for the same item. For example, you may want more than one item line for overdue charges. This field value appears only when data was entered in the Item, business Unit, Customer ID, Payment Amount, Discount Taken fields when entering payments on a worksheet.

Unit

Enter or the system displays the business unit associated with the customer.

Customer	Enter or the system displays the customer associated with the payment of this item.
Type and Reason	Enter the entry type and reason. Some entry types are valid for existing items and some are valid only for new items. Note. If you are applying a payment to a vendor rebate claim or claimback item from PeopleSoft Purchasing or PeopleSoft Order Management and the business unit for the item requires VAT, then you must split the item by entering the base amount of the item in the Pay Amt (payment amount) field for one row and the VAT amount for the item in the Pay Amt (payment amount) field for the other row. Use the PY (Pay an Item) entry type for each item. You must enter the appropriate entry reason for each row to indicate whether the amount is the base amount or the VAT amount. You also must enter the reference number for the claim item in the Document field on the Worksheet Application Detail View page. See Chapter 4, "Defining PeopleSoft Receivables Processing Options," Understanding Entry Reasons, page 74.
Event	U.S. federal financial systems require supplemental accounting entries. Enter the entry event code to generate the appropriate supplemental accounting entries for the payment activity for the item.
Disc (discount)	Select to take an unearned discount.
Disc Amt (discount amount)	Override the amount of an earned discount or enter an amount for an unearned discount. The system calculates item discounts using the payment terms code and discount grace days that are posted with the item. A discount is earned if the payment accounting date falls within the period of discount days plus discount grace days. For example, if the terms code for the item specifies discount terms of 10 days and the discount grace days is 3, then the discount is earned if you received the payment within 13 days. Any changes made to discounts must meet the discount tolerance requirements defined on the User Preferences - Receivable Data Entry 2 page.
Add with Detail	Select this button to add an item to handle overpayments, underpayments, and write-offs. If a new item was created in error, clear the item by clearing the Sel (select) column, or delete the item.
Revenue Distribution	Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled input of multiple revenue lines for the business unit.

Reviewing Item List Detail 2 Summary Information

Access the Detail 2 tab (Receivables, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application) and select the Detail 2 tab in the Item List grid).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WKSHEET Payment Sequence: 1
 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action
 Entry Type: Pay An Item Reason:

Item Display Control
 Display: All Items Go

Row Selection
 Choice: Select Range of Items Range: Go

Row Sorting
 Sort All By: Item Go

Item List Customize | Find | View All | | First | 1 of 1 | Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Accounting Date	As Of Date	Due Date	Discount Date	Discount Date 1	Days Late	Customer Name	SubCust1	SubCust2	
	1	☒	1,000.00	AUD	DEC2008	04/10/2006	12/01/2008	12/31/2008	12/11/2008		285	Alliance Directional Services			

[Add with Detail](#) [Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance			
Amount:	1,000.00	Remaining:	272.61
Selected:	742.23	Discount:	14.84
Adjusted:	0.00	Write Off:	0.00
Unearned:	0.00	Earned:	14.84

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Detail 2 tab - Payment Worksheet Application page - Detail 2 tab

Item Accounting Date

Displays the accounting date entered for online and external pending items. The date determines the fiscal year and accounting period used to post the item for both PeopleSoft Receivables and PeopleSoft General Ledger.

As of Date

Displays the date, which is usually the same as the accounting date that is entered for entering online and external pending items. You can also use this date to record the invoice date used to calculate payment terms.

Due Date

Displays the payment due date. If the due date falls on a bank holiday, the system adjusts it automatically. This field is required for the Aging Application Engine process (AR_AGING).

Discount Date

Displays the date on which you can apply a payment and receive a discount. You can set up default discount terms on the Payment Terms page for an item (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Payment Terms, Payment Terms). You can also enter discount terms on the Accounts Receivable, Pending Items, Pending Item 1 page.

Discount Date 1

Displays a second date closer to the payment due date on which you can apply a payment and receive usually a smaller discount.

For example, if a payment is due on May 1, 2008 and the item details indicate that if a customer makes a payment on or before April 25, 2008, the customer receives a 5% discount. You also set up a second discount date (Discount Date 1) so that if the payment is made after April 25 but on or before April 28, the customer will receive a 2% discount.

Days Late	Displays the number of days that a customer is late in making a payment on this item.
Customer Name	Displays the customer's name associated with this customer's profile. (Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Profile)
SubCust1(subcustomer 1)	Displays a subcustomer1 based on the setup on the Installation Options – Overall page and the set up of subcustomer 1 on the SubCustomer Qualifier 1 page (Set Up Financials/Supply Chain, Product Related, Receivables, Customers, SubCustomer Qualifier 1, SubCustomer Qualifier 1)
SubCust2(subcustomer 2)	Displays a subcustomer2 based on the setup on the Installation Options – Overall page and the set up of subcustomer 2 on the SubCustomer Qualifier 2 page (Set Up Financials/Supply Chain, Product Related, Receivables, Customers, SubCustomer Qualifier 2, SubCustomer Qualifier 2).

Reviewing Item List Detail 3 Summary Information

Access the Detail 3 tab (Receivables, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application, and select the Detail 3 tab on the Item List grid).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WRKSHEET Payment Sequence: 1
 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action
 Entry Type: Pay An Item Reason:

Item Display Control
 Display: All Items Go

Row Selection
 Choice: Select Range of Items Range: Go

Row Sorting
 Sort All By: Item Go

Item List Customize | Find | View All | First 1 of 1 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Purchase Order	Document ID	Order No	Bill of Lading	Contract	Payment Terms
	1	☒	1,000.00	AUD	DEC2008		DOC101				21030

[Add with Detail](#) [Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance

Amount:	1,000.00	Remaining:	272.61	Unearned:	0.00
Selected:	742.23	Discount:	14.84	Earned:	14.84
Adjusted:	0.00	Write Off:	0.00		

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Detail 3 tab - Payment Worksheet Application page

Purchase Order	Displays a purchase order ID associated with the original invoice if a purchase order was used to purchase this item if you integrate with PeopleSoft Purchasing. If you enter a value that matches an existing item ID, the system automatically populates this field.

Document ID (document identification)	Displays a user-defined reference value, which is entered on the maintenance, payment, or draft worksheet to help identify the claim in the Claim Management workbench. If the document reference ID for deduction items in the Item table matches the document reference field for credit items in the Item table, the Automatic Maintenance process matches items for all customers associated with the remit from customer.
Order No (order number)	Displays the number of the PeopleSoft Inventory order number associated with the item on the original invoice. If you enter a value that matches an existing item ID, the system automatically populates this field.
Bill of Lading	This is the bill of lading associated with this item. A bill of lading lists all items in a shipment destined for a particular ship to location. If you enter a value that matches an existing item ID, the system automatically populates this field.
Contract	Displays the contract number associated with the original invoice if you integrate with PeopleSoft Contracts. If you enter a value that matches an existing item ID, the system automatically populates this field.
Payment Terms	Defines payment terms for this payment. The payment term is selected on the Pending Item 1 page (Accounts Receivable, Pending Items, Online Items). The selected payment term specifies the rules for calculating an item due date and the discount terms.

Reviewing Item List Detail 4 Summary Information

Access the Detail 4 tab (Accounts Receivable, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application, and select the Detail 4 tab in the Item List grid).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WKSHEET Payment Sequence: 1
 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action
 Entry Type: Pay An Item Reason:

Item Display Control
 Display: All Items Go

Row Selection
 Choice: Select Range of Items Range: Go

Row Sorting
 Sort All By: Item Go

Item List Customize | Find | View As | | First 1 of 1 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Corporate Customer	Remit Customer	Sales Person	Sales Person2	Collector	Credit Analyst	Broker	AR Specialist
	1	☒	1,000.00	AUD	DEC2008	Alliance Drilling Inc.	Alliance Drilling Inc.	006		CBB	AAK		

[Add with Detail](#) [Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance			
Amount:	1,000.00	Remaining:	272.61
Selected:	742.23	Discount:	14.84
Adjusted:	0.00	Write Off:	0.00
Unearned:	0.00	Earned:	14.84

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Detail 4 tab - Payment Worksheet Application page

Corporate Customer

Displays the name of the corporate customer defined on the Customer General Information page (Customers, Customer Information, General Information).

Remit Customer

Displays the name of the customer making the payment, which is defined on the General Info (information) page (Customers, Customer Information, General Information).

Sales Person

Displays the ID of the primary sales person associated with selling this item to this customer. This information can be selected on the Pending Item 2 page (Accounts Receivable, Pending Items) or on the Item Details - Detail 1 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1).

Sales Person 2

Displays the ID of a second sales person associated with selling this item to this customer. This information is derived from values enter in the Detail 1 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details).

Collector

Displays the ID of the individual assigned to collecting a payment from the customer, which is defined on the Bill To Options page (Customers, Customer Information, General Information).

Credit Analyst

Displays the ID of the credit analyst assigned to this customer, which is defined on the Bill To Options page (Customers, Customer Information, General Information).

Broker

Displays the broker ID assigned to this customer. The customer can be selected as the broker on the General Info page (Customers, Customer Information, General Information).

AR Specialist

Displays the name of the AR Specialist assigned to this customer, which is defined on the Bill To Options page (Customers, Customer Information, General Information).

Reviewing Item List Detail 5 Summary Information

Access the Detail 5 tab. (Accounts Receivable, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application, and select the Detail 5 tab in the Item List grid).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WRKSHEET Payment Sequence: 1 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action

Entry Type: Pay An Item Reason:

Item Display Control

Display: All Items Go

Row Selection

Choice: Select Range of Items Range: Go

Row Sorting

Sort All By: Item Go

Item List

Detail 1 Detail 2 Detail 3 Detail 4 **Detail 5** Detail 6

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Deduction Reason	Deduction Date	Dispute Reason	Dispute Date	Dispute Amount	Claim Number	Claim Date	Promotion Code	Merch Type	Reference Reason
	1	☒	1,000.00	AUD	DEC2008										

Add with Detail

[Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance

Amount:	1,000.00	Remaining:	272.61	Unearned:	0.00
Selected:	742.23	Discount:	14.84	Earned:	14.84
Adjusted:	0.00	Write Off:	0.00		

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Detail 5 tab - Payment Worksheet Application page

Deduction Reason

Displays the default reason code entered for the AR business unit or you can select a unique reason based on the entry reason for the deduction. If you want to use unique reasons for entry reasons, you must create deduction reason codes that are the same as the entry reason codes for the deduction (DED) entry type.

See [Chapter 7, "Setting Up Exception and Collection Processing," Understanding Exception Reasons and Collection Codes, page 207.](#)

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669

Deduction Date

Displays the date based on the default setting in on the Receivables Options – Payment Options page. This date will either be the accounting date or the item date depending on your selection on the Payment Options page. This date You can override the default date in this field.

Note. You can also override the Receivables Options deduction fields in the View Update/Item Details - Detail 1 page.

Warning! If you mark an item as a deduction using the Deduction check box rather than creating a deduction (WS-08 item) using the payment worksheet, you do not generate any accounting entries or close the original item and create a new deduction item. Once you select this check box and save the page, you cannot deselect your selection.

See [Chapter 23, "Maintaining and Reviewing Item Information,"](#) page 725.

Dispute Reason

Displays a default value based on values that you set up in the Customer Relations group box on the Detail 1 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details) for a selected customer. If security was set up for you to set up these values in the View/Update Item Details component, then you can add, update, and delete the default dispute reason, dates, and values that appear in the worksheet.

When you apply a partial payment to an item based on a dispute in the payment worksheet and every item row appears once, you can enter dispute information for each item. If an item row appears more than once on the worksheet, then you must enter the same dispute information for each row.

If you enter the dispute information for an item row, and then enter a partial payment row for the same item, the dispute information that you entered on the first row will also appear in the partial payment row. However, if you enter the partial payment row first and enter the dispute information in that row, you must also enter the dispute information for the original item row.

See [Chapter 23, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information,](#) page 729.

See [Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Dispute Reasons,](#) page 209.

Dispute Date

Displays the default date that you entered on the View/Update Item Details – Detail 1 page. You can override this date on the worksheet.

See [Chapter 23, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information,](#) page 729.

Dispute Amount	Displays the amount that you entered on the View/Update Item Details – Detail 1 page. You can override this date on the worksheet. See Chapter 23, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information, page 729.
Claim Number	Displays the debit memo number that the customer sent you for a deduction. This number is entered on the View/Update Item Details – Detail 1 page.
Claim Date	Displays the date on which the customer created the debit memo for a deduction. This number is entered on the View/Update Item Details – Detail 1 page.
Promotion Code	Displays the identifier that you assigned to the promotion deal in your promotion application. This number is entered on the View/Update Item Details – Detail 1 page.
Merch Type (merchandise type)	Displays the identifier that you assigned to the merchandising activity for the promotion in your promotion application. This identifier is entered on the View/Update Item Details – Detail 1 page.
Reference Reason	Displays the reference reason which is associated with an item on the Reason Maintenance page (Accounts Receivable, Customer Accounts, Item Information, Update Reference Reason, Reason Maintenance). You can select Reference Criteria when you build a payment worksheet. See Applying Payments: Building a Payment Worksheet

Reviewing Item List Detail 6 Summary Information

Access the Detail 6 tab (Accounts Receivable, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application, and select the Detail 6 tab in the Item List grid).

Payment Worksheet Application

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WRKSHEET Payment Sequence: 1
 Payment Accounting Date: 04/10/2006 Currency: USD

Item Action
 Entry Type: Pay An Item Reason:

Item Display Control
 Display: All Items Go

Row Selection
 Choice: Select Range of Items Range: Go

Row Sorting
 Sort All By: Item Go

Item List Customize | Find | View All | First 1 of 1 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Letter of Credit ID	AG Number	Region	Declaration Point	Doubtful	Balance - Base Currency	Invoice	Invoice Business Unit	Collection Code
	1	☒	1,000.00	AUD	DEC2008						757.03			

[Add with Detail](#) [Revenue Distribution](#) [Add Conversation](#) [View/Update Conversations](#) Letter of Credit ID:

Balance					
Amount:	1,000.00	Remaining:	272.61	Unearned:	0.00
Selected:	742.23	Discount:	14.84	Earned:	14.84
Adjusted:	0.00	Write Off:	0.00		

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Detail 6 tab - Payment Worksheet Application page

Letter of Credit ID

Displays an ID if a letter of credit is associated with this the payment of the item.

AG Number (acceptgiro reference number)

Displays the acceptgiro (AG) reference number assigned to the item or invoice when you ran the Statements process (AR_STMTS) or the AR Dunning process (AR_DUNNING) for business units enabled for acceptgiro processing. It also displays the acceptgiro reference number assigned to the invoice when you printed the invoice in PeopleSoft Billing.

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Selecting Bank and Payment Interface Options, page 51.](#)

Region

Displays the code for the team members that are assigned to the item. This code is selected when entering a pending item.

See [Chapter 15, "Developing Interfaces for Customers and Pending Items," Populating Pending Item Table Fields, page 438.](#)

Declaration Point

Displays the point at which you report VAT to the tax authorities—at the accounting date, at invoice time, at delivery, or at the time of payment. Values only appear in this field if VAT is enabled for this customer.

See [Chapter 32, "Understanding Tax Processing in PeopleSoft Receivables," Invoice, Delivery, Accounting Date, or Payment Declaration Point, page 980.](#)

Doubtful

Indicates that you transferred the item to a Doubtful Receivables account using the transfer worksheet.

Balance - Base Currency

Displays the open amount for the item in the entry currency and the base currency. The base amount appears only if the balance differs from the base currency for the business unit.

Invoice	Displays the number of the related invoice associated with the item. See Chapter 23, "Maintaining and Reviewing Item Information," Updating Reference, Contact, and Shipping Information, page 734.
Invoice Business Unit	Displays the business unit associated with the invoice.
Collection Code	Displays a collection code indicating that one or more payments have not been made for this item or by this customer. See Chapter 7, "Setting Up Exception and Collection Processing," Understanding Exception Reasons and Collection Codes, page 207.

Distributing Amounts for Multiple Revenue Lines for Control Budgets

Access the Multiple Revenue Line Distribution page (click the Revenue Distribution link on the Worksheet Application page).

Multiple Revenue Line Distribution

Display Control

☒ All Entries

☐ Manual Entries

☐ Out of Balance

Redisplay

Revenue Amount Distribution

All Item Entries Displayed:

Distribute All

Item Entry

Business Unit: FRA01

Customer ID: FRA01

Item ID: AA15

Item Line:

Payment Amount: 100.00

Tax/Disc Amount: 40.31

Currency: EUR

Revenue Amount Distribution

Distribute

Revenue Lines

Amounts

Chartfields

	GL Unit	Ledger Grp	Ledger	Beginning Balance	Current Balance	Amount	Ending Balance
1	FRA01	RECORDING	LOCAL	600.00	600.00	29.84	570.15
2	FRA01	RECORDING	LOCAL	400.00	400.00	29.85	370.15

Revenue Amount: 59.69

Distributed Amount: 59.69

Remaining Amount: 0.00

Multiple Revenue Line Distribution page - Amount tab

Multiple Revenue Line Distribution

Display Control

☒ All Entries

☐ Manual Entries

☐ Out of Balance

Redisplay

Revenue Amount Distribution

All Item Entries Displayed:

Distribute All

Item Entry

Business Unit: FRA01

Customer ID: FRA01

Revenue Amount Distribution

Item ID: AA15

Item Line:

Payment Amount: 100.00

Tax/Disc Amount: 40.31

Currency: EUR

Distribute

Revenue Lines

Amounts

Chartfields

	Account	Alt Acct	Oper Unit	Fund	Dept	Program	Class	Bud Ref	Product	PC Bus Unit	Project	Ac
1	400000				14000							
2	401000				20000							

Revenue Amount: 59.69

Distributed Amount: 59.69

Remaining Amount: 0.00

Multiple Revenue Line Distribution page - Chartfields tab

The only item entries that appear on the page are ones for which you are making a partial payment.

- Display Control

If you are viewing all item entries, select an option to limit the list of item entries and click Redisplay. Options are:
All Entries: Displays all item entries.
Manual Entries: Displays only item entries that the user is changing manually.
Out of Balance: Displays only item entries that have a remaining amount.
- Revenue Amount Distribution

Specify how to distribute the revenue. Enter the instruction for an individual item entry by completing the Revenue Amount Distribution field for the item entry and clicking Distribute. Enter the instruction for all items displayed in the scroll area by completing the All Item Entries Displayed field and clicking Distribute All. Options are:
System Distribution: This is the default. The Revenue Estimate Application Engine process (AR_REV_EST) calculates the revenue distribution amount for each line by prorating the revenue balance for all lines. If you have selected a manual method, select this option to enable the process to calculate the amounts.
Reset to Zero: Select to reset all the amounts to 0.
Weighted Open Balance: Select to have the system prorate the revenue amounts based on the revenue balance for each distribution line. Then readjust the amounts as needed.
Even Across Revenue Lines: Select to distribute the revenue amount evenly across all lines for the item entry. Then readjust the amounts as needed.

Revenue Amount

Displays the total revenue amount for the item entry.

Distributed Amount

Displays the total of the revenue amount that has been entered for the revenue lines.

System Distribution	Select to have the Revenue Estimate process calculate the revenue distribution amounts.
Remaining Amount	Displays the difference between the total revenue amount for an item entry and the amount entered. The amount must be 0 to post the worksheet. Click the Refresh button to update the totals.

See Also

Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Understanding Revenue Estimate Processing, page 927

Viewing and Updating Item Details

Access the Worksheet Application Detail View page (click the View Detail button on the Worksheet Application page).

Worksheet Application Detail View

[Return to Worksheet Application Summary View](#)

Deposit Unit: US001 Deposit ID: 14 Payment ID: 1000-WRKSHEET Payment Sequence: 1 Currency: USD Accounting Date: 04/10/2006

Item Detail

Find | View All | First | 1 of 1 | Last

☒ Selected

Sequence: 1

Payment Amount: 1,000.00

Item ID: DEC2008

Item Line:

Business Unit: US001

Customer ID: CWB2001

SubCustomer 1:

SubCustomer 2:

Entry Type: PY

Entry Reason:

Entry Event:

Discount: 20.00

Sales Person: 006

Sales Person2:

Broker ID:

Deduction Reason:

Currency: AUD

Alliance Directional Services

☒ Take Discount

Credit Analyst: AAK

Collector: CBB

AR Specialist:

Deduction Date:

Document: DOC101

Bill of Lading:

Contracts BU:

Contract:

Contract Line:

Order No:

PO Ref:

Region Code:

Letter of Credit ID:

Promotion Code:

Merch Type:

Claim Number:

Terms: 21030

Location: 1

VAT Transaction:

VAT Amount:

Due Date: 12/31/2008

Acctg Date: 04/10/2006

Copy

Write Off

[Item Activity](#)

[Add Conversation](#)

[Item in Other Groups](#)

[Additional Cust Information](#)

[Currency Exchange Aid](#)

[Revenue Distribution](#)

Balance

Amount:	1,000.00	Remaining:	272.61	Unearned:	0.00
Selected:	742.23	Discount:	14.84	Earned:	14.84
Adjusted:	0.00	Write Off:	0.00		

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#)

[Return to Worksheet Application Summary View](#)

Worksheet Application Detail View page

View item details to identify an item or change the details as needed.

- Deduction Reason**

If you are creating a new deduction, enter the reason why the customer took the deduction. You define reason codes on the Deduction Reason page.
- AR Specialist** (accounts receivable specialist)

The system populates the AR Specialist field for deduction items based on the default specialist that you assigned to the business unit. If you overrode the default specialist for the deduction reason or customer, the system uses that value.

Document	If you enter a value that matches an existing item ID, the system automatically populates the Bill of Lading, Order No (order number), PO Ref (purchase order reference), Contract # (contract number), Letter of Credit ID, and Due Date fields with the values for the existing item when you save or refresh the page. If you receive different information for these fields with the payment, override those values. If you are applying the payment to a vendor rebate claim item or claimback item from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, it sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management to use to reconcile the claims on the claims management workbench. This field is available for entry for existing items only if you enter entry reasons on the AR Integration page.
Promotion Code and Merch Type (merchandising type)	If you are creating a new deduction that the customer took for a promotional deal and you use PeopleSoft Promotions Management, enter the code associated with the promotion and the merchandising type. If the promotion is associated with more than one merchandising type, you must create a separate deduction for each merchandising type.
Location	Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the <i>Item Address</i> option for the correspondence customer on the Correspondence Options page.
Copy	Click to copy selected and unselected items on the payment worksheet to a new row to the worksheet. This enables you to create deductions and other adjustments to lines that have already been selected for payment. You must add the amount and entry type to the new row.
Write Off	For a new item, click to write off an overpayment or underpayment amount.

Note. To save your changes on this page, return to the Worksheet Application page.

Converting the Payment Amount to a Different Currency

Access the Currency Exchange Aid page (click the Currency Exchange Aid link on the Worksheet Application Detail View page).

Currency Exchange Aid

Item: DEC2008

Line:

Unit: US001

Item Amount:	1,000.00	Currency:	AUD
Amount to apply to Item:	1,000.00	Currency:	AUD
Converted Payment Amount to apply:	1,360.110	Currency:	AUD
Amount of payment to apply to Item in Payment Currency:		Currency:	USD
Initial Payment Amount Remaining:	272.610	Currency:	USD
New Payment Amount Remaining:	272.610	Currency:	USD

OK

Cancel

Refresh

Currency Exchange Aid page

The Amount to apply to Item field initially displays the amount from the Worksheet Application page in the entry currency. If you want to partially pay the item, you have two options:

- Change the amount to pay using the item currency in the Amount to apply to Item field.

When you press the Tab key to exit the field, the system updates the Amount of payment to apply to Item in Payment Currency field with the amount of the payment that you will apply to the item in the payment currency.
- Enter the amount of the payment to apply to the item in the payment currency in the Amount of payment to apply to Item in Payment Currency field.

When you press the Tab key to exit the field, the system changes the item amount (the amount of the item you will pay) in the Amount to apply to Item field.

Each time that you change one of these amounts, the system updates the New Payment Amount Remaining field so that you can track how much of the initial payment remains.

Selecting a Payment Worksheet Action

Access the Worksheet Action page (Accounts Receivable, Payments, Apply Payments, Finalize Worksheet, Worksheet Action and click the Worksheet Action link on the Worksheet Selection page or the Worksheet Application page).

Delete Worksheet

Click to delete the entire worksheet, plus any accounting entries created for the worksheet.

Delete Payment Group

Click to delete the accounting entries that you create but leave the worksheet intact.

Action

Select a posting action for the group and click OK to carry out the action. Values are:

Submit to Workflow: Displays only if Approval Workflow is set up. Approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted

Pending Approval: Displays only if Approval Workflow is set up and the Submit to Workflow action has been completed. Once any write-offs have been approved, then the approver and the worksheet user can set the worksheet to post.

See [Chapter 21, "Applying Payments," Approving Write-Off Amounts Using Workflow, page 681.](#)

Do Not Post: Saves the changes to the group, but no posting occurs. Select this option to change the posting option for a group set to *Batch Standard* if the group has not been processed yet.

Post Now: Runs the Receivable Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes.

Post Now to GL: Runs the Receivable Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes.

Batch Priority: Runs the Receivable Update process the next time a priority scheduled job runs or the next time a standard scheduled job runs if that occurs first. This option is not intended for large jobs.

Batch Standard: Runs the Receivable Update process the next time a standard scheduled batch job runs. This may occur once a day depending on how often the organization schedules standard jobs.

Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when an immediate need exists to post the transaction. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time.

If the Payment Predictor process created the worksheet and an item is selected for a business unit to which you do not have security access, you cannot post the payment until you deselect the selection.

See [Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378.](#)

Create/Review Entries

Click this button to create or review accounting entries. Use this option only if you need to review or modify the accounting entries. Otherwise, use one of the posting actions to create the accounting entries.

Note. If the worksheet does not have a zero balance, but you need to stop working with the worksheet, save the work, and select *Do Not Post* for the posting action.

Handling Returned Payments

You can handle returned payments in a variety of ways according to your organization's policies and the conditions surrounding the return.

Reversing the Original Payment

If you have already run the Receivable Update process to post a payment, you must unpost the payment group to reverse the payment.

To unpost a payment:

1. (Optional) View control information on the Payment Control page.
2. (Optional) Select an unpost reason on the Options page.
3. Select *Batch Priority* or *Batch Standard* in the Action field on the Action page and click OK.

Handling Uncollectible Payments

A variety of solutions exist for handling uncollectible payments. The solution that you select depends on:

- Whether the payment is permanently uncollectible and whether the totals should be included in the control tables.
- Whether the payment is temporarily uncollectible and whether the totals should be included in the control tables.

To handle permanently uncollectible payments when the amount is *not* included in the control totals:

1. Unpost the original payment.
2. Reapply the original payment as an on-account payment on the payment worksheet.
3. Write off the on-account payment on the maintenance worksheet.

To handle permanently uncollectible payments when the amount is included in the control totals:

1. Unpost the original payment.
2. Reapply the original payment as an on-account payment on the payment worksheet.
3. Apply the returned check to the on-account item that you created for the payment.

To handle temporarily uncollectible payments when the amount is *not* included in the control totals:

1. Unpost the original payment to open the items and leave the payment unapplied.
2. When the check clears, reapply the payment using the original payment.

To handle temporarily uncollectible payments when the amount is included in the control totals:

1. Create a debit item to record the return.
2. When the check clears, create a new worksheet and apply the payment to the new debit item.

Approving Write-Off Amounts Using Workflow

Within PeopleSoft Receivables, you can restrict the users ability to write-off amounts on the payment worksheet, maintenance worksheet, or draft worksheet. There are two methods to restrict write-off amounts:

- Limit the amount that can be written off. Maximum write-off amounts can be defined for the business unit, bill-to customer, and individual user. If any of these limits are exceeded, the system does not allow the user to save the worksheet.
- Require approval of write-off amounts entered on the worksheet that are below the maximum write-off limits but above the approval-needed limit. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted.

For information on the setup of maximum write-off amounts and the approval workflow process for write-off amounts, see the Setting Up Write-Off Approval Workflow section of the "Defining Additional Processing Options" chapter in this PeopleBook.

See [Chapter 5, "Defining Additional Processing Options," Setting Up Write-Off Approval Workflow, page 144.](#)

The approval process includes the following steps:

1. The user enters a write-off amount using the Payment worksheet, Maintenance worksheet, or Draft worksheet. The user saves the Worksheet Application page, the system does not save the page if the write-off amount is above the maximum write-off amount. If the write-off amount is below the maximum write-off limits but above the approval-needed limit, then the worksheet is saved.

Clicking the Save button on the worksheet pages does not launch workflow. For the Draft worksheet, the Submit for Write-off Approval button displays when the worksheet is saved. Click this button to initiate approval workflow. For the Payment worksheet and Maintenance worksheet, the user goes to the Worksheet Action page. For write-offs needing approval, the user is not able to set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the Submit to Workflow value in the Action field and click the OK button.

When the e-mail approval option is enabled and approval is initiated, the requester can include a comment with the submission. The message Add comments to write-off approval submission? (6080,58) will be displayed. Clicking No will route the approval request to the approver. Clicking Yes will show a requestor comments section. For Draft worksheet, this will show up on the main draft worksheet application page. For Payment and Maintenance worksheet, this will show up in the Worksheet action page. Click Save and submit write-off for approval to route approval request to approver.

Worksheet Action

Unit: US001 Worksheet ID: MW_TE1 Accounting Date: 01/25/2011

Status: Do Not Post

Worksheet Action
Delete Worksheet
Delete Maintenance Group

Posting Action
Action: Submit to Workflow OK

Accounting Entry Action
Create/Review Entries

Requestor comments

Save and submit write-off for approval

Requestor comments box on Worksheet Action page

The workflow notification is sent to the approver and the Post Action Status field is changed to Pending Approval.

The user has the option to select which attachments must be made visible to the approver of the write-off. When the approver or reviewer opens the approval page, they are able to view only the attachments for which they have been granted visibility by the user.

Attachments

Draft Unit: US001 Draft ID: CD1 Draft Ref: CD1

Details						
File Name	Show to Approver?	Description	User	Name	Date/Time Stamp	
testdata1.txt	☒	Visible to approver	VP1	Kenneth Schumacher	01/25/2011 11:51:57AM	
testdata2.txt	☐	Not visible to approver	VP1	Kenneth Schumacher	01/25/2011 11:51:57AM	

Adding large attachments can take some time to upload, therefore, it is advisable to save the transaction before adding large attachments.

[Add Attachment](#)

Requester view of the Attachments page

- The approver receives a notification in his worklist that a write-off amount requires his approval. From the worklist, the approver can access the Worksheet Application page for the Payment worksheet, Maintenance worksheet, or Draft worksheet to view details of the write-off.

Approver will also receive a generic e-mail informing him of the approval request. The generic e-mail will contain a URL to the transaction that has to be approved. However, if e-mail approval is enabled, an e-mail form will be received instead of the generic e-mail.

If an ad-hoc reviewer was added and reviewer has its own approval path – a worklist and generic e-mail will be received by reviewer. If ad-hoc reviewer is on same path as approver, notifications will only be sent out once approval is met.

Worklist for MGR1: William Scott

Detail View Work List Filters: Feed

Worklist						
From	Date From	Work Item	Worked By Activity	Priority	Link	
Kenneth Schumacher	01/27/2011	New Assignment For Approval	Assignment Approval & Notification for RS	3-Low	0000000254_RS00000001_Lane.George..	Mark Worked Reassign
Kenneth Schumacher	02/03/2011	Status Change For Approval	Assignment Approval & Notification for RS		0000000256_RS00000001_Lane.George..	Mark Worked Reassign

Worklist displays maintenance worksheet write-off that needs approval

3. On the Worksheet Application page for the Payment worksheet, Maintenance worksheet, or Draft worksheet, the approver can review the write-off and choose to approve, deny or pushback. The bottom of the Worksheet Application page displays buttons to approve or deny the write-off amount and contains a section to enter comments. A reviewer can also add comments.

[Revenue Distribution](#)[Activity](#)[Notes](#)[View Audit Logs](#)

Balance

Amount:	150.00	USD	Difference:	0.00	Status:	Pending
Selected:	150.00		Write Off:	324.68	Hold:	No Hold
Adjusted:	0.00		Pending Write-Off Approval			

[Worksheet Selection](#)

Worksheet Application

[Attachments \(1\)](#)

Approval Action

Approve

Deny

Bottom of the Worksheet Application page with approve or deny actions

- A write-off approval process can have a chain of approvers. The current approver can question the prior approver's approval by initiating a push back. When a push back is initiated, approval control is transferred to the previous approver and previous approver is also notified of the pushback.
- If e-mail approval is enabled, the approver can approve or deny write-off directly on the e-mail and hence bypassing the need to sign in to the PeopleSoft Receivables system. Pushback cannot be initiated from e-mail.
- For both online and e-mail approval, the Approver needs to include comments when denying a write-off while comments are optional when approving.
4. Once the write-off amount is approved or denied, the Worksheet Application page displays a link to view approval details. For approvals, the Approved Write-Off link displays. For denials, the Denied Write-Off link displays. For Push Back, Pending Approval is displayed on the page.
5. Click the Approved Write-Off link or the Denied Write-Off link to access the Writeoff Approver Stage page. This page enables you to view the approval steps and any comments entered when approving or denying the write-off on the Worksheet Application page.
- If the write-off transaction is currently in the approval process and the write-off amount is increased on the worksheet, then the workflow process is restarted.

Pages Used to Approve Write-Off Amounts Using Workflow

Page Name	Definition Name	Navigation	Usage
Worksheet Application	PAYMENT_WS_IC	Accounts Receivable, Payments, Apply Payments, Update Worksheet, Worksheet Application	Record a write-off amount and save the page. In addition, the user with approval authority can use this page to review the write-off and select the approve or deny buttons.

Page Name	Definition Name	Navigation	Usage
Worksheet Action	PAYMENT_ACTION_IC	Accounts Receivable, Payments, Apply Payments, Update Worksheet, Worksheet Application Click the Worksheet Action link on the Worksheet Selection page or the Worksheet Application page.	Use this page to initiate workflow after entering a write-off amount needing approval. If your worksheet contains a write-off needing approval, you cannot set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the <i>Submit to Workflow</i> value in the Action field and click the OK button. The workflow notification is sent to the approver and the Post Action Status field on the Worksheet Action page is changed to <i>Pending Approval</i> .
Maintenance Worksheet Application	WS_WORKSHEET_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application	Record a write-off amount and save the page. In addition, the user with approval authority can use this page to review the write-off and select the approve or deny buttons.
Maintenance Worksheet Action	WS_ACTION_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application Click the Worksheet Action link on the Worksheet Selection page or the Worksheet Application page.	Use this page to initiate workflow after entering a write-off amount needing approval. If your worksheet contains a write-off needing approval, you cannot set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the <i>Submit to Workflow</i> value in the Action field and click the OK button. The workflow notification is sent to the approver and the Post Action Status field on the Worksheet Action page is changed to <i>Pending Approval</i> .
Draft Worksheet Application	DRAFT_WORKSHEET_IC	Accounts Receivable, Drafts, Apply Drafts, Update Worksheet, Draft Worksheet Application	Use this page to enter a write-off amount and submit it to workflow for approval. In addition, the approver uses this page to approve or deny the write-off amount and add any comments.

Page Name	Definition Name	Navigation	Usage
Worklist	WORKLIST	Worklist, Worklist	Displays approval and other workflow items that need the current user's attention based on user ID.
Writeoff Approver Stage	AR_APPR_MONITOR	Click the Approved Write-Off link or the Denied Write-Off link from the Worksheet Application page for the payment worksheet, maintenance worksheet, or draft worksheet.	Displays the current approval or denial of the write-off and any comments entered by the approver and reviewer.
Monitor Approvals	EOAW_ADM_MON_SRC	- Enterprise Components, Approvals, Approvals, Monitor Approvals - Enterprise Components, Approvals, Approvals, User Monitor	Displays approval and other workflow items. The approval monitor gives administrators a view into all approvals to which they have access, as well as the ability to take necessary actions on pending approvals. To view the write-off approvals, enter the value of <i>ARDraftWriteOff</i>, <i>ARMaintWriteOff</i>, or <i>ARPaymentWriteOff</i> in the Approval Process field. You must have set up the write-off approvals using the Approval Monitor Configuration page. See <i>PeopleSoft 9.1 PeopleBook: Approval Framework</i>, "Using the Approval Monitor."

Creating and Updating Accounting Entries

When you post payment groups, the Receivable Update process creates the group and accounting entries. To review the accounting entries before you post the group, you can create them online using the Worksheet Action page. The system edits for ChartField combination errors when you create the accounting entries in batch or online if you enabled ChartField combination editing on the Receivables Options - General 2 page for the business unit. You cannot post the accounting entries until you fix the error if you selected Recycle in the ChartField Editing group box.

Use the Accounting Entries page to review and update accounting entries that have already been created for payment groups. You can edit the AR (receivables) lines for these types of new items that do *not* reference existing items:

- Prepay an Item (WS-04)
- Place an Amount on Account (WS-05)
- Adjust Remaining Overpayment (WS-06)
- Adjust Remaining Underpayment (WS-07)
- Create a Deduction (WS-08)
- Write-off an Overpayment (WS-10)
- Write-off an Underpayment (WS-11)

Note. You cannot edit the AR lines when the system generates two transactions for the same new item ID, because the AR line must match for both transactions. This applies when a Write-off an Overpayment (WS-10) item automatically creates an Adjust Remaining Overpayment (WS-06) item, or when a Write-off an Underpayment (WS-11) item automatically creates an Adjust Remaining Underpayment (WS-07) item.

You can edit the user-defined line for these type of transactions:

- Take Earned Discount (WS-02)
- Take Unearned Discount (WS-03)
- Write-off an Item (WS-09)
- Write-off an Overpayment (WS-10)
- Write-off an Underpayment (WS-11)

Note. You cannot edit entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

For errors in Pay an Item (WS-01) transactions:

1. Delete the entries using the error correction pages.
2. Modify the combination edit rules so that the combination is valid or modify the ChartField combination on the External Account page for the bank account if the error is on the Cash line.
3. Rerun the Receivable Update process.

Important! To keep the accounting entries balanced when you make changes, select the IntraUnit Balancing Entries check box on the General Ledger, Ledgers, Ledger Groups, Balancing page. This enables the system to create intraunit accounting entries across the from and to line.

If the original item that an item references has project ChartFields and you imported it from PeopleSoft Billing, and you want to use the same ChartField values, access the AR Billing Inquiry page for the item and click the Bill Header - Project Info link. This enables you to view the project ChartFields on the bill heading in PeopleSoft Billing.

See Also

Chapter 28, "Posting and Unposting Groups," Correcting Posting Errors, page 908

Page Used to Create and Update Accounting Entries

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Accounting Entries	GROUP_ENTRY1_DSP	Accounts Receivable, Receivables Update, Correct Posting Errors, Payment, Accounting Entries	Review and correct errors for accounting entries in a payment group.

Looking Up Information About Payments

This section lists the pages used to look up information about payments.

Pages Used to Look Up Information About Payments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
All Deposits	DEPOSIT_STATUS	Accounts Receivable, Payments, Review Payments, All Deposits, All Deposits	View details about a specific deposit ID (including control totals and status) or scan all deposits, one at a time.
Payment Status	PAYMENT_STATUS	- Accounts Receivable, Payments, Review Payments, All Payments, All Payments - Accounts Receivable, Payments, Review Payments, Payment Status	View the status of a specific payment.
Item Activity From A Payment	ITEM_PAYMENT	Accounts Receivable, Receivables Update, Posting Results - Payments, Item Activity From Payment, Item Activity From A Payment	Review all items paid by a single payment.
Cash Received by Unit	DEPOSIT_ACT_BU	Accounts Receivable, Payments, Review Payments, By Unit, Cash Received by Unit	View cash received by one business unit or scan all business units, one at a time.

Page Name	Definition Name	Navigation	Usage
Cash Received By Bank Account	DEPOSIT_ACT_BANK	Accounts Receivable, Payments, Review Payments, By Bank Account, Cash Received By Bank Account	Reconcile your database with information received from the bank.
Incomplete Deposits	DEPOSIT_INCOMPLETE	Accounts Receivable, Payments, Review Payments, Incomplete Deposits, Incomplete Deposits	View posted and unposted deposits that are not yet completely processed. View the payment amount in a deposit that is still in process, summarize out-of-balance deposits (only), or look at the list of incomplete deposits by user.
Incomplete Payments	PAYMENT_INCOMPLETE	Accounts Receivable, Payments, Review Payments, Incomplete Payments, Incomplete Payments	View payments that are not complete (not yet posted).

Chapter 22

Managing Credit Card Payments

This chapter provides an overview of credit card processing, lists prerequisites, and discusses how to:

- Create credit card payments using item inquiries.
- Create credit card payments using the Credit Card worksheet.
- Create credit card payments in batch.
- Resolve credit card payment exceptions.

See Also

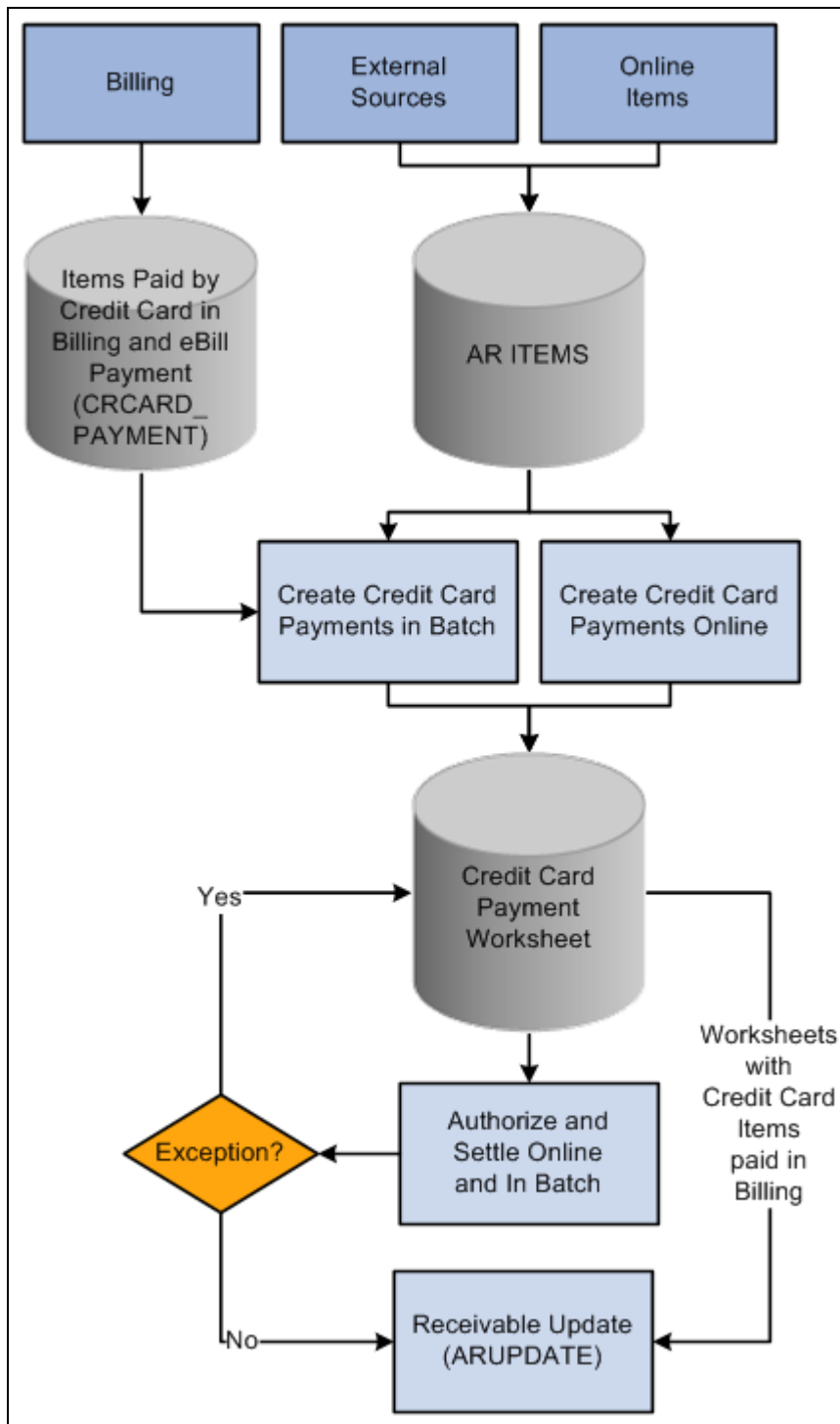
PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Processing Credit Cards"

Understanding Credit Card Processing

You can create credit card payments in several different ways:

- Click the Pay by Credit Card link on the following inquiry pages:
 - Account Overview - Balances page
See [Chapter 33, "Researching Customer Accounts," Reviewing Customer Account Information, page 1034.](#)
 - Item List page
See [Chapter 34, "Researching Receivables," Reviewing Item Information, page 1055.](#)
 - View/Update Item Details - Detail 1 page
See [Chapter 23, "Maintaining and Reviewing Item Information," Changing and Reviewing Item Information, page 725.](#)
- Use the Credit Card worksheet component.
The Credit Card worksheet enables you to select existing items in the same way you use PeopleSoft Receivables Payment worksheets. You can also define other types of payment item, such as prepayments, on-account items, write-offs, and so on.
- Use the batch Credit Card processor.

This diagram illustrates how items charged on credit cards that originate from PeopleSoft Billing, external sources, or online item entries are processed in Receivables. Items that are paid for using a credit card in PeopleSoft Billing, external sources, and online entries are either paid or sent to the Receivables Credit Card Payment Worksheet workbench, where they can be managed before sending them for authorization or settlement. Worksheets with credit card items paid in PeopleSoft Billing are sent directly to Receivable Update for processing. Worksheets with credit card items that were not paid in Billing are authorized and settled online and in batch form, and then sent to Receivables Update for posting. If an exception to the authorization or settlement procedure occurs, then these items are sent back to the Credit Card Payment Worksheet workbench and corrected. Once corrected, the credit card transactions are resent for authorization or settlement, and then sent to Receivables Update for posting.



Receivables Credit Card Payment Worksheet process flow

The credit card workbench enables you to manage credit card payments that have been created but not yet authorized or settled. You also can use this component to inquire on the transaction history for authorized and settled credit card payments. Do not use this component to create new credit card payments.

Note. Credit card payments may also be authorized and billed within the PeopleSoft Billing and eBill Payment applications. Typically, when an invoice is submitted for credit card payment in eBill Payment for the current date, the invoice is authorized and billed. However, when the payment is scheduled for a future date, an authorization is requested from the credit card provider, but the credit card is not billed until the scheduled payment date.

Note. Once credit card numbers are entered, they are stored in an encrypted format. The encrypted credit card number does not appear on pages used to enter credit card information, but displays in masked form. For example, when you use the Quick Customer Create component to review a customer, once you enter information about the customer and click Search, the Customer Summary page appears and displays 12 Xs and the last four digits of the customer's credit card number, for example: XXXXXXXXXXXX4411.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Processing Credit Cards"

Prerequisites

Before you pay for an item by credit card, perform these tasks:

1. Create a bank account, using the External Accounts component (BANK_EXTERNAL), that has a collection method of Credit Card.
2. Assign the bank account to the business unit on the Receivables Definition - Bank/Payment Options page.
3. Set up the customer's credit card details on the Contact Additional Info (contact additional information) page.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Contacts,"* Entering Contact Credit Card Information.

Note. If you do not enter credit card information on the Contact Additional Info page, you will not be able to create credit card payments and receive authorization and settlement information in batch. You can, however, still enter manual authorizations on the Credit Card Details page.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

Creating Credit Card Payments Using Item Inquiries

This section provides an overview of creating credit card payments from inquiries and discusses how to enter and transmit credit card data.

Understanding Creating Credit Card Payments from Inquiries

You can create credit card payments on any of the following PeopleSoft Receivables inquiry pages:

- Account Overview - Balances page
- Item List page
- View/Update Item Details - Detail 1 page

Use any of these inquiry pages to access the Credit Card Details page. The system obtains the value in the Deposit Unit field on the Credit Card Details page from the business unit specified in the inquiry search criteria. If no business unit is entered, then the system obtains the value from the Define User Preferences - Overall Preferences page.

The system automatically builds a credit card worksheet that contains any items you selected on the inquiry page. The items you select are stored in the Payment ID Item table (PS_PAYMENT_ID_ITEM) so that the system correctly selects or creates the credit card worksheet.

When you choose to pay for items by credit card on the Account Overview - Balances page or the Item List page, the system populates the Customer ID and Business Unit fields in the Customer Reference region of the Credit Card Worksheet Selection page from the information you entered on the inquiry page. If you do not specify a customer on the Item List page, the system prompts you to enter bill-to customer information.

When you choose to pay for an item by credit card from the View/Update Item Details page, the system uses the customer ID on the selected item as the bill-to customer for the credit card worksheet. The currency of the item is the credit card currency.

Use the Credit Card Workbench to review credit card transaction history for a customer.

See Also

Chapter 23, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information, page 729

Page Used to Enter and Transmit Credit Card Data

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Credit Card Details	AR_CRCARD_DETAILS	- Select Accounts Receivable, and click the Pay Balance by Credit Card link on the Account Overview - Balances page. - Select <i>Pay by Credit Card</i> in the Item Action field on the Item List page and click the Go button. - Click the Pay By Credit Card link on the View/Update Item Details - Detail 1 page. - Select Accounts Receivable, Credit Cards, Create Worksheet, Credit Card Worksheet Selection page, and then click the Credit Card Details link. - Select Accounts Receivable, Credit Cards, Update Worksheet, Credit Card Worksheet Application page, and then click the Credit Card Details link. - Select Accounts Receivable, Credit Cards, Finalize Worksheet, Credit Card Worksheet Action page, and then click the Pay by Credit Card link. - Select Accounts Receivable, Credit Cards, Credit Card Workbench, Credit Card Workbench page, and then click the Credit Card Details icon in the Credit Card Payment List grid.	View or modify the customer's credit card details, and authorize and settle a credit card transaction.

Entering and Transmitting Credit Card Data

Access the Credit Card Details page (Accounts Receivable, Credit Card, Credit Card Workbench, and click the Credit Card Details button, or click the Pay Balance by Credit Card link on the Account Overview - Balances page).

Credit Card Details

Business Unit: US001

Customer ID: 1001

Deposit ID: 13

Payment Sequence: 1

Amount: 0.00

Currency: USD

Expand All Sections

Collapse All Sections

▼ Credit Card Action

Credit Card Action:

No Action

GO

▼ Current Settlement Status

Status:

Validation Errors

Authorization Code:

Transaction Date/Time:

Credit Card Message 1: Transaction Error

Credit Card Message 2: CyberSource API Error

Credit Card Message 3:

Credit Card Details page (1 of 3)

Credit Card Data

Credit Card Type:

01

VISA

Clear Credit Card Data

Credit Card Number:

XXXXXXXXXXXX1111

☐ No Mask

Expiration Month:

08

Exp Year:

2014

Credit Card First Name:

Anna

Credit Card Last Name:

Anderson

Security Code:

[What is a Security Code](#)

Email ID:

anna_anderson@peoplesoft.com

Telephone:

925/555-1212

Credit Card Address

Country:

USA

United States

Address 1:

2050 Gateway Place

Address 2:

Address 3:

City:

San Jose

County:

Postal:

95110

State:

CA

California

Credit Card Details page (2 of 3)

Settlement History

Customize

Auth Status

Auth Status

History sequence number

Credit Card Number

Credit Card Auth Code

Cr Card Auth Date/Time

User ID

Save

[Return to Credit Card WorkBench](#)

Refresh

Credit Card Details page (3 of 3)

You can maintain credit card information on the Credit Card Details page. From this page, you can settle the payment immediately or settle the payment in a batch process.

For the credit card data to be authorized and settled, you must enter data in all the fields required by the third-party authorizing authority.

If you access this page from a PeopleSoft Receivables inquiry page, the system displays a warning at the top of the page. If you want to leave the Credit Card Detail page without saving or processing the credit card transaction, you must click the indicated link to cancel the transaction. Leaving the page using another method, such as clicking the back button on your browser, creates a credit card worksheet based on the items you selected on the inquiry page.

Credit Card Action

Credit Card Action

Select the settlement action for this credit card transaction. The values are:

No Action: The system does not perform any settlement action on this transaction.

Authorize and Settle Now: The system obtains an approval for the credit card transaction from the third-party authorizing authority and charges the amount of this transaction to the specified credit card.

Authorize and Settle Later: The system processes the credit card transaction the next time the Credit Card Processor multiprocess job (ARCRCARD) is run.

Manually Approved/Settled: The credit card payment was processed outside of the PeopleSoft system. Optionally, you can enter the authorization code. This option is called a Manual Charge in PeopleSoft Billing.

Cancel Settlement Request: The settlement request is canceled. The history is retained for this transaction, but the status of the transaction is set to No Action.

Current Settlement Status

The system populates all but the Authorization Code field in this region.

This information is also written to the Credit Card History table.

Status	Displays the current status of the authorization and settlement request.
Authorization Code	Displays the authorization code for the transaction. You can enter an authorization code if the value in the Credit Card Action field is <i>Manually Approved and Settled</i>. If the transaction was settled through a third-party authorizing authority, the system populates the Authorization Code field.
Transaction Date/Time	Displays the date and time of a transaction request.
Credit Card Message 1, Credit Card Message 2, and Credit Card Message 3	Displays processing messages. A message with a prefix of ICS indicates that the message is from a third-party authorizing authority.

Credit Card Data

In this region, enter credit card information to pay for outstanding items. You must enter data in all the fields required by a third-party authorizing authority for the credit card data to be authorized and settled. The system retrieves default values for all credit card information from the primary credit card that is defined on the Contact Addl Info (contact additional information) page for the customer's primary contact. If the system does not find default credit card information, you must supply values for the required fields.

Credit Card Type	Select the type of credit card. These values must first be set up on the Credit Card Type page.
Credit Card Number	Enter the credit card number. The system performs a number of validations that are specified by the parameters you set up on the Credit Card Type page. If you enter a value that does not match the parameters set up for the card type on the Credit Card Type page, an error message appears.
No Mask	Select this check box to display the complete credit card number without any mask. Values are: • If you do not select the No Mask check box, the value in the Credit Card Number field appears as XXXXXXXXXXXX4523. • If you select the No Mask check box, the value in the Credit Card Number field appears as 5433234456664523. Important! The No Mask check box is only accessible to users with the role of SUPERVISOR.
Email ID and Telephone	Enter the e-mail address and telephone number for the person named on the credit card.
Clear Credit Card Data	Click to clear the credit card information on the page.

Credit Card Address

Enter address information for the transaction.

Settlement History

Use this region to review the credit card payment history.

Auth Status (authorization status)	Displays the authorization status of the authorization and settlement attempt.
History Sequence Number	Displays a unique sequence number for all historical transactions.
Credit Card Auth Code (credit card authorization code)	Displays the approval code that the third-party authorizing authority assigned to the transaction.
Cr Card Auth Date/Time (credit card authorization date and time)	Displays the date and time that the transaction was attempted.
User ID	Displays the user ID that was used to submit the transaction.

Creating Credit Card Payments Using the Credit Card Worksheet

This section provides an overview of credit card worksheet creation and modification, and discusses how to:

- Build a credit card worksheet.
- Use the credit card worksheet to select items to pay by credit card.
- View and update item details.
- Select a credit card worksheet action.

Understanding Credit Card Worksheet Creation and Modification

Credit card worksheets enable you to select existing PeopleSoft Receivables items and pay them by credit card. Credit card worksheets are created during credit card batch processing, when items are paid by credit card from inquiries and when they are built directly through the credit card worksheet pages.

Credit card worksheets populate the same tables as payment worksheets.

The credit card worksheet components behave differently depending on whether or not the credit card payment has been authorized and settled. Before settlement, use the credit card worksheet to select items that make up the amount to be authorized and settled. After the credit card payment has been settled, unposting the payment enables you to use the credit card worksheet to apply the payment to items in the same way you would use a payment worksheet.

Working with a credit card worksheet consists of these high-level steps:

1. Use the Credit Card Worksheet Selection page to select the items that you want to work with and build the worksheet.

If you add items to an existing worksheet, the system adds the new items that you selected and does not delete any selected items that are already on the worksheet.

2. Use the Credit Card Worksheet Application page to select items to pay by credit card.
3. Use the Credit Card Worksheet Action page to select a posting action for the worksheet or to create accounting entries online.

You can also delete the worksheet, that is, remove the items from the worksheet, or you can save your work and complete the worksheet later.

Enabled Write-Off Functionality on the Credit Card Worksheet

- If you enable Write Off (WO) in the system and the credit card worksheet contains line amounts with a Payment Type of *PY* (payment) and one with *WO* (write off) and the write off requires approval, then this enables the [Submit to Workflow](#) link on the Action page and disables the [Pay by Credit Card](#) link. Once the write off is approved, this enables the [Pay by Credit Card](#) link on the Action page and disables the [Posting Action](#) field. After the credit card is settled, this enables the [Posting Action](#) field.

- If you enable Write Off (WO) in the system and the credit card worksheet contains a line amount with the Payment Type of *PY* and no write off amount, this enables the Pay by Credit Card Link field on the Action page and disables the Posting Action field. Once the credit card is settled, this enables the Posting Action field.

See Also

[Chapter 28, "Posting and Unposting Groups," page 897](#)

[Chapter 21, "Applying Payments," Applying Payments Using Payment Worksheets, page 646](#)

Pages Used to Create Credit Card Payments Using Credit Card Worksheets

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Credit Card Worksheet Selection	PAYMENT_IDENT_IC	Accounts Receivable, Credit Cards, Create Worksheet, Credit Card Worksheet Selection	Create a new worksheet, modify an existing one, and select items to include in the worksheet.
Change Deposit Unit	AR_CHANGEBU_SEC	Click the Change Unit button on the Credit Card Worksheet Selection page.	Change the deposit unit for the credit card worksheet.
Credit Card Details	AR_CRCARD_DETAILS	Click the Pay By Credit Card link on the Credit Card Worksheet Selection page.	View or modify the customer's credit card details and settle a credit card transaction.
Exchange Rate Detail	AR_EXCH_RT_DTL	Click the Exchange Rate Detail link on the Credit Card Worksheet Selection page.	View or modify the exchange rate.
Document Sequence	AR_DOC_SEQ_SEC	Click the Document Sequencing link on the Credit Card Worksheet Application page.	Enter a document sequence number if the document type is set up for manual numbering. Also, change the document type for document sequencing.
Detail Reference Information	PAYMENT_REF_DET2	Click the Detail Reference link on the Credit Card Worksheet Selection page.	Create deductions, pay or write off all or part of an item, and create on-account or prepayments without first building the worksheet.

Page Name	Definition Name	Navigation	Usage
Items NOT open on ITEM table	PAYMENT_REF_DET3	Click the Item Status link on the Credit Card Worksheet Selection page or the Detail Reference page.	Display items that are not open in the Item table (PS_ITEM). List items that are selected on the Detail Reference page but were already paid or do not exist in the Item table to determine whether to delete items on the Detail Reference Information page.
Credit Card Worksheet Application	PAYMENT_WS_IC	Accounts Receivable, Credit Cards, Update Worksheet, Worksheet Application	Select items for payment by credit card.
Currency Conversion	EU_CUR_CNV_WS_SEC	 Click the Disp Curr Conversion Worksheet (display currency conversion worksheet) button on the Credit Card Worksheet Application page.	Select the currency code, rate, and date of conversion for the display currency on the worksheet. The values you enter determine the currency and amount for the Conversion Amount - Currency field.
Worksheet Application Detail View	PAYMENT_WS_IC_DTL	 Click the View Detail button on the Credit Card Worksheet Application page.	View or update details about a selected item on a worksheet or copy, write off, or edit items.
Currency Exchange Aid	CURR_EXCHG_AID_SEC	Click the Currency Exchange Aid link on the Worksheet Application Detail View page.	Use as an aid in converting the payment amount to the currency of a selected item making a partial payment.
VAT Header	PAYM_ITEM_VAT_HDR	Click the Add VAT Information link on the Worksheet Application Detail View page.	View VAT header defaults, and manually override values, if applicable.
VAT Detail	PAYM_ITEM_VAT_LN	Click the VAT Detail Page link on the VAT Header page.	View VAT line defaults, including VAT amounts. Manually override values if applicable. If the VAT declaration is at the accounting date, then the user cannot modify it.
Item Activity Detail	ITEM_ACTIVITY_DRILL	Click the Item Activity link on the Worksheet Application Detail View page.	View all activities for an item.

Page Name	Definition Name	Navigation	Usage
Item in Other Groups	ITEM_PGROUP_SEC	Click the Item in Other Groups link on the Worksheet Application Detail View page.	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Additional Customer Information	CUST_INFO_SEC	Click the Additional Cust Information (additional customer information) link on the Worksheet Application Detail View page.	View additional customer information.
Credit Card Worksheet Action	PAYMENT_ACTION_IC	Accounts Receivable, Credit Cards, Finalize Worksheet, Credit Card Worksheet Action Click the Worksheet Action link on the Credit Card Worksheet Selection page or the Worksheet Application page.	Select posting options for the payment applied on the credit card worksheet, including entry events.

Building a Credit Card Worksheet

Access the Credit Card Worksheet Selection page (Accounts Receivable, Credit Cards, Create Worksheet, Credit Card Worksheet Selection).

Credit Card Worksheet Selection

Deposit Unit: US001 Payment ID: 1 [Credit Card Details](#)
 Deposit ID: 13 Pending Amount: 0.00 USD [Exchange Rate Detail](#)
 Bill To Customer: 1001 Payment Status: Worksheet

Customer Criteria

Customer Criteria: Customer Items Customer Reference Find | View All First 1 of 1 Last

Customer ID: 1000 Business Unit: US001
 Name: Alliance Group
 Remit SetID: SHARE Remit From ID: 1000
 Corporate SetID: SHARE Corporate ID: 1000

Reference Criteria

Reference Criteria: None Item Reference Customize | Find | View All First 1 of 1 Last

Restrict to: All Customers
 Match Rule: Exact Match
[Detail Reference](#)
[Item Status](#)

Qual Code	Reference	To Reference	Event

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only
☐ Exclude Deduction Items ☐ Exclude Collection Items ☐ Exclude Dispute Items

Worksheet Action

Build Clear Created at: 04/05/2006 3:50PM Items: 2

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#)

Credit Card Worksheet Selection page

Change Unit

Click to change the deposit unit. This button is only visible if no payment items exist.

Credit Card Details

Click to access the Credit Card Details page.

Exchange Rate Detail

Click to access the Exchange Rate Detail page. You can change this information if no payment items exist and the currencies are different.

Customer Criteria and Reference Criteria

The information that you enter about customers and items determines the information that appears on the worksheet. The more information you provide, the more focused your worksheet will be. For example:

- If you enter only customer information, the worksheet will list all open items for the customer.
- If you enter only item information, the worksheet will list all open items that match your item criteria for all customers.
- If you enter both customer and item information, the worksheet will list all the open items that match the customer and item criteria that you select.

Note. If you enter no customer or item information, the system will create a blank worksheet.

Customer Criteria

Customer Criteria

Select the type of customer that you want to include in the worksheet from these values: *Corporate Items*, *Customer Items*, or *Remit From Items*. If you select *None*, the system creates a worksheet based on other selection criteria, and it does not limit items to specific customers. You can also select *None* and enter a customer ID and business unit. In this case, the system uses the customer reference criteria in conjunction with the item reference criteria to select only items that match both criteria.

Customer ID and Business Unit

Enter the customer ID and business unit.

Note. If you select *Corporate Items* or *Remit From Items* in the Customer Criteria field, you must enter a business unit. The system needs a business unit to determine the setID of corporate customers and remit-from customers. The resulting worksheet displays all open items with the specified corporate or remit-from customer across *all* business units, not just the business unit that you select.

Reference Criteria

Reference Criteria

Specify whether you will use a *Specific Value*, *None*, or a *Range of References*. If you select either *Range of References* or *Specific Value*, you enter information in the Item Reference fields.

If you click the Detail Reference link to enter reference information, the Reference Criteria field displays *Detailed References*.

Restrict to

Select to qualify items by customer. Values are *All Customers*, *Corporate Cust Only*, *Customer Only*, and *Remit Cust Only*.

Match Rule

If you select *Specific Value* in the Reference Criteria field, specify whether the item information is an *Exact Match* or a *Like Match*. A *Like Match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a purchase order number of 24% and select *Like Match*, the worksheet will contain all items with purchase order numbers beginning with 24xx, but it will not include a purchase order number of x24x.

Note. *Like Match* is not available for reference qualifiers that equate to numeric fields, such as statement IDs, and accept giro numbers.

Reference and To Reference

Enter one of the following:

- If you selected *Specific Value* in the Reference Criteria field, enter the specific item reference.
- If you selected *Range of References*, enter the starting and ending values for the range of references.

The values that you enter are case-sensitive.

Qual Code (qualifier code)

Enter the type of reference, such as documents, items, purchase orders, or any other criteria that you set up on the Reference Qualifier page.

Detail Reference

Click to access the Detail Reference Information page, where you enter a list of items to which you are applying the credit card payment. This page works like a worksheet, enabling you to enter items quickly and specify the payment amount and enter some of the available entry types for processing the items.

Item Inclusion Options**All Items, Deduction Items Only, or Items in Dispute Only**

Select one of these options to indicate the types of items to include in the worksheet. If you select All Items, you can select one or more of the following check boxes to exclude those item types from the worksheet: Exclude Deduction Items, Exclude Collection Items, and Exclude Dispute Items.

Worksheet Action**Build**

Click to create a new worksheet or to add items meeting your selection criteria to an existing worksheet.

Clear

Click to remove all items from an existing worksheet.

Using Credit Card Worksheets to Select Items to Pay by Credit Card

Access the Credit Card Worksheet Application page (Accounts Receivable, Credit Cards, Update Worksheet, Worksheet Application).

Credit Card Worksheet Application

Deposit Unit: US001 Deposit ID: 13

Payment ID: 1

Bill To Customer: 1001 Apex Systems

Payment Accounting Date: 04/05/2006 Currency: USD

Item Action

Entry Type: Pay An Item Reason:

Row Selection

Choice: Select Range of Items Range: Go

Item Display Control

Display: All Items Go

Row Sorting

Sort All By: Item Go

Item List

Customize | Find | View All | First 1-5 of 5 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Event	Disc	Disc Amt		
	1	☐	400,700.00	USD	0000678523		US001	1000				☐		+	-
	2	☐	1,275.75	USD	0000678527		US001	1000				☐		+	-
	3	☐	1,275.75	USD	0000678530		US001	1000				☐		+	-
	4	☐	48.00	USD	SDK1		US001	1000				☐		+	-
	5	☐	-48.00	USD	SDK2		US001	1000				☐		+	-

Add with Detail

Revenue Distribution Credit Card Details Add Conversation View/Update Conversations Letter of Credit ID:

Credit Card Payment

Pending:	0.00	Discount:	0.00	Unearned:	0.00
Selected:	0.00	Write Off:	0.00	Earned:	0.00
Adjusted:	0.00				

Worksheet Selection

Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Credit Card Worksheet Application page

To use the credit card worksheet, follow these high-level steps:

- 1. Use the item display or sort controls to adjust the view.
- 2. Select the items to pay.
- 3. Manage underpayments and discounts.

Overpayments are not allowed on credit card worksheets that have not been authorized and settled.

- 4. Check the information in the Credit Card Paymentgroup box to verify the amount of the credit card payment based on the selected items.

Payment Accounting Date Displays the accounting date for the payment activity.

Item Action

The Item Action group box enables you to select a specific entry type and entry reason to apply to the items that appear in the Item List grid.

Entry Type and Reason

Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the Reason field if you specified that entry reasons are required when you set up the entry type that you entered in the Entry Type field.

Note. If you select an item that is in use, you get an error message. To see where the item is used, select Items in Other Groups on the Worksheet Application Detail View page for the item.

Row Selection

Use the Row Selection group box fields to determine whether the Sel (select) check box is selected or not selected in the Item Display grid based on a selected Choice.

Choice

Select one of these values to select or deselect the Sel (select) check box for the rows that appear in the Item List grid.

- *De-Select All Discounts*

Select this value to clear the Sel (select) check box for all rows with discounts in the Item List grid.

- *De-Select All Items*

Select this value to clear the Sel (select) check box for all item rows in the Item List grid.

- *De-Select Range of Discounts*

Select this value to clear the Sel (select) check box for a range of discount rows in the Item List grid that you enter in the Range field.

- *De-Select Range of Items*

Select this value to clear the Sel (select) check box for a range of item rows in the Item List grid that you enter in the Range field.

- *Select All Discounts*

Select this value to add a check mark in the Sel (select) check box for all rows with discounts in the Item List grid.

- *Select All Items*

Select this value to add a check mark in the Sel (select) check box for all item rows in the Item List grid.

- *Select Range of Discounts*

Select this value to add a check mark in the Sel (select) check box for a range of discount rows in the Item List grid that you enter in the Range field.

- *Select Range of Items*

Select this value to add a check mark in the Sel (select) check box for a range of item rows in the Item List grid that you enter in the Range field.

Go

Click this button to apply your selection to the Item List grid and to update worksheet balances.

Item Display Control

Use the fields in the Item Display Control group box to adjust the view and contents of the Item List grid.

Display

Select one of these values to display all of the items in the Item List grid or to modify the appearance of items in the Item List grid:

- *All Items*

Displays all items in the Item List grid.

- *Blank*

Displays a blank row in the Item List grid.

- *New Items*

Displays only new items in the Item List grid.

- *Other*

Displays items that are not new in the Item List grid.

- *Selected*

Displays items for which the Sel check box is selected in the Item List grid.

- *Unselected*

Displays items for which the Sel check box is not selected.

Go

Click to refresh the list of items in the grid.



Click the Disp Curr Conversion Worksheet (display currency conversion worksheet) icon to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine the exchange rate to use.

Row Sorting

Use the Row Sorting group box to sort the rows that appear in the Item List grid based on the value that you specify. This feature sorts *all* items in the worksheet, not just the items that appear in the scroll area.

Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle recommends a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.

Sort All By

Click the drop-down arrow to select one of these sort values:

- *Clear Highlights*

Select this value and click the Go button.

The system removes the red highlights from the rows. The display order that you saw when the Highlight Duplicate option was selected does not change when you clear the highlighting.

- *Due Date*

Select this value and click the Go button.

All items in the payment worksheet are sorted based on their due date.

- *Highlight Duplicate*

Select this value and click the Go button.

The system checks for any changes that occurred to the worksheet since the last time it was saved. If changes were made, the system issues an error message, which requests the user to save the worksheet. If the system locates duplicate items, the system highlights the duplicate items in red.

The system also considers the option that you selected in the Item Display Control group box. For example, you select *Selected* from the Display drop-down list, select *Highlight Duplicate* from the Sort By drop-down list, and click the Go button. The system checks for duplicates on the worksheet based on the selected item, highlights the duplicate rows in red, and ignores the unselected items.

Before highlighting the duplicate rows, the system compares these fields on the worksheet:

- Pay Amt (payment amount)
- Cur (currency)
- Item ID
- Item Line
- Unit
- Customer
- Type
- Reason
- Event
- Disc Amt (discount amount)

- *Item*

Select this value and click the Go button.

The system sorts all of the items on the payment worksheet based on the order that you enter the items on the Payment Worksheet page.

Item Summary Information

Use the Customize link to sort by column and to reorder, hide, and freeze columns. This feature enables you to put the key fields that you want to review on the Detail 1 tab and sort your data.

The Item List summary information detail tabs are identical to the Item List grid summary information detail tabs described in the Applying Payments chapter.

See [Chapter 21, "Applying Payments," Reviewing Item List Detail 1 Summary Information, page 662.](#)



Click the View Detail icon to view or update details for a selected item on a worksheet and to copy or write off the item.

Add with Detail

Click to add an item to handle underpayments and write-offs. If a new item was created in error, clear the item by clearing the Sel (select) column or delete the item.

Revenue Distribution

Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled input of multiple revenue lines for the business unit.

Credit Card Details

Click this link to access the Credit Card Details page.

See [Chapter 22, "Managing Credit Card Payments," Entering and Transmitting Credit Card Data, page 697.](#)

Add Conversation

Click this link to access Accounts Receivable, Conversations, View/Update Conversations and add a new conversation or update a conversation to associate with this payment.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Reviewing Conversations and Promises, page 1129.](#)

View/Update Conversations

Click this link to view or update an existing conversation.

Reviewing Credit Card Payment or Balance Information

As you select open items, you need to check the information in the Credit Card Payment group box. The system updates the amounts whenever you click the Refresh button.

The Credit Card Payment group box is renamed to Balance after you authorize and settle the credit card transaction. The region then behaves in the same manner as the Balance region of the Payment worksheet.

Handling Exact Payments

Select items that you want to pay for by credit card. If a customer has no items in the worksheet, you can still put a payment on account or treat it as a prepayment.

Handling Underpayments

To create an underpayment, do one of the following:

- Treat the entire amount as a partial payment against an item, and then change the amount for the item to the amount of the credit card payment.
- Pay off the item and create an adjustment or a deduction item for the difference between the item amount and the payment amount by creating a new item and entering a positive amount for the difference.

For deductions, enter the item ID of the paid item as the document ID for the new deduction on the Worksheet Application Detail View page. This action ties the purchase order number, bill of lading, and document information for the referenced item to the new deduction. Regular deductions create new items in the system. The Deduction Due Date field on the Receivables Options - Payment Options page, enables you to determine whether the due date of the new item is the payment accounting date or the due date of an existing item. If you specify that the due date is from an existing item, you must enter the item ID of the existing item as the document ID on the Worksheet Application Detail View page. After the Receivable Update process runs, the new deduction appears in the system.

- Place the entire amount on account (without referencing any items) by creating a new item and entering a negative amount for the amount of the payment.

Do not use the same item ID for the on account item as an existing item. If you want the on account item to be associated with an existing item, either add a prefix or suffix to the ID, or use the same item ID with a different line number.

- Partially pay for an item and write off the remaining item balance by selecting the split item and changing the entry type to *WO*.

Important! If the item is a rebate claim that originated in PeopleSoft Purchasing or a claimback that originated in PeopleSoft Order Management, do *not* write off the remaining balance. Use the Claims Management Workbench in PeopleSoft Purchasing or PeopleSoft Order Management to handle write-offs so that the system can determine whether the write-offs meet the write-off tolerances for claim processing.

See *PeopleSoft Purchasing 9.1 PeopleBook*, "Understanding Vendor Rebates."

See *PeopleSoft Order Management 9.1 PeopleBook*, "Working with Claimbacks."

Viewing and Updating Item Details

Access the Worksheet Application Detail View page (click the View Detail button on the Credit Card Worksheet Application page).

Worksheet Application Detail View

[Return to Worksheet Application Summary View](#)

Deposit Unit: US001 Deposit ID: 13 Payment ID: 1 Currency: USD Accounting Date: 04/05/2006

Item Detail

Find | View All First 1 of 5 Last

☐ Selected

Sequence: 1

Payment Amount: 400,700.00 Currency: USD

Item ID: 0000678523

Item Line:

Business Unit: US001

Customer ID: 1000 Alliance Group

SubCustomer 1:

SubCustomer 2:

Entry Type:

Entry Reason:

Entry Event:

Discount: ☐ Take Discount

Sales Person: 002 Credit Analyst: CBB

Sales Person2: Collector: CBB

Broker ID: AR Specialist:

Deduction Reason: Deduction Date:

Document:

Bill of Lading:

Contracts BU:

Contract:

Contract Line:

Order No:

PO Ref:

Region Code:

Letter of Credit ID:

Promotion Code:

Merch Type:

Claim Number:

Terms: IMMED

Location: 1 Main Office

VAT Transaction:

VAT Amount:

Due Date: 09/04/2009

Acctg Date: 04/05/2006

Copy

Write Off

[Item Activity](#)

[Add Conversation](#)

[Item in Other Groups](#)

[Additional Cust Information](#)

[Currency Exchange Aid](#)

[Revenue Distribution](#)

Credit Card Payment

Pending:	0.00	Discount:	0.00	Unearned:	0.00
Selected:	0.00	Write Off:	0.00	Earned:	0.00
Adjusted:	0.00				

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Return to Worksheet Application Summary View](#)

Worksheet Application Detail View page

View item details to identify an item or change the details.

Deduction Reason

If you are creating a new deduction, enter the reason why the customer took the deduction. You define reason codes on the Deduction Reason page.

AR Specialist (accounts receivable specialist)

The system populates the AR Specialist field for deduction items based on the default specialist that you assigned to the business unit. If you overrode the default specialist for the deduction reason or customer, the system uses that value.

Document	If you enter a value that matches an existing item ID, the system automatically populates the Bill of Lading, Order No (order number), PO Ref (purchase order reference), Contract # (contract number), Letter of Credit ID, and Due Date fields with the value for the existing item when you save or refresh the page. If you receive different information for these fields with the payment, override those values. If you are creating a payment for a vendor rebate claim item or claimback item that you interfaced from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, it sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management for use in reconciling the claims on the claims management workbench. This field is available for entering existing items only if you enter entry reasons on the AR Integration page.
Promotion Code and Merch Type (merchandising type)	If you create a new deduction that the customer took for a promotional deal and you use PeopleSoft Promotions Management, enter the code associated with the promotion and the merchandising type. If the promotion is associated with more than one merchandising type, you must create a separate deduction for each merchandising type.
Location	Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the <i>Item Address</i> option for the correspondence customer on the Correspondence Options page.
Copy	Click to copy the item and add a new row to the worksheet. You must add the amount and entry type to the new row.
Write Off	For a new item, click to write off an underpayment amount.

Note. To save your changes on this page, return to the Worksheet Application page.

Selecting a Credit Card Worksheet Action

Access the Credit Card Worksheet Action page (Accounts Receivable, Credit Cards, Finalize Worksheet, Credit Card Worksheet Action and click the Worksheet Action link on the Credit Card Worksheet Selection page or the Worksheet Application page).

Delete Worksheet	Click to delete the entire worksheet, plus any accounting entries created for the worksheet. If the associated credit card transaction has not been settled, the entire payment is deleted, releasing any items selected on the worksheet. If the associated credit card transaction has been settled, the payment is not deleted, but items selected on the worksheet are released. The settled payment must be unposted before the Delete Worksheet button becomes available.

Delete Payment Group	Click to delete the accounting entries that you create but leave the worksheet intact.
Pay by Credit Card	Click to access the Credit Card Details page to begin credit card processing.
Action	Select a posting action for the group and click OK to execute the action. Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the <i>Post Now</i> and <i>Post Now to GL</i> options only for small groups or when the transaction must be posted immediately. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. See Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378. See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i>, "Processing Credit Cards."
Create/Review Entries	Click to create or review accounting entries. Use this option only if you need to review or modify the accounting entries. Otherwise, use one of the posting actions to create the accounting entries.

Note. If the worksheet does not have a zero balance but you need to stop working with the worksheet, save your work and select *Do Not Post* for the posting action.

Creating Credit Card Payments in Batch

This section provides an overview of the Credit Card Processor (ARCRCARD) and discusses how to run the Credit Card Processor.

See Also

[Chapter 5, "Defining Additional Processing Options," Setting Up Credit Card Profiles, page 129](#)

Understanding the Credit Card Processor

The Credit Card Processor multiprocess job (ARCRCARD) enables you to create credit card worksheets and settle credit card transactions automatically. The worksheet creation phase selects open items that are due with a payment method of credit card and builds credit card worksheets. A credit card profile is applied to limit the selection of open items and to apply rules for building and approving the worksheets. The authorization and settlement phase of the Credit Card Processor selects credit card worksheets that are ready for settlement.

Page Used to Create Credit Card Payments in Batch

Page Name	Definition Name	Navigation	Usage
Credit Card Scheduler	AR_CRCARD_RQST	Accounts Receivable, Credit Cards, Process Credit Cards	Create credit card worksheets and settle credit card transactions automatically.

Running the Credit Card Processor

Access the Credit Card Scheduler page (Accounts Receivable, Credit Cards, Process Credit Cards).

Credit Card Scheduler

Run Control ID: CREDITCARDS

Report Manager

Process Monitor

Run

Create CC Worksheet Criteria

From Due Date: 09/01/2009

Increment Due Dates By:

Increment Now

*To Due Date: 10/01/2009

☐ Automatic Increment Dates

☐ Include Items from eBill Payment

Select Deposit Business Units

Find | View All | First | 1 of 1 | Last

*Deposit Unit: CAN01

CANADA OPERATIONS

Bank/Account: CNBNK CHCK

☐ Create Credit Card Worksheets

☒ Authorize and Settle Worksheet

AR Business Units

Customize | Find | View All | First | 1 of 1 | Last

Business Unit	Description	Credit Card Profile		
CAN01	CANADA OPERATIONS	BUSTANDARD	+	-

Credit Card Scheduler page

From Due Date

Specify the beginning due date to use when the Credit Card Processor selects items.

Increment Due Dates By	Enter the amount of time to increment the From Due Date and the To Due Date fields. Enter the numerical value and the time scale in days, weeks, or months that you want the due dates to change. These values are used when you click the Increment Now button or select the Automatic Increment Dates check box.
Increment Now	Click to increment the From Due Date and To Due Date based on the Increment Due Dates By fields.
To Due Date	Specify the last due date to use when the Credit Card Processor selects items.
Automatic Increment Dates	Select this check box so that the From Due Date and To Due Date fields automatically increment each time you run the Credit Card Processor. This option enables you to reuse a run control without having to change the dates.
Include Items from eBill Payment	Select to include items from PeopleSoft eBill Payment in this process run. eBill payment items will be selected based on the Payment Date that was set in eBill Payment. The process includes eBill Payment lines when the item is using the payment method <i>CC</i> . Even when the item was originally created with another payment method, eBill Payment changes it to <i>CC</i> when the external user selects this payment method in the Payment Card or Schedule Payment Card, so that Credit Card Processor can select this item.
Deposit Unit	Enter the deposit business unit. This value controls the bank account from which the credit card payment is made. The system processes each specified deposit unit separately.
Create Credit Card Worksheets	Select this check box to create credit card worksheets for the selected deposit business unit. Credit card worksheets are created from items that have a credit card payment method and a due date that falls within the specified range of due dates. The process selects all items in the selected business units that have the payment method set to credit card, as well as any items in the business unit that originated in PeopleSoft Billing and have been paid by credit card.
Authorize and Settle Worksheet	Select this check box to enable credit card authorization and settlement for the specified deposit business unit. All credit card worksheets in the defined deposit business unit that have a credit card authorization status of <i>Unprocessed/Retry</i> are selected.

Resolving Credit Card Payment Exceptions

This section discusses how to:

- Use the Credit Card Workbench.
- Handle disputed credit card charges.

Page Used to Resolve Credit Card Payment Exceptions

Page Name	Definition Name	Navigation	Usage
Credit Card Workbench	AR_CRCARD_WORKBNCH	Accounts Receivable, Credit Cards, Credit Card Workbench	Select credit card payments and perform mass actions on credit card payments.

Using the Credit Card Workbench

Access the Credit Card Workbench page (Accounts Receivable, Credit Cards, Credit Card Workbench).

Credit Card WorkBench

Search Criteria

Deposit Unit:US001

Authorization Status:

Bill To Customer:

Payment Amount:

From Date:

Deposit ID:

Payment ID:

Currency:

To Date:

Search

Clear

Credit Card Payment List

CustomizeFind

First1 of 1Last

Select	Deposit Unit	Customer	Deposit ID	Payment ID	Payment Amount	Currency Code	Credit Card Auth Status	Credit Card Authorization Date	Credit Card Details
☐	US001	1001	13	1	0.00	USD	Validation Errors	04/05/2006	

☒ Select All

☐ Clear All

Authorize and Settle Now

Cancel Settlement Request

Delete Payment

Credit Card Workbench page

Authorization Status	Select the authorization status of the credit card payments that will appear in the Credit Card Payment List area. Values are: <i>Authorized and Billed</i> <i>Deleted after Settlement</i> <i>Denied</i> <i>Manually Approved/Settled</i> <i>No Action</i> <i>Pending Approval</i> <i>Processing</i> <i>Unprocessed/Retry</i> <i>Validation Errors</i> <i>Zero Payment for maintenance</i> See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i>, "Processing Credit Cards."
From Date and To Date	Enter the date range that identifies when the credit card payments were created.
Search	Click to populate the Credit Card Payment List area with data based on the information entered in the Search Criteria region.
Clear	Click to clear the information in the Search Criteria region.
Payment ID	Displays the remit sequence for the item on the Credit Card Worksheet Application page. Click the link to access the Credit Card Worksheet Application page.
Credit Card Auth Status (credit card authorization status)	Displays the authorization status of the credit card payment.
Credit Card Authorization Date	Displays the date the authorization was received from the third party authorizing authority.
Authorize and Settle Now	Click to submit all selected credit card worksheets for authorization and settlement. Until the authorization and settlement process completes, the credit card worksheets are not available for selection, and they have a credit card authorization status of <i>Processing</i> .
Cancel Settlement Request	Click to cancel the settlement request for the selected credit card worksheets that have not been authorized and settled. This button sets the Credit Card Authorization Status to <i>No Action</i> . The canceled credit card worksheets are not selected by the Credit Card Processor, however, you can update a canceled credit card worksheet.

Delete Payment

Click to delete all selected credit card payments. The selected items in the worksheet are available for selection in other credit card worksheets. This option is only available for

- Credit card payments that have not been settled.
- Credit card payments that have been manually approved and settled or authorized and billed provided the deposit has been unposted.

Once previously settled credit card transactions are deleted, they will have a Credit Card Authorization Status of *Deleted after Settlement* and the Select check box will be disabled. You can now search for the transaction in the Credit Card Workbench by selecting the *Deleted after Settlement* authorization status search parameter.

If the deposit does not contain any other payments, the system also deletes the deposit. If another payment exists in the deposit, the system subtracts the deleted payment amount from the deposit total.

Handling Disputed Credit Card Charges

This section describes how to unpost credit card payments and offers examples of handling disputed credit card charges under the following conditions:

- The customer disputes a charge with their credit card company.
- The customer claims the wrong credit card was charged.
- The customer questions application of the payment.
- The credit card payment is denied.
- The customer disputes the amount of the charge.

For example, the customer was billed in error or overcharged, or a problem with the order resulted, such as the goods were damaged or not received.

As credit card worksheets are authorized and settled, the system generates payment groups from the worksheets. To unpost a credit card payment, use the PeopleSoft Receivables payment unpost components. Once a worksheet is unposted, use the credit card worksheet to reapply items.

Example 1: Customer Disputes a Charge with Their Credit Card Company

In this example, the transaction is completely processed, which means that cash was received by your bank and accounting entries were made in PeopleSoft Receivables. The customer's credit card company credits the customer's account and debits your bank. Perform the following steps:

1. Unpost the payment group with the credit card payment and then run the Receivable Update process.
2. Delete the deposit containing the payment.

Example 2: Customer Claims the Wrong Credit Card Was Charged

In this example, the transaction is completely processed. Perform the following steps:

1. Unpost the payment group that contains the credit card payment.
2. Run the Receivable Update process.
3. Use the credit card worksheet to issue a credit to the original credit card by creating an on-account item for the credit card payment.
4. Complete the authorization and settlement process.
5. Run the Receivable Update process again.
6. Debit the correct credit card by creating a new credit card payment using the correct credit card account.
7. Complete the authorization and settlement process on the new credit card payment.
8. Run the Receivable Update process.

Example 3: Customer Questions Application of the Payment

In this example, the customer wants the credit card payment reapplied. No credit is issued. Perform the following steps:

1. Unpost the credit card payment group that contains the credit card payment.
2. Run the Receivable Update process.
3. Reapply the credit card payment using the credit card worksheet. Authorization and settlement is not required, however, a separate transaction is required to pay for additional items.

Example 4: Credit Card Payment Is Denied

In this example, the credit card transaction is denied by the third-party authorizing authority. Use the Credit Card Workbench page to take further action. You can take three different actions in this scenario:

- Resubmit the transaction. Perform the following steps:
 1. Correct any incorrect information based on the code return from Cybersource.
 2. Resubmit the transaction for authorization and settlement.
- Change the payment method for the item if the customer does not want to pay by credit card. You must delete the credit card worksheet data.
- Call for manual authorization and enter the approval code online.

Example 5: Customer Disputes the Amount of the Charge

You can take three different actions in this scenario:

- Issue a credit memo from PeopleSoft Billing.

- If the credit is settled in PeopleSoft Billing, create a credit item and payment from PeopleSoft Receivables and then close them.
- If credit is not settled in PeopleSoft Billing, that is, the credit card item was created in PeopleSoft Receivables, perform the following steps:
 1. Credit the customer's credit card.
 2. Leave as a credit memo to be picked up in next automated credit card run.
 3. Match with debits on the maintenance worksheet.
 4. Refund the disputed amount through PeopleSoft Payables.

Chapter 23

Maintaining and Reviewing Item Information

This chapter discusses how to:

- Change and review item information.
- Split exception items.
- Update multiple items.
- Add an reference reason to a posted item.

Changing and Reviewing Item Information

This section provides an overview of item maintenance and discusses how to:

- Change discount, payment, and draft options and customer relationship information.
- Update reference, contact, and shipping information.
- Update user-defined information.
- Review item activity.
- Review item activity for a match group.
- Review value-added tax (VAT) entries.
- Review item accounting entries.
- Review audit history for an item.

Understanding Item Maintenance

In PeopleSoft Receivables, maintenance items can be credit or debit memos, invoices, deductions, adjustments (generated when you process payments), on-account payments, or prepayments. After setting up component security, you can set up and update the dispute check box, dispute reason code, dispute amount and dispute date for a selected customer. The PeopleSoft Receivables item maintenance feature enables you to change open or closed items once they have been posted and does not create a group of pending items or change the customer's balance. The changes take effect immediately. You do not need to run the Receivable Update Application Engine process (ARUPDATE).

The View/Update Item Details component (ITEM_MAINTAIN) provides a central point to change details for individual items and to review all activities, all accounting entries, and all VAT lines for an item. You can also view and assign actions to an item.

See Also

[Chapter 36, "Managing Credit, Collections, and Exceptions," Working with Actions on the Item Action List, page 1111](#)

Prerequisites

If you want to track and review changes to fields on items on the Item Audit History page, select the fields on the Audit Control page.

See Also

[Chapter 5, "Defining Additional Processing Options," Setting Up Item Audit Options, page 159](#)

Common Elements Used in This Section

Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The reference fields are populated based on the selected item. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
Customer	Click the customer ID to access the General Info page for the customer.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the item. If there are multiple conversations, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Pages Used to Change and Review Item Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
View/Update Item Details - Detail 1	ITEM_MAINTAIN	- Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1 - You also access this page from several pages by clicking a button or link for an item.	Change discount, payment, and draft options for an item. Put an item in dispute or collections, mark an item as a deduction, and assign item owners. Set the revaluation flag and make an item available for AR/AP netting.
View/Update Item Details - Detail 2	ITEM_MAINTAIN_2	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 2	Update item references and contact, shipping, and product information. Update information for the Receivables Due from Public report. View and change the memo status for the U.S. government.
AR Billing Inquiry	AR_BI_INQUIRY_B	- Click the Detail link on the Detail 1 or Detail 2 page. - Accounts Receivable, Customer Accounts, Item Information, Item Billing Data, AR Billing Inquiry	Review details for an invoice in PeopleSoft Billing. The amounts are in the base currency. This page contains data only if you use PeopleSoft Billing. Use the Go To field to access a page in the Bill Inquiry component (BI_INQUIRY) in PeopleSoft Billing.
AR BI Inq (EURO) (receivables billing inquiry)	AR_BI_INQUIRY_E	- Click the Detail link on the Detail 1 or Detail 2 page and then click View in Euro Currency. - Accounts Receivable, Customer Accounts, Item Information, Item Billing Data, AR Billing Inquiry, and then click View in Euro Currency.	Review details for an invoice in PeopleSoft Billing. The amounts are in the euro currency. This page contains data only if you use PeopleSoft Billing. Use the Go To field to access a page in the Bill Inquiry component in PeopleSoft Billing.
Bill Header - Note	AR_BI_HDR_NOTE_INQ	Click the Bill Header Notes link on the AR Billing Inquiry page or AR BI Inq (EURO) page.	View notes attached to the bill header for an invoice.

Page Name	Definition Name	Navigation	Usage
Bill Header - Bill To Address	AR_BI_HDR_ADDR_INQ	Click the Bill To Address link on the AR Billing Inquiry page or the AR BI Inq (EURO) page.	View address information for the customer and information about how the invoice was sent.
Bill Header - Projects Information	AR_BI_HDR_PC_INQ	Click the Bill Header - Project Info link on the AR Billing Inquiry page or the AR BI Inq (EURO) page.	View the PeopleSoft Project Costing transaction information on the bill header associated with the item line, including the source PeopleSoft Contracts information, the purchase order reference information, reimbursable agreement ID for contracts, and the start and end dates for the project activity.
View/Update Item Details - Detail 3	ITEM_MAINTAIN_3	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 3	Update user-defined fields.
Item Activity	ITEM_DATA2	- Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Activity - You can also access this page by clicking a link on several pages.	Review all activity records for an item.
Item Activity From A Match Group	ITEM_SUB_GROUP	- Click the link for the match group ID on the Item Activity page. - Accounts Receivable, Customer Accounts, Item Information, Match Group Activities, Item Activity From A Match Group	View all matched items in a match group from the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) as well as the amounts matched.
Item VAT Entries	ITEM_DATA_VAT	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item VAT Entries	Review the VAT lines for an item. This page is available only if the item has VAT lines.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Item Accounting Entries	ITEM_DATA3	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Accounting Entries	View the accounting entries for each item activity.
Item Audit History	ITEM_AUDIT	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Audit History	View maintenance changes to items.

Changing Discount, Payment, and Draft Options and Customer Relationship Information

Access the View/Update Item Details - Detail 1 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1).

Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History
Unit:	US001	Customer:	1001	Apex Systems	
Item ID:	0000678443	Line:		Days Late:	3487
				Status:	Open
Accounting Date:	02/08/2000	Balance:	8,600.89	USD	Billing Unit:
Entry Type:	IN				US001
Entry Reason:	OTHER				Detail
AR Dist Info:	AR				Original Amount:
					7,825.39
					USD
Discount Options					
Due Date:	03/09/2000	Due Days:			
Terms:	NET30	Discount Days:			
Discount Amount:		Date:			
Discount Amount 1:		Date 1:			
	☐ Always Allow Discount				
As Of Date:	02/08/2000	Posted:	04/10/2009		
Payment/Draft Options					
Payment Method	Check	Pay By Credit Card			
Draft Type:		☐ Preapproved?			
Direct Debit Profile ID:		☐ Create Document?			
		☐ One Item per Draft?			
Customer Relations					
☐ Dispute	Reason:	Date:			
Dispute Amount:					
☐ Deduction	Reason:	Date:			
☐ Doubtful					
☐ Collection	Code:	Date:			
Analyst:	DKD	Don Davies			
Collector:	COS	Cora Smith			
Sales Person:	002	Angelini, Gina			
AR Specialist:					
Other Options					
☐ Revaluation Flag	☒ Available for Netting				
Split	Item Action	Add Conversation	View Audit Logs		

View/Update Item Details - Detail 1 page

You can change only field values that do not change the customer balance. The fields at the top of the page display information to identify the type of item and the item balance. If the item was entered in a currency that differs from the business unit base currency, the system displays the base currency amount and the rate type and exchange rate used for conversion.

Balance and Base

Displays the open amount for the item in the entry currency and the base currency. The base amount appears only if the balance differs from the base currency for the business unit.

Detail

Click to access the AR Billing Inquiry page, where you view the original invoice information. This link is available only if there is a valid PeopleSoft Billing business unit for the item which is associated with a valid invoice in PeopleSoft Billing.

Exchange Rate Detail

Click to view the information used in converting the item amount.

Original Amount

Displays the original amount of the item in the entry currency. This is the amount of the item before any payments, adjustments, or splits.

Discount Options**Due Date**

Enter the date on which the item is due.

Terms	Select a payment term that defines the due date, discount days, and discount amount. If this field is blank, you can manually define the terms by entering values in the due and discount fields. If the item has payment terms, the Discount Amount and Date fields are unavailable.
Due Days	Enter the number of days beyond the due date during which the payment is still considered on time.
Discount Days (discount days)	Enter the number of days beyond the discount date during which the customer is still eligible to receive a discount.
Discount Amount, Date, Discount Amount 1, and Date 1	Enter user-defined amounts for discounts and dates from which to start counting the discount due date. The customer must pay by the discount due date to take an earned discount.
Always Allow Discount	Select to allow the discount on this item to be earned regardless of when the item is paid.
As of Date	Enter the date used to age the item.

Payment/Draft Options

Payment Method	Select a payment method from these values: • <i>CHK</i> (check) • <i>DR</i> (draft) • <i>CC</i> (credit card) • <i>DD</i> (direct debit) • <i>EFT</i> (electronic funds transfer) • <i>GE</i> (giro - EFT) If you select draft, the draft fields become available. If you select direct debit, the Profile ID field becomes available. If the payment method is direct debit, you cannot change the payment method if the item is selected on a direct debit worksheet, unless you do the following: 1. Remit the direct debit. 2. Run the Receivable Update process. 3. Cancel the direct debit. 4. Run the Receivable Update process.

Pay by Credit Card	Click to access the Credit Card Details page to begin credit card processing. See Chapter 22, "Managing Credit Card Payments," page 691.
Draft Type	Select one of the draft types that you defined on the Draft Types page, which determines the draft processing options and what accounting entries to generate for the draft item.
Preapproved?	Select if the customer's drafts do not need to be sent to the customer for individual approval.
Create Document?	Select to include the item in the draft document prepared for the customer.
One Item Per Draft?	Select to have a separate draft for the item.
Direct Debit Profile ID	Enter the direct debit profile ID used to determine the direct debit processing rules for the item. The default value comes from the entry type for the item.

Customer Relations

Dispute, Reason, Date, and Dispute Amount	To put an item into dispute, select the Dispute check box and enter a dispute reason code, the date on which you put it in dispute, and the disputed amount. The default dispute date is the current date and the default amount is the item amount. Note. To enable users to add, update, and delete dispute information on the payment worksheet, you must define component level security in PeopleSoft Security for the View/Update Item Maintenance component. A user, who can access the Item Maintenance Page, can update dispute fields in the payment worksheet. The dispute fields are display only for users without access to the View/Update Item Maintenance component. See Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Dispute Reasons, page 209. See Chapter 35, "Understanding Exception and Collection Processing," Dispute Processing, page 1081. See Chapter 21, "Applying Payments," Reviewing Item List Detail 5 Summary Information, page 669.

Deduction, Reason, and Date	To mark an item as a deduction, select the Deduction check box and enter the deduction reason and the date that you marked it as a deduction. If you created a deduction, using the payment or draft worksheet, the Deduction check box is unavailable. Warning! If you mark an item as a deduction using the Deduction check box rather than creating a deduction (WS-08 item) using the payment worksheet, you do not generate any accounting entries or close the original item and create a new deduction item. Once you select this check box and save the page, you cannot deselect your selection.
Doubtful	This check box is selected if you transferred the item to a Doubtful Receivables account using the transfer worksheet.
(USF) DMS Information (Debt Management Services information)	Click to access the Debt Management Services Information page, where you enter information for the debt management system. See Chapter 41, "Interfacing with U.S. Federal Systems," (USF) Referring Delinquent Items to the DMS, page 1235.
Collection, Code, and Date	To put an item into collection, select the Collection check box and enter a collection code and the date you put it in collection. To put the entire customer into collection, use the Credit Profile page for the customer.
Analyst	Select the credit analyst who you want to manage this item. If you set up conditions for collection and exception processing to assign items to the credit analyst, this person is notified of actions that he or she must perform.
Collector	Select the collector who you want to manage this item. If you set up conditions for collection and exception processing to assign items to the collector, this person is notified of actions that he or she must perform.
Sales Person	Select the primary salesperson for the item. Salespeople are support team members whose support team type is <i>Sales</i> .
AR Specialist (receivables specialist)	Select the individual responsible for managing deductions and items in dispute. If you select the Dispute or Deduction check box, the system automatically populates this value with the specialist assigned to either the customer, deduction or dispute reason, or business unit.
Other Options	
Revaluation Flag	Select to enable the Revaluation Application Engine process (AR_REVAL) to revalue the item. Deselect the check box if you do not want the item to be revalued.

Available for Netting

By default, all items are available for netting—a process that offsets open items and vouchers, if you have PeopleSoft Payables and PeopleSoft Cash Management on your system. You must set up a participant agreement between the vendors and customers to net their items and vouchers. If you do not want an item to be selected in the netting process, deselect the check box.

(USF) Transfer to IPAC Transactions (transfer to Intergovernmental Payment and Collection System transactions)

Click to access the IPAC Information page, where you enter information for the IPAC interface.

See [Chapter 41, "Interfacing with U.S. Federal Systems," \(USF\) Submitting Transactions Between Agencies Using the IPAC System, page 1240.](#)

Item Action

Click to access the Item Action page, where you view or add all actions associated with the item, assign action owners, and drill down to perform the action.

Note. The Item Action link does not appear for inactive customers.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Working with Actions on the Item Action List, page 1111.](#)

Updating Reference, Contact, and Shipping Information

Access the View/Update Item Details - Detail 2 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 2).

Detail 1		Detail 2		Detail 3		Item Activity		Item Accounting Entries		Item Audit History	
Unit: US001		Customer: 1001		Apex Systems							
Item ID: 0000678443		Line:		Days Late: 3487		Status: Open					
Balance:		8,600.89		USD							
Reference Information											
Related Unit:				Document:							
Related Invoice:				OM Business Unit:							
Related Invoice Date:				Order Number:							
Claim Date:				Purchase Order:							
Claim Number:				Contracts BU:							
Promotion Code:				Contract:							
Merchandising Type:				Contract Line:							
Letter of Credit:				Reference Reason:		OTHER					
AG Number:				Subrog Case No:							
Contacts & Shipping											
Sales Person 2:				Carrier ID:							
Broker:				Proof of Delivery:							
Ship From Site:				Bill of Lading:							
Sold To Customer:				Location:		1 Corporate HQ					
Ship To Customer:											
Product Information											
Family:				Trade:							
Class:				Division:							
Split		Item Action		Add Conversation						View Audit Logs	

View/Update Item Details - Detail 2 page

Reference Information

Related Unit, Related Invoice, and Related Invoice Date Enter the number of the related invoice associated with the item and the business unit associated with the invoice. Click Detail to access the AR Billing Inquiry page, where you view details about the invoice and PeopleSoft Project Costing Information. This link is available only if there is an invoice number in the Related Invoice field and the business unit and invoice number are a valid business unit and invoice in PeopleSoft Billing.

If you enter a value that matches an existing item ID, the system automatically populates the following fields with values associated with the item when you save the page: Bill of Lading, Order Number, Purchase Order, Contract Number, Promotion, Claim Number, Sold To, Ship To, and User.

Note. The Related Invoice field for a deduction created on the payment or draft worksheet is blank if the value in the Document field does not match the item ID for another item in PeopleSoft Receivables. If it does match, it contains the item ID for the original item.

Document	Displays the document ID that you entered when you created the item. Override the value if needed. Note. If this is a deduction created using the payment or draft worksheet, it is the item ID of the original invoice for which the customer took the deduction.
OM Business Unit and Order Number	Enter the number of the sales order associated with the item and the business unit associated with the order. Click Detail to access the Order Summary page, where you view details about the order. This link is available only if there is an order number in the Order Number field and a business unit in the OM Unit field, and if you have installed PeopleSoft Order Management.
Claim Date and Claim Number	Enter the debit memo number that the customer sent you for a deduction and the date on which the customer created it.
Purchase Order, Contracts BU, (contracts business unit) Contract, and Contract Line	Enter the purchase order number, contracts business unit, contract number, and contract line that is associated with the original invoice. Click the Detail link for a contract to access the Contract Summary page, where you see summarized details for a contract and drill down to contract details. This link is available only if there is a valid contract number and you have installed PeopleSoft Contracts on your system. Note. If this is a deduction created on the payment or draft worksheet, it is the purchase order and contract number associated with the original invoice for which the customer took the deduction. You can change only the order number, purchase order number, and contract number for debit and credit (IT-01 and IT-02) items, if you enabled entry on the Receivables Options - General 2 page.
Promotion Code and Merchandising Type	Select the identifiers that you assigned to the promotion deal and for the merchandising activity for the promotion in your promotion application. Associate the codes with an invoice in your billing application. If you use PeopleSoft Promotions Management, set up customer promotions and assign a merchandising type using the Customer Promotions component (TD_PROMO_MAINT). If you manually write off a deduction for a promotion instead of matching it to a credit memo for the promotion, you must enter the promotion code and merchandising activity for the deduction, so that you can track activity for the promotion in PeopleSoft Promotions Management. Click Detail to access the Promotional Activity component (TD_PROMO_STATUS) in PeopleSoft Promotions Management, where you can view all activity against a promotion, including payments made, invoices, shipments, credit memos created, and deductions written off. The link is available only if you have installed PeopleSoft Promotions Management on your system and if you have a valid promotion code. See <i>PeopleSoft Promotions Management 9.1 PeopleBook</i>, "Viewing Promotional Activity."

Letter of Credit (letter of credit ID)	Displays the letter of credit ID for the item.
Reference Reason	Enter an additional entry reason assigned for the item. The reason is used for custom reports and inquiries. It does not generate accounting entries.
(USF) Entity Code and Receivable Type	Select the information required for the Receivables Due from the Public report. See Chapter 41, "Interfacing with U.S. Federal Systems," Treasury Report on Receivables (TROR) and Debt Collection Activities, page 1260.
(NLD) AG Number (acceptgiro reference number)	Displays the acceptgiro reference number assigned to the item or invoice when you ran the Statements process (AR_STMTS) or the AR Dunning process (AR_DUNNING) for business units enabled for acceptgiro processing. It also displays the acceptgiro reference number assigned to the invoice when you printed the invoice in PeopleSoft Billing.
Note. Each time that you run the Statements process or the AR Dunning process, the system overwrites the reference number if the item is included on a new statement or dunning letter. So, it is possible that the bank could pay for the item using a different reference number.	

Contacts and Shipping Information

Sales Person 2	Enter the code for the secondary sales person associated with the item.
Broker	Enter the code for the individual who negotiated a promotion deal. A broker is a customer to whom you assigned the broker role on the General Info page.
Ship From Site	Enter the original business unit for the sales order. If you have PeopleSoft Inventory, enter an inventory business unit. The business unit should represent a warehouse.
Sold To Customer and Ship To Customer	Enter the ship to and sold to customer IDs.
Carrier ID	Enter the unique identifier for the shipping carrier. Enter one of the values that you defined on the Carrier ID page.
Proof of Delivery	Enter a proof of delivery slip number.
Bill of Lading	Enter the bill of lading number for the shipment.
(USF) Memo Status Code	Click the Detail link to enter the current memo status or view historical status changes on the Memo Status Changes page. This option is available only if you enabled it on the Installation Options - Receivables page.

Product Information

- Family

Select an identifier that defines inventory items at a high level. Examples include computer items and office furniture.
- Class

Enter a code for a group of customers in a trade, such as grocers or mass merchandisers.
- Trade

Enter the type of industry market, such as groceries, hardware, or appliances.
- Division

Enter a geographic area within an organization.

See Also

Chapter 41, "Interfacing with U.S. Federal Systems," (USF) Tracking Memo Status Changes, page 1256

Updating User-Defined Information

Access the View/Update Item Details - Detail 3 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 3).

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit:US001Customer:1001Apex Systems

Item ID:0000678443Line:Days Late:3487Status:Open

Balance:8,600.89USD

User Date

1:31

2:31

3:31

4:31

User Text

1:6:

2:7:

3:8:

4:9:

5:10:

User Amounts

1:7229.005:

2:6:

3:7:

4:8:

SplitItem ActionAdd Conversation

View Audit Logs

View/Update Item Details - Detail 3 page

PeopleSoft Receivables provides 22 fields in the Item table (PS_ITEM) that you can use to track company- or industry-specific information that is not predefined in the Item table, such as shipment date. You define the value to use for each of the fields, and you can specify what to use for the field label.

Reviewing Item Activity

Access the Item Activity page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Activity).

Detail 1Detail 2Detail 3Item ActivityItem VAT EntriesItem Accounting EntriesItem Audit History

Unit:GBR01Customer:GBR03UK 3 Bike&Equip International

Item ID:AR606-2Line:Days Late:3361Status:Open

Balance:-5,875.00EURBase:-3,626.05GBP

Item ActivitiesFindView AllFirst1 of 1Last

Sequence:1Accounting Date:06/13/2000Posted Date:08/09/2000

Entry Type:CRReason:Worksheet Reason:Voucher ID:

Document:Amount:-5,875.00EUR

Group Unit:GBR01Group ID:AR606BillingBase Amount:-3,626.05GBP

Item Activity page

Each time that you perform an action to an item, such as transferring it to another customer, applying a payment, or unposting it, the Receivable Update process updates the Item Activity table (PS_ITEM_ACTIVITY). The Item Activities scroll area displays each activity record in the table.

- Refund Detail

Click to access the Refund Status page, where you view information for a refund voucher that was created by PeopleSoft Payables. This field is not available if you have not refunded the item and created a voucher in PeopleSoft Payables.
- Entry Type and Reason

Displays the type of activity. The system uses the entry type and reason to generate accounting entries.
- Worksheet Reason

Displays an additional reason assigned to all items in a maintenance group to further identify the reason for the activity. This reason does not generate accounting entries. You define maintenance reasons on the Worksheet Reason page.
- Unpost Reason

Displays the reason code that you specified for unposting the item's group. You define unpost reason codes on the Unpost Reason page.
- Group Unit and Group ID

Displays the business unit for the group, the group ID, and the type of group—billing, payment, maintenance, transfer, overdue charge, unpost, direct debit, draft, vendor rebate, or claimback.

Click the link for the group to open the Item Activity From A Group page, where you view the activities for all items in the group.

Match Group ID	Displays the identifier for a match group on the maintenance worksheet or that the Automatic Maintenance process assigned. A match group is a group of items that you are matching where the total of the debits equals the total of the credits. Click the link for the match group to open the Item Activity for a Match Group page, where you view all of the items in the match group associated with the item activity record.
Deposit Unit, Deposit ID, and Payment ID	Displays the identifier for a deposit and payment and the deposit business unit for a payment activity. Click the link for the payment to open the Item Activity for a Payment page, where you view items that were paid by a single payment after the payment was processed by the Receivable Update process.
Draft Unit and Draft ID	Displays the identifier for a draft and the draft business unit for a draft activity.
Direct Debit Business Unit and Direct Debit ID	Displays the identifier for a direct debit and the business unit for a direct debit activity.

Reviewing Item Activity for a Match Group

Access the Item Activity From A Match Group page (click the link for the match group ID on the Item Activity page).

The Item Activities grid displays all of the items in the match group for a specific maintenance activity.

Display Amount Switch	Specify whether you want to view amounts in the entry currency or the base currency.
Item ID	Click the link to access the View/Update Item Details component, where you view detailed information about the item.
Entry Type and Entry Reason	Identifies the type of activity and reason associated with each item. These determine the accounting entries that were generated. The entry types are always <i>MT</i> (maintenance), <i>MD</i> (new debit), <i>MC</i> (new credit), <i>WO</i> (write-off debit), or <i>WOC</i> (write-off credit).
Entry Amount and Entry Currency	Displays the amount and currency of the item that was matched.

Reviewing VAT Entries

Access the Item VAT Entries page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item VAT Entries).

Detail 1	Detail 2	Detail 3	Item Activity	Item VAT Entries	Item Accounting Entries	Item Audit History				
Unit:	CAN01	Customer:	CAN01	Canadian High Tech Sports						
Item ID:	AR521	Line:	1	Days Late:	3332	Status: Open				
Balance:	24,000.00	CAD	Total Intermediate VAT:	0.00	CAD					
			Total Final VAT:	1,570.10	CAD					
Item Activity Find View All First 1 of 1 Last										
Sequence:	1	Amount:	24,000.00	CAD						
Accounting Date:	07/12/2000	Intermediate VAT:	0.00	CAD						
Entry Type:	IN	Entry Reason:	Final VAT:	1,570.10	CAD					
VAT Lines Customize Find First 1 of 1 Last										
Seq	Code	VAT Basis	Percent	Final VAT	Intermediate VAT	Error Flag	Domestic Reverse Charge Goods	Cust VAT Code	Cust VAT Rate	Customer Amount
1	CA1	22,429.94	7.0000	1,570.10	0.00	No Error	☐			0.00
Split Item Action Add Conversation View Audit Logs										

Item VAT Entries page

The Item Activity scroll area displays the VAT information for the item for each activity. The Entry Type field identifies the type of activity. The VAT Lines grid displays the VAT information for each item line.

Intermediate VAT

Displays the VAT amounts for a future declaration point. These amounts are not reported to the government.

Final VAT

Displays the VAT amounts ready to be reported to the government.

VAT Basis

Displays the amount of the item on which the VAT is calculated.

Error Flag

Appears if the discrepancy between the invoice and the amount the system calculates exceeds the tolerance level defined by the Percent and VAT amount.

Domestic Reverse Charge Goods

This check box is selected if the country requires the use of the domestic reverse charge provision.

Customer VAT Code

Displays the customer VAT code used to calculate a domestic reverse charge VAT amount. When the Domestic Reverse Charge Goods check box has been selected, the regular VAT code is replaced by a zero-rate VAT code and the customer VAT code is used instead.

Customer VAT Rate

Displays the rate from the customer VAT code.

Customer Amount

Displays the customer VAT amount for domestic reverse charges that are calculated using the Customer VAT Code.

Reviewing Item Accounting Entries

Access the Item Accounting Entries page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Accounting Entries).

Detail 1Detail 2Detail 3Item ActivityItem VAT EntriesItem Accounting EntriesItem Audit History

Unit:CAN01Customer:CAN01Canadian High Tech Sports

Item ID:AR521Line:1Days Late:3332Status:Open

Balance:24,000.00CAD

Accounting Line Display

☒ Standard☐ Supplemental (Entry Event)☐ Both

Display

Item Activity

Find | View AllFirst1 of 1Last

Seq:1Entry Type:INAcctg Date:07/12/2000Amount:24,000.00Revenue Estimate

Accounting Lines

Customize | Find | First1-6 of 6Last

Accounting InformationLine InformationDocumentJournal Reference Information

Line	Type	Ledger Group	Ledger	GL Unit	Account	Alternate Account	Operating Unit	Fund Code	Department	Program Code	Class
1	Standard	RECORDING	CORPORATE	CAN01	120000						
2	Standard	RECORDING	CORPORATE	CAN01	400000						
300	Standard	RECORDING	CORPORATE	CAN01	206220						
1	Standard	RECORDING	LOCAL	CAN01	120000						
2	Standard	RECORDING	LOCAL	CAN01	400000						
300	Standard	RECORDING	LOCAL	CAN01	206220						

SplitItem ActionAdd Conversation

View Audit Logs

Item Accounting Entries page

The Item Activity scroll area displays all of the accounting entries for each activity for the item. The Entry Type field identifies the type of activity. The Accounting Lines grid displays the ChartField values for each line.

Accounting Line Display

Specify which accounting entries to display, and then click Display. Values are: *Standard*, *Supplemental* (Entry Event), or *Both*. Supplemental accounting entries are available only if you entered an entry event code for the pending item, payment item, or maintenance item. These options are available only if you enable the entry event feature for PeopleSoft Receivables on the Installation Options - Entry Event page.

Debit Amount and Credit Amount

The item amount appears unless you enabled the Display Separate Debit/Credit in Subsystem option on the User Preferences - Overall page. Otherwise, the debit and credit amount and currency appear for each accounting line.

See Also

Chapter 18, "Entering Pending Items," Creating and Reviewing Accounting Entries Online, page 557

742

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Reviewing Audit History for an Item

Access the Item Audit History page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Audit History).

Detail 1

Detail 2

Detail 3

Item Activity

Item Accounting Entries

Item Audit History

Unit:US001

Customer:1001

Apex Systems

Item ID:0000678443

Line:

Days Late:3487

Status:Open

Balance:

8,600.89

USD

Item Audit History Information

CustomizeFindView All12First1 of 1Last

Last Update	Field Changed	Previous Value	Updated Value	User ID	Source of Change

Split

Item Action

Add Conversation

View Audit Logs

Item Audit History page

The page displays one row for each change to the item.

Field Changed, Previous Value, and Updated Value	Displays the name of the field, the original value, and the new value after the change.
User ID	Displays the individual who made the change. If the Mass Change Application Engine process (AR_MASS_CHANGE) made the change, the field displays the user ID of the person who created the run control request.
Source of Change	Displays the source of the change. Values are: <i>Item Maintenance:</i> A change entered using the View/Update Item Details component. <i>Multi-item Update:</i> A change entered online using the Multi-item Update option on the Item List page. <i>Batch Mass Change:</i> A change generated by the Mass Change process.

Splitting Exception Items

This section provides an overview of item splitting and discusses how to split an item.

Understanding Item Splitting

You can split a deduction item or a disputed item into multiple items. This function is useful when a customer is disputing only part of an invoice, or when a customer has taken a deduction for multiple reasons and you want to track the reasons separately. If you use PeopleSoft Promotions Management, you must create a separate deduction for each merchandising type for the promotion. Use the split feature to split the deduction and assign a separate merchandising type to each item.

When you split an item, the system creates a new item using either the Create a Debit (MT-04) or Create a Credit (MT-05) automatic entry type for the split item in the Pending Item table (PS_PENDING_ITEM). The new item uses the original item ID and the next available line number. The system creates a maintenance group, containing the original item and the new split item, that is set to post. You must run the Receivable Update process to create the new line for split items and reduce the balance for the original line item. You can choose to run the process immediately from the Item Split page or in a scheduled job.

Note. We recommend that you create a unique entry reason for the Create a Debit and Create a Credit entry types to easily identify split items.

Pages Used to Split Items

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Item Split	ITEM_SPLIT	- Accounts Receivable, Customer Accounts, Item Information, Item Split, Item Split - Click the Split link of the Detail 1 page.	Split an exception item into multiple lines.
Item in Other Groups	ITEM_MGROUP_SEC	Click the Item in Other Groups link on the Item Split page.	View other worksheet groups that have the item selected or any pending item groups that are not posted that include the item.

Splitting an Item

Access the Item Split page (Accounts Receivable, Customer Accounts, Item Information, Item Split, Item Split and click the Split link of the Detail 1 page).

Item Split																																																
Business Unit:		GBR01		Customer ID:		GBR03		UK 3 Bike&Equip International																																								
Item ID:		AR645-2		Line:																																												
Current Item Balance:				-5,875.00		EUR		View Audit Logs																																								
Original and Split Item(s)																																																
Customize Find 1-2 First 1-2																																																
Detail 1 Detail 2 Detail 3 Add <table border="1"> <thead> <tr> <th>Item ID</th> <th>Item Line</th> <th>Open Amount</th> <th>Currency Code</th> <th>Entry Type</th> <th>Entry Reason</th> <th>Due Date</th> <th>Deduction Reason</th> <th>Dispute Reason</th> <th>SetID</th> <th>Promotion Code</th> <th>Merchandising Type</th> </tr> </thead> <tbody> <tr> <td>1 AR645-2</td> <td>0</td> <td>-5,875.00</td> <td>GBP</td> <td>CR</td> <td></td> <td>07/13/2000</td> <td></td> <td></td> <td>SHARE</td> <td></td> <td></td> </tr> <tr> <td>2 AR645-2</td> <td>1</td> <td> 0.00 </td> <td>GBP</td> <td>MC</td> <td> </td> <td>07/13/2000 </td> <td> </td> <td> </td> <td>SHARE</td> <td> </td> <td> </td> </tr> </tbody> </table>													Item ID	Item Line	Open Amount	Currency Code	Entry Type	Entry Reason	Due Date	Deduction Reason	Dispute Reason	SetID	Promotion Code	Merchandising Type	1 AR645-2	0	-5,875.00	GBP	CR		07/13/2000			SHARE			2 AR645-2	1	0.00	GBP	MC		07/13/2000			SHARE		
Item ID	Item Line	Open Amount	Currency Code	Entry Type	Entry Reason	Due Date	Deduction Reason	Dispute Reason	SetID	Promotion Code	Merchandising Type																																					
1 AR645-2	0	-5,875.00	GBP	CR		07/13/2000			SHARE																																							
2 AR645-2	1	0.00	GBP	MC		07/13/2000			SHARE																																							
Worksheet Business Unit:						Worksheet ID:																																										

Item Split page

Current Item Balance Displays the open amount of the item before you split it.

The Original and Split Item(s) grid displays all of the lines for the item, including the original line item.

Add Click to add a new row for a split item and enter the amount of the split item.

Item ID Displays the original item ID.

Item Line Each time that you click the Add button, the system adds a new line for the split item and assigns the next available line number.

The system also populates the other fields with the values for the previous item in the list. You can change all of these values except the currency. The system assigns today's date for the accounting date and the as of date.

Open Amount Enter the amount that you want to split.

The system adjusts the open amount of the original line each time that you add a new line. For example, if you are splitting a 1,000.00 deduction and the new deduction will be 200.00, the open amount of the original deduction line changes to 800.00.

Entry Reason Enter a new value, if you want a different entry reason on the split item for reporting purposes or to generate different accounting entries.

Due Date Enter the date on which the split item becomes past due.

Deduction Reason For a deduction, enter the reason for the split item.

Dispute Reason For an item in dispute, enter the reason that the item is in dispute.

Promotion Code and Merchandising Type Enter the merchandising type and promotion code associated with a promotion deal for a deduction. This ensures that the promotion fund is updated properly when you offset a deduction.

AR Specialist	Enter a new value, if you want a different AR specialist to manage and track the item.
Action	Select a posting action for the split items, and then click OK. <i>Do Not Post:</i> Saves the changes to the group, but no posting occurs. Select this option to change the posting option for a group set to <i>Batch Standard</i>, if the group has not been processed yet. <i>Post Now:</i> Runs the Receivable Update process immediately, updates the item balances, and creates the accounting entries. <i>Batch Standard:</i> Runs the Receivable Update process the next time that a standard scheduled batch jobs runs. Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the <i>Post Now</i> option only for small groups or when there is an immediate need to post the transaction. The system issues a message, if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. If you run the processes immediately and have enabled the notification feature for the user, the system displays a message when the process completes.
Worksheet Business Unit and Worksheet ID	Displays the business unit for the maintenance group and the maintenance worksheet ID that the system assigns to the group. These values appear after you select an action and click OK.
Items in Other Groups	Click to open the Items in Other Groups page, where you view worksheet groups that contain the item or any pending item groups that contain the item that are not posted. This link is available only if the item is selected in a worksheet or is in a pending item group. To split an item in another group, you must clear the item selection in the worksheet.

Updating Multiple Items

This section provides an overview of the multiple-item update options and discusses how to:

- Change field values for selected items.
- Run the Mass Change process.

Understanding the Multiple-Item Update Options

PeopleSoft Receivables provides two methods for changing field values on multiple items simultaneously:

- Manually, for selected items on the Item List page.
- Automatically, using the Mass Change process (AR_MASSCHG).

This feature is useful, for example, when an AR specialist leaves the organization or moves to a new position within the organization and you need to reassign all of the AR specialist's deductions and disputed items to another person.

You can change field values for the following fields for selected items on the Item List page, or you can change these field values in the Pending Item table (PS_PENDING_ITEM) or Item table (PS_ITEM) when you run the Mass Change process. When you run the Mass Change process, you limit the items whose field values you are changing to a specific business unit, customer group, or customer:

- Credit Analyst
- Collector
- Sales Person
- AR Specialist
- Broker
- Deduction Reason
- Dispute Reason
- Collection Reason (code)
- Due Date
- Payment Method
- Payment Terms

When you run the Mass Change process, you can also:

- Change these fields in the Billing Header table (PS_BI_HDR) in PeopleSoft Billing:
 - Sales Person
 - Credit Analyst
 - Collector
 - Due Date
 - Payment Method
 - Payment Terms
- Change these fields in the Customer Options table (PS_CUST_OPTION):
 - Credit Analyst
 - Collector
 - AR Specialist
 - Payment Method
 - Payment Terms

You can change field values only for open items (items with an open balance). If you have enabled audit history for these fields, the system updates the Audit History table (PS_ITEM_AUDIT).

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Understanding Management of Action Owner Assignments, page 1096.](#)

Pages Used to Update Multiple Items

Page Name	Definition Name	Navigation	Usage
Item List	ITEM_LIST	Accounts Receivable, Customer Accounts, Item Information, Item List, Item List	Select the items whose field values you want to change.
Multi-item Update	AR_MASS_CHNG_SEC	Select <i>Multi-Item Update</i> in the Item Action group box, on the Item List page and then click Go.	Select the fields whose values you want to change, and enter the new values.
Mass Change	MASS_CHANGE_RUN	Accounts Receivable, Customer Accounts, Item Information, Mass Change Process, Mass Change	Enter run parameters for the Mass Change process, select the fields whose values you want to change, enter new values, and select the tables to update from PeopleSoft Receivables, PeopleSoft Billing, and customer tables.

Changing Field Values for Selected Items

Access the Item List page (Accounts Receivable, Customer Accounts, Item Information, Item List, Item List).

To change field values for action owners, collection reasons (codes), exception reasons, due date, payment method, and payment terms for selected items:

1. Enter search criteria to populate the item list.
2. Select the items whose field values you want to change.
3. Select *Multi-item Update* in the Item Action group box and click Go to access the Multi-item Update page.
4. Select the fields whose values you want to change for the selected items.
5. Enter the new value for each selected field in the To field.

See Also

[Chapter 34, "Researching Receivables," Reviewing Item Information, page 1055](#)

Running the Mass Change Process

Access the Mass Change page (Accounts Receivable, Customer Accounts, Item Information, Mass Change Process, Mass Change).

Run Request Parameters

Specify whether you want to limit fields to items associated with a specific business unit, customer group, and customer ID.

Fields to Update

Select the fields whose values you want to change.

From Enter the current field value.

To Enter the new field value.

Data To Update

Open AR Posted Items Select to update the fields for open items in the Item table.

Unposted AR Items Select to update the fields for items in the Pending Item table, if the Posted Flag field is *N* or if the Posted Flag is *Y* and the item status in the Item table is *Open*.

Bill To Customer Options Select to update records in the Customer Options table.

PeopleSoft Billing Select to update records in the Billing Header table, if the bill status is not *INV*, *FNL*, or *CAN*.

Count Only Select to run the process without updating any records. A count of the number of records to be updated appears in the message log.

Adding a Reference Reason to a Posted Item

If you want to associate additional reference reasons with an item for reporting or inquiry purposes, you can add additional codes after you post the item.

This section discusses how to add a reference reason to an item.

Page Used to Add a Reference Reason to a Posted Item

Page Name	Definition Name	Navigation	Usage
Reason Maintenance	REF_REASON_CHNG	Accounts Receivable, Customer Accounts, Item Information, Update Reference Reason, Reason Maintenance	Assign an additional reference reason to posted items, including items that the system creates for on-account payments, adjustments, and deductions on payment worksheets.

Adding a Reference Reason to an Item

Access the Reason Maintenance page (Accounts Receivable, Customer Accounts, Item Information, Update Reference Reason, Reason Maintenance).

Enter search criteria for the items that you want to display on the page, and enter your sort criteria.

Reason Maintenance

SetID:

Unit:

Customer:

Item ID:

Payment ID:

Date used for query:

* Sort All:

[Add Conversation](#) [View/Update Conversations](#)

Items									
	Unit	Customer	Item ID	Item Line	Entry Type	Reason	Ref Reason	Acctg Date	View
1	US001	1001	RE-00006634		IN	OTHER	OTHER	06/09/2006	View
2	US001	1001	RE-00006631		IN	OTHER	OTHER	06/09/2006	View
3	US001	1001	RE-00006622		IN	OTHER	OTHER	05/08/2006	View
4	US001	1001	RE-00006617		IN	OTHER	OTHER	05/08/2006	View
5	US001	1001	PR-1		PR			09/19/2003	View
6	US001	1001	OE-00091136		DR	MAINT	MAINT	07/06/2006	View
7	US001	1001	OC-54		OC	FIN	FIN	04/10/2009	View
8	US001	1001	OC-12		OC	FIN	FIN	03/05/2008	View
9	US001	1001	ARGROUPITEM1		IN			05/09/2005	View
10	US001	1001	0000678511		CR	MAINT	MAINT	07/06/2006	View

Reason Maintenance page

- Add Conversation

Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
- View/Update Conversations

Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

This link appears when at least one conversation exists for the selected customer.
- Search

Click to display items matching your search criteria and to sort the item list.
- Ref Reason (reference reason)

Enter the additional reference reason for each item.
- View

Click to access the Item Activity page and view activity for the item.

Chapter 24

Maintaining Customer Account Balances

This chapter provides an overview of customer account maintenance and discusses how to:

- Maintain customer accounts using the Automatic Maintenance Application Engine process (AR_AUTOMNT).
- Maintain customer accounts using worksheets.
- Review accounting entries and correct errors.
- Process refunds.

Understanding Customer Account Maintenance

PeopleSoft Receivables provides two options to maintain customer account balances. Each option offsets debit items with credit items and writes off items that meet the write-off tolerances:

- The Automatic Maintenance Application Engine process automatically matches debits and credits and writes off remaining balances that meet the write-off tolerances.

The process places them in match groups based on the methods that you set up.

- The maintenance worksheet provides a method that enables you to offset debit and credit items manually or to write off items and remaining balances.

The maintenance worksheet enables you to offset all items in the worksheet or to enter match criteria that generates match groups.

This section discusses:

- Write-off tolerances
- Write-off approvals
- Process flow

See Also

Chapter 24, "Maintaining Customer Account Balances," Maintaining Customer Accounts Using Worksheets, page 760

Chapter 10, "Setting Up Automatic Maintenance Processing," page 325

Write-Off Tolerances

The system uses the write-off tolerances that you defined for the customer, business unit, and entry reason assigned to the write-off item to determine whether the item is eligible to be written off automatically or on the maintenance worksheet. The system also uses the write-off tolerances for the user using the worksheet to determine whether items on a worksheet can be written off. The system uses the most restrictive write-off tolerance values. For example, if the maximum write-off amount is 100.00 for a business unit, 20.00 for a customer, 50.00 for a deduction reason, and 30.00 for the user, the maintenance worksheet uses the 20.00 maximum write-off requirement for the customer because it is the most restrictive.

Note. If you enable a user to override write-off tolerances on the maintenance worksheet, the write-off must still meet the write-off tolerances for the user.

The tolerances determine the maximum amount that the system can write off and the minimum age of an item before the system can write it off. To determine whether to write off an item, the system checks:

- Whether the write-off amount is less than or equal to the tolerance amount.
- Whether the write-off amount of the item is less than or equal to the tolerance percentage of the open amount of the item on the maintenance worksheet.

The Automatic Maintenance process compares the tolerance percentage to the percentage that the remaining balance for a match group is of the total amount of the debit or credits (whichever is higher).

Note. If you select No Match Write-Off for a step in an automatic maintenance method, the Automatic Maintenance process does not check the percentage tolerance because the percentage will always be 100.

- Whether the number of days that the item has been open exceeds the specified tolerance days until write-off.

The system determines the number of days that the item has been open by subtracting the item's accounting date from the system date.

Write-Off Approvals

The write-off approval workflow is designed to require approval for write-off amounts entered on the maintenance worksheet that are below the write-off tolerances but above the approval-needed limit. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. You must set up the write-off approval workflow before using this feature.

Note. The write-off approval workflow is designed to require approval for write-off amounts entered on the payment worksheet, maintenance worksheet, or draft worksheet only. The workflow does not pick up write-off transactions from processes such as the Automatic Maintenance process.

See Also

[Chapter 5, "Defining Additional Processing Options," Setting Up Write-Off Approval Workflow, page 144](#)

[Chapter 21, "Applying Payments," Approving Write-Off Amounts Using Workflow, page 681](#)

Process Flow

To maintain customer account balances:

1. (Optional) Run the Automatic Maintenance process.
2. Enter item selection criteria and matching criteria, and build maintenance worksheets.
3. Use the worksheet to match debits and credits and create write-off, refund, and adjustment items.

Note. If you specify in the automatic maintenance method that you want to generate a worksheet for specific conditions, the Automatic Maintenance process automatically builds the worksheet. Use the worksheet to review the maintenance groups before posting.

4. Set the maintenance worksheet to post.

Each maintenance worksheet creates one maintenance group. The next time that the Receivable Update Application Engine process (ARUPDATE) runs, the system updates the customer balances and item activity for the selected items and generates the appropriate accounting entries.

Note. The Automatic Maintenance process also creates maintenance groups and automatically sets them to post, unless the automatic maintenance method indicates that the process should generate a worksheet.

Prerequisites

Before you can maintain items, you must:

- Create automatic entry types for maintenance groups, using the Automatic Entry Type component.
- Create control distribution codes for the maintenance worksheet and the Automatic Maintenance process.
- Assign a default control distribution code to each business unit.
- Define write-off tolerances for:
 - Each business unit on the Receivables Options - General 1 page.
 - (Optional) Individual customers on the Write-Off Info page.

The system default for customers is no limit.

- Individual entry reasons for automatic entry type for the MT-02, MT-03, MT-06, and MT-07 system functions on the Automatic Entry Type - Selection page.

The system default is zero, which means that nothing can be written off. If you want to enable write-offs, you must enter the tolerance values.

- Users who will use the maintenance worksheet on the Define User Preferences - Receivables Data Entry 2 page.

The system default is zero. If you want to enable a user to write off items, you must enter values.

- (Optional) Setup approval workflow for write-off amounts.
- Define reference qualifier codes for the maintenance worksheet.
- (Optional) Define automatic maintenance methods.
- (Optional) Assign an automatic maintenance method to each business unit.
- (Optional) Define worksheet reasons.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55

Chapter 3, "Defining PeopleSoft Receivables Business Units," page 19

Chapter 5, "Defining Additional Processing Options," page 119

Chapter 10, "Setting Up Automatic Maintenance Processing," page 325

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining User Preferences," Defining Receivables Write-off and Discount Tolerances

Chapter 5, "Defining Additional Processing Options," Setting Up Write-Off Approval Workflow, page 144

Maintaining Customer Accounts Using the Automatic Maintenance Process (AR_AUTOMNT)

This section provides an overview of automatic maintenance, lists common elements, and discusses how to:

- Run the Automatic Maintenance process.
- (Optional) Run the Actual Matches report.
- (Optional) Run the Potential Matches report.

Understanding Automatic Maintenance

The Automatic Maintenance process automatically matches debit and credit items based on criteria in automatic maintenance methods. It places the matching items in match groups and either creates write-off items to balance the group or creates an adjustment item to resolve the remaining balance for a group. The Automatic Maintenance process uses the anchor business unit to write off any remaining balances. Depending on the instructions in the automatic maintenance method, it either sets the match group to post or puts the match group on a maintenance worksheet. Use the worksheet to review the match groups and to set the maintenance group to post. It places all match groups for a corporate customer on the same worksheet.

Note. The process assigns items to the appropriate customer on the worksheet based on the customer level that you select for the automatic maintenance method step. For example, if you select *Corporate* for the customer level, the items are assigned to the corporate customer.

After you run the process, you can run these reports:

- Actual Matches report, which lists new pending items that the Automatic Maintenance process created and set to post.

The report indicates the maintenance group and match group to which each item belongs.

- Potential Matches report, which lists new worksheet items that the Automatic Maintenance process put on maintenance worksheets.

The report provides the worksheet ID and match group ID for each item.

You can run the Potential Matches report and Actual Matches report for a single process instance of the Automatic Maintenance process by running the Automatic Maintenance and Reports multiprocess job (ARAUTOMT).

Common Elements Used in This Section

Process Instance

Enter the number of a process instance for the Automatic Maintenance process to include only items from a specific run of the process.

Separate DR/CR Amount Fields (separate debit/credit amount fields)

Select to display the entered amount for each item in either the Debit Total or Credit Total column depending on whether it is a debit or credit item. Otherwise, the report displays all item amounts in the Entered Amount column.

Pages Used to Maintain Accounts Using the Automatic Maintenance Process

Page Name	Definition Name	Navigation	Usage
Automatic Maintenance	AUTOMNT_REQUEST	Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Request Automatic Maintenance, Automatic Maintenance	Run the Automatic Maintenance process.
Actual Matches Report	RUN_AR11004	Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Actual Matches Report, Actual Matches Report	Running the Actual Matches report (AR11004).

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Potential Matches Report	RUN_AR11005	Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Potential Matches Report, Potential Matches Report	Running the Potential Matches report (AR11005).

Running the Automatic Maintenance Process

Access the Automatic Maintenance page (Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Request Automatic Maintenance, Automatic Maintenance).

Override Method

Select an automatic maintenance method if you want to use the same method for all items instead of the method assigned to the business unit.

Select one of these methods:

- *MATCH EQUAL AMT* (match equal amount)

Select to match debits and credits for items exactly by their open amounts.

- *NO MATCH WO* (no match write-off)

Select to write off debit or credit items that were not matched by the previous steps that have an amount that is less than the tolerances that you defined.

- *OLDEST*

Select to match using the #OLDEST algorithm, which matches items by due date.

- *REFERENCE MATCH*

Select to match by reference information.

See PeopleSoft Receivables: "Setting Up Automated Maintenance Processing," Understanding Automatic Maintenance Methods, Viewing a Sample Automatic Maintenance Method.

Anchor Business Unit

Select the business unit to use for transactions that cross business units for interunit accounting entries. Leave blank to use the business unit of the first item in each group as the anchor business unit for the maintenance group.

If you enter an anchor business unit, the system uses the format currency for the business unit to convert transaction amounts to a common currency. Otherwise, it uses the format currency for the lowest-value business unit that you enter in the Process Request Parameters grid. The process assigns the same anchor currency to each Maintenance worksheet that it creates. The system displays the worksheet totals in the anchor currency.

Note. The system uses the anchor business unit to perform an automatic write-off of a remaining amount.

Accounting Date

Enter the accounting date for the process to use as the accounting date for any new items that it creates. If you leave the field blank, the process uses the date at the time of the run as the accounting date.

Item Selection Criteria

Select one of the following dates for the last activity date:

- *Specific Date*, for which the process selects items with a last activity date that is less than or equal to a date the user selects in the Specific Date field on this page.
- *Today*, for which the process selects items with a last activity date that is less than or equal to the current date at the time the process is run.
- *All Dates*, for which the process selects all items regardless of the last activity date.

Business Unit

Enter the ID of all business units for which you want to match items. If you do not want to create match groups that include items across all business units, enter only one business unit.

Running the Actual Matches Report

Access the Actual Matches Report page (Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Actual Matches Report, Actual Matches Report).

From Date and To Date

Enter the date range that identifies when the Automatic Maintenance process created the pending items.

Running the Potential Matches Report

Access the Potential Matches Report page (Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Potential Matches Report, Potential Matches Report).

From Date and To Date

Enter the date range that identifies when the Automatic Maintenance process created the worksheets.

Maintaining Customer Accounts Using Worksheets

This section provides an overview of how to use the maintenance worksheet, lists a common element, and discusses how to:

- Build a maintenance worksheet.
- (Optional) Specify matching criteria.
- Use the worksheet to maintain items individually.
- Maintain items in match groups.
- View and update item details.
- Distribute multiple revenue lines.
- Choose a worksheet action.

Understanding How to Use the Maintenance Worksheet

This section provides an overview of the maintenance worksheet and discusses:

- Process flow
- Match groups

A maintenance worksheet is a workspace for offsetting, writing off, or adjusting posted items. You can also use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

You can use two different views to work with the worksheet:

- Use the normal view to work with items individually.

Select the items that you want to maintain individually; however, the worksheet must have a zero balance at the end before you can post a worksheet. The amount of the debits that you selected and the amount of the credits that you selected, plus the amount of adjustments must equal zero.

- Use the group view to work with items in match groups.

Specify matching criteria to work with items in match groups. The total of the debit and credit items in each match group must equal zero before you can post the worksheet. You can change the amount of an item that you are matching, add and remove items in each match group, or create a write-off item for the remaining balance for a group. The system uses the anchor business unit to perform an automatic write-off of a remaining amount. This method is useful when you want to resolve deductions by matching them to offsetting credit memos.

Note. The Item Activity by Match Group page displays all the items in each match group for an item maintenance activity. This enables you to see all the offsetting items used to close an item.

See [Chapter 23, "Maintaining and Reviewing Item Information," Reviewing Item Activity for a Match Group, page 740.](#)

Because you frequently do not resolve the remaining balance for an item at one time, you can partially match a debit to a credit item or partially write off an item by changing the amount for the item on the worksheet. The system updates only the amount of the item that you specify.

Process Flow

To use a maintenance worksheet:

1. Enter information that determines which items appear in the worksheet.
2. (Optional) Enter criteria to match items in match groups.
3. Use the Worksheet Application or Worksheet Group View page to select items to match, to create write-off and adjustment items, or to create refund items.
4. Set the worksheet to post.

Match Groups

If you work with the worksheet in group mode, the system places debits and credits in match groups based on your matching criteria. The match group can contain items that belong to different business units and customers. Each group contains at least one credit and a least one debit. You can move items from one group to another as needed.

Common Element Used in This Section

Reason Code

(Optional) Select a reason code to apply to all items selected on the worksheet. This reason code appears with the item activity for these items.

Pages Used to Maintain Customer Accounts Using Worksheets

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Worksheet Selection	WS_IDENTIFY_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Selection	Create a new worksheet, or add and change items on an existing maintenance worksheet. Build the worksheet.
Worksheet Matches	WS_WORKSHEET_MTCHS	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Matches	Specify matching criteria to create match groups in the worksheet and build the worksheet.
Worksheet Application	WS_WORKSHEET_IC	- Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application - Click the Normal View link on the Worksheet Group View page.	Offset individual debits and credits, write off items, create new items, or refund items.
Worksheet Group View	WS_WORKSHEET_IC2	- Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet Match Groups, Worksheet Group View - Click the Group View link on the Worksheet Application page.	Balance match groups, create write-offs and new items, or refund items as needed.
Move Item	WS_MOVE_ITEM	Click the Move button on the Worksheet Group View page.	Move an item to a different match group.
Anchor Information	AR_WS_ANCHOR_SEC	Click the Anchor Information link on the Worksheet Application page or the Worksheet Group View page.	Specify the anchor currency for multicurrency processing and the anchor business unit and distribution code for the maintenance control distribution lines.

Page Name	Definition Name	Navigation	Usage
Currency Conversion	EU_CUR_CNV_WS_SEC	 Click the Currency Conversion Panel button on the Worksheet Application page or the Worksheet Group View page.	Select the currency code, rate, and date of conversion for the display currency on the worksheet. The values that you enter determine the currency and amount for the Conversion Amount - Currency field.
Worksheet Application Detail View	WS_WORKSHT_IC_DTL	 Click the View Detail button on the Worksheet Application page or the Worksheet Group View page.	View or change details about a selected item on a worksheet. Write off a remaining balance for the worksheet.
Item Activity Detail	ITEM_ACTIVITY_DRILL	Click the Item Activity link on the Worksheet Application Detail View page.	View all activities for an item.
Conversations	CONVER_DATA1_SS	Click the Conversations link on the Worksheet Application Detail View page.	Add or view conversation entries for the item.
Item in Other Groups	ITEM_MGROUP_SEC	Click the Item in Other Groups link on the Worksheet Application Detail View page.	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Additional Customer Information	CUST_INFO_SEC	Click the Additional Cust Information link on the Worksheet Application Detail View page.	View additional customer information.
Multiple Revenue Line Distribution	AR_MRL_SEC	Click the Revenue Distribution link on the Worksheet Application Detail View page, the Worksheet Application page, or the Worksheet Group View page.	Determine how to distribute revenue to control budgets for partial payments when an item has multiple revenue lines.

Page Name	Definition Name	Navigation	Usage
AR Billing Inquiry (accounts receivable billing inquiry)	AR_BI_INQUIRY_B	Click the View Billing Information link on the Worksheet Application Detail View page.	Review details for an invoice in PeopleSoft Billing. The amounts are in the base currency. This page contains data only if you use PeopleSoft Billing. Use the Go To field to access a page in the Bill Inquiry component (BI_INQUIRY) in PeopleSoft Billing. See Chapter 23, "Maintaining and Reviewing Item Information," Pages Used to Change and Review Item Information, page 727.
Worksheet Action	WS_ACTION_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Finalize Worksheet, Worksheet Action	Select a posting action, create or review accounting entries, delete a worksheet, create accounting entries online for the worksheet, or delete accounting entries.

Building a Maintenance Worksheet

Access the Worksheet Selection page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Selection).

Worksheet Selection

Worksheet Matches

Unit: JPN01

Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: Customer Items

Customer Reference

Find | View All | First 1 of 1 | Last

Cust ID: 1005

Business Unit: US001

Name: Golden Inc.

Remit SetID: SHARE

Corporate SetID: SHARE

MICR ID:

Remit From ID: 1005

Corporate ID: 1005

Rate Type: CRRNT

Acctg Date: 6/15/2006

Link MICR

Reference Criteria

*Reference Criteria: None

Item Reference

Customize | Find | View All | First 1 of 1 | Last

*Restrict to: All Customers

*Match Rule: Exact Match

Anchor Business Unit:

Qual Code	Reference	To Reference

Item Inclusion Options

☒ All Items

☐ Deduction Items Only

☐ Items in Dispute Only

☐ Exclude Deduction Items

☐ Exclude Collection Items

☐ Exclude Dispute Items

Item Selection Filter

Accounting Date From:

Acctg Date To:

AR Specialist:

Deduction Reason:

Broker ID:

Worksheet Action

Build

Clear

Created Date/Time:

Number of items in worksheet: 0

Worksheet Selection

Worksheet Application

Worksheet Action

Worksheet Selection page

Customer Criteria

Customer Criteria

Select the type of customer that you want to include in the worksheet. Values are: *Corporate Items*, *Customer Items*, *Remit From Items*, and *None*. If you select *None*, the system creates a worksheet based on your other selection criteria and does not limit items to specific customers. In addition, if you select *None*, the Customer Reference fields are not available.

Cust ID (customer ID) and Business Unit

Enter a customer ID and business unit.

Note. If you select *Corporate Items* or *Remit From Items* in Customer Criteria, you must enter a business unit. The system needs a business unit to determine the setID of corporate and remit from customers. The resulting worksheet displays all open items that have the specified corporate or remit from customer across *all* business units, not just the business unit that you selected.

Rate Type

Required if you are working with multiple currencies. The default value for the rate type comes from the value that you defined for the business unit on the Receivables Options - Payment Options page.

Warning! If you do not enter a rate type and you select multicurrency items, the system returns you to the Worksheet Selection page, and you must start from the beginning. None of your work on the worksheet will be saved. To avoid accidentally losing your work, enter a rate type on the Receivables Options - Payment Options page so that you always have a default value on the Worksheet Application page.

MICR ID (magnetic ink character recognition ID)

(Optional) Enter the customer's MICR ID.

Link MICR

Link the customer's MICR ID to other customers who have the same MICR ID.

Accounting Date

For new worksheets, select the accounting date that you want to apply to all items that you select on the worksheet.

For existing worksheets, you can change the accounting date only if no items have been selected on the worksheet. If you have selected items, click the Clear button to clear the selections. Then change the accounting date.

Reference Criteria**Reference Criteria**

Select a value that indicates how you will identify the items for the worksheet. Values are *Specific Value*, *None*, and a *Range of References*. If you select either *Range of References* or *Specific Value*, you work with the other two Item Reference fields.

Note. The only instance in which you can use reference criteria independently of customer criteria is when *All Customers* appears as the value for the Restrict to field.

Restrict To

Select a value to qualify items by customer. Values are *All Customers*, *Corporate Cust Only*, *Customer Only*, and *Remit Cust Only*.

Match Rule

If you selected *Specific Value* in the Reference Criteria field, specify whether the item information is an exact match or a like match. A *like match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a purchase order (PO) number of 24% and select *Like Match*, the worksheet will contain all items having PO numbers beginning with 24xx, but will not catch a PO number of x24x.

Anchor Business Unit	Select a business unit. The system uses the currency for the business unit as the anchor currency for conversion when items on the worksheet are in different currencies. The system also uses the maintenance control code (AR distribution code) that you assigned to this business unit to create offsetting accounting entries. The system uses this business unit when you perform an automatic write-off of a remaining balance. If items are selected on the worksheet, you cannot change an anchor business unit. To change an anchor business unit, click the Clear button to clear the selections.
Currency	Enter the control currency for the worksheet. This field appears only if you enter reference values.
Reference and To Reference	If you selected <i>Specific Value</i> in the Reference Criteria field, enter the specific item reference. If you selected <i>Range of References</i> , enter the starting and ending values for the range of references.
Reference Qualifier Code	Select the type of reference, such as document, item, purchase order, or any other criteria that you set up on the Reference Qualifier page. Note. You must enter a qualifier code before you enter a reference number if you do not have a default value assigned to the business unit.

Item Inclusion Options

All Items, Deduction Items Only, and Items in Dispute Only	Select one of these options to indicate the type of items to include in the worksheet. If you select All Items, you can select one or more of these check boxes to exclude those item types from the worksheet: Exclude Deduction Items, Exclude Collection Items, and Exclude Dispute Items.

Item Selection Filter

To limit the list of items on the worksheet, enter additional selection criteria in the Item Selection Filter group box. The Worksheet Application page displays only items the values of which match the ones that you enter. For example, enter the code for a receivables (AR) specialist to view only the items assigned to that person. This option is useful when you want to build a worksheet to resolve deductions.

Worksheet Action

Build	Click to create a new worksheet or to add items that meet your selection criteria to an existing worksheet.
Clear	Click to remove all items from an existing worksheet.

Specifying Matching Criteria

Access the Worksheet Matches page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Matches).

Worksheet Selection

Worksheet Matches

Worksheet Business Unit: JPN01

Worksheet ID: 9

Accounting Date: 06/15/2009

Reason Code:

Match Criteria										Customize Find View All First 1-2 of 2 Last		
	Field Match	Debit Field	Operator	From	To	Operator	Credit Field	Operator	From	To		
1	Value	Document ID	=	MW1		and	Document ID	=	MW1		+	-
2 or	Field	Order No				=	Order No				+	-

Build

Clear

Created Date/Time: 10/08/2009 2:24PM

Number of items in worksheet:

Worksheet Matches page

You specify the criteria for matching debit items to credit items in the Match Criteria group box. When you build the worksheet, the system displays groups of matching debit and credit items on the Worksheet Group View page.

Field Match

- Select an option for matching the field values. Options are:
- Field:* Select to match any value in a specific debit item field to the exact same value in a specific credit item field. When you select this option, only the Debit Field and Credit Field are available.
 - Value:* Select to match a specific or partial value in a specific debit field to a specific or partial value in a specific credit field.

Debit Field and Credit Field

- Select the matching criteria for debits in the debit fields and the matching criteria for credit items in the credit fields.
- For each line, select the field on the Item table (PS_ITEM) that you want to match. Values are *Bill of Lading, Broker ID, Carrier ID, Claim Number, Class of Trade, Contract, Division, Document ID, Entry Reason, Family, Invoice, Item ID, Major Classification, Order No, Price Promotion Code, Proof of Delivery, Purchase Order Ref, Sales Person, and Sales Person 2.*

Operator	Select the operator for each field match: = (equal): Matches the exact value that you enter in the From field. <i>BTW</i> (in between): Matches a range of values that you enter in the From and To fields. For example, if you enter <i>C</i> to <i>DZ</i> , it matches all values that begin with C to DZ. <i>LIKE</i> (like comparison): Includes references that begin or end with the same characters or numbers by entering a partial value and the percent (%) wildcard in the From field. For example, if you enter a PO number of <i>24%</i> , it matches items that have PO numbers beginning with 24xx, but won't match a PO number of x24x.
Note. The To field is available only if you selected <i>BTW</i> for the operator. If you selected <i>LIKE</i> , you must enter a percent wildcard in the From field.	

The system creates one match group that contains all of the items that meet your matching criteria for each line. For example, enter the following matching criteria:

Debit Field	<i>ITEM</i>
Operator	=
From	<i>DE134</i>
Credit Field	<i>ITEM</i>
Operator	<i>LIKE</i>
From	<i>CR123%</i>

If you have the debit item DE1234 and the CR1234, CR1236, and CR1239 credit items in the system, the system creates one match group containing these items:

- DE1234
- CR1234
- CR1236
- CR1239

Worksheet Action

Build	Click to create a new worksheet or to add items that meet your selection criteria to an existing worksheet.
Clear	Click to remove all items from an existing worksheet.

Using the Worksheet to Maintain Items Individually

Access the Worksheet Application page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application, and click the Normal View link on the Worksheet Group View page).

Worksheet Application

Unit: US001 Worksheet ID: 51 Currency: USD Accounting Date: 10/18/2003 Reason Code:

Item Action

Entry Type: Offset an Item Reason:

Row Selection

Choice: Select Range Range: 1-3 Go

Display Control

Display: All Items Go

Item List

Customize | Find | View All | | | First | 1-8 of 39 | Last

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer		
	1	☒	888.88	USD	DMNV1-100		MT			US001	USA01	+	-
	2	☒	1,100.00	USD	DMNV1-101		MT			US001	USA01	+	-
	3	☒	950.50	USD	DMNV1-102		MT			US001	USA01	+	-
	4	☐	988.50	USD	DMNV1-103					US001	USA01	+	-
	5	☐	352.13	USD	DMNV1-104					US001	USA01	+	-
	6	☐	416.22	USD	DMNV1-105					US001	USA01	+	-
	7	☐	10,521.00	USD	DMNV1-106					US001	USA01	+	-
	8	☐	182.50	USD	DMNV1-107					US001	USA01	+	-

Add Item

[Group View](#) [Write-Off Remaining Amount](#) [Revenue Distribution](#)

Balance

Dr: 2,939.38 Cr: 0.00 Adj: 0.00 Net: 2,939.38 WO: 0.00 Ref: 0.00

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

Worksheet Application page

The page appears in normal view if you did not enter any matching criteria on the Worksheet Matches page or if the matching criteria did not generate any match groups.

Anchor Information

Click to access the Anchor Information page, where you select an anchor business unit and anchor currency for multicurrency processing. Select a control distribution code for accounting entries. If an item is selected on the worksheet, then you are unable to change or select any of these fields.

Working with Item Selection Controls

The item selection controls enable you to work with all items in the worksheet at once or a specified range of items.

770

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Entry Type and Reason

Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the Reason field if you selected the Require Reason check box for the entry type on either the Item Entry Type - Selection page or the Automatic Entry Type - Selection page. Valid entry types are:

Offset an Item: Select to offset all of the selected items.

Refund a Credit: Select to refund selected credit items. If you also have debit items selected, the system ignores them.

Write off a Debit: Select to write off selected debit items. If you also have credit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit.

Write off a Credit: Select to write off selected credit items. If you also have debit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit.

If you receive a warning message that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit.

Note. If you select an item that is selected in another worksheet, and you selected the No Mult Pending Item Selection field on the Installation Options - Receivables page, the system does not select the item in the grid. To determine whether the item is selected in another group, click the Items in Other Groups link on the Detail View page for the item. The system also does not automatically select an item that you added to the worksheet by clicking the Add Item button if that item is selected in another worksheet.

Important! The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT (value added tax) only if VAT applicability is set to *Exempt* or *Out of Scope*.

Choice and Range

Select an option to select or deselect multiple items at a time. Values are *Select All*, *De-Select All*, *Select Range*, *De-Select Range*.

If you select *Select Range* or *De-Select Range*, enter the range in the Range field. For example, enter 4-7.

Go

Click to apply your selections to the items in the grid and to update the worksheet balances.

If you have a remaining balance, you can write off the remaining balance or create a new debit or credit item for the difference.

Using Item Display Controls

Display	Specify which items to display in the grid, such as <i>All Items</i> , <i>Unselected Items</i> , or <i>Selected Items</i> .
Go	Click to refresh the item list and balances.
	Click the Currency Conversion Panel button to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.
Sort All	Use the Sort All field to sort <i>all</i> items in the worksheet, not just the items that are displayed in the scroll area. This field is not available if the number of rows does not exceed the maximum chunk size. Select <i>Match</i> to place matching credits and debits together. The worksheet matches the items by comparing the item ID and line number with the document and document line number. Select <i>Items</i> to sort the worksheet in the order that you entered the items on the Worksheet Selection page. Then click Go to resort all items in the worksheet. The page displays the selected rows that currently appear in the list. Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle recommends a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily. These fields and buttons are not available if the number of rows does not exceed the maximum chunk size.

Working with Item Summary Information

Use the Customize link to sort by column and reorder, hide, and freeze columns. This enables you to put the key fields that you want to review on the Detail 1 tab and sort your data.

See the section on using grid and scroll area controls in the *PeopleTools PeopleBook: PeopleSoft Applications User's Guide*.



Click the View Detail button to access the Worksheet Application Detail View page, where you view and update details for an item.

Note. If you selected the option to view all items in the grid, the Detail View page displays information about all items in the grid and the page takes longer to open.

Seq Nbr (sequence number)	This number relates to the order in which the items were entered on the Worksheet Selection page. Initially the items appear in this order. If you sort the worksheet based on the value in another column or by using the Sort All field, the number stays with the item, but the grid order changes. Use this column to resort the worksheet in the original order.

Item Balance

Displays the amount of the item on which you are taking action. Change the amount if you do not want to take action on the full amount of the item. For new items that you create, add the amount for the item.

Item ID and Line

If you added a new item to the worksheet to balance the worksheet, enter the item ID and line number. If you need to add additional information for the item, use the Worksheet Application Detail View page.

Type and Reason

Select the entry type and reason for the activity. If you are working with an existing item, select one of these entry types:

MT (Offset an Item): Select to match the item.

Note. If you are offsetting a vendor rebate claim or claimback item derived from PeopleSoft Purchasing or PeopleSoft Order Management and the item's business unit is associated with a VAT entity, you create two items, one with the base amount of the item in the Item Balance field and one with the VAT amount for the item in the Item Balance field. Use the MT (Offset an Item) entry type for each item. Use the CRBSE entry reason for the row with the base amount and CRVAT entry reason for the row with the VAT amount. You also must enter the reference number for the claim item in the Document field on the Worksheet Application Detail View page.

RC (Refund a Credit): Select to refund a credit item.

WO (Write-off a Debit): Select to write off a debit item.

WOC (Write-off a Credit): Select to write off a credit item.

If you are working with a new item in the worksheet that you created by adding a new row to the worksheet, select one of these entry types:

MC (Create New Credit): Select to create a new credit memo and add the amount to the adjustment total. The amount in the balance field must be negative.

MD (Create New Debit): Select to create a new debit memo and add the amount to the adjustment total. The amount in the balance field must be positive.

RRC (Refund Remaining Credit): Select to refund the remaining balance for the worksheet in the Net field.

WRC (Write-off Remaining Credit): Select to write off the remaining credit balance for the worksheet in the Net field. The system creates a credit (MT-05) and adds the amount to the adjustment total. It also creates a credit write-off (MT-06) and adds that amount to the write-off total.

WRD (Write-off Remaining Debit): Select to write off the remaining debit balance for the worksheet in the Net field. The system creates a debit memo (MT-04) and adds the amount to the adjustment total. It also creates a debit write-off (MT-07) and adds that amount to the write-off total.

Note. If you receive a warning message that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit.

Important! The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT only if VAT applicability is set to *Exempt* or *Out of Scope*.

Add Item

Click to add an existing item that is not already in the worksheet. When you add an item, enter the business unit, customer ID, and item ID. The system selects the item and assigns an MT offset entry type. If you are using line items, all line items for the item are selected. If you attempt to add an invalid item ID or any open item that does not meet the current editing criteria, it will not be added to the worksheet.

Note. To add all of another customer's open items as opposed to a single item, access the Worksheet Selection page, where you can add a customer ID and rebuild the worksheet.

Group View

Click to access the Worksheet Group View page, where you match items in match groups.

Write Off Remaining Amount

Click to write off the remaining balance for the worksheet. The link is available only if a balance is in the Net field. The system creates two new pending items—the new debit or credit and the write-off—and assigns an item ID to each item. Override the item ID if you want to assign your own number.

If the net amount is greater than zero, the system creates a debit memo (MT-04) and adds the amount to the adjustment total. It also creates a debit write-off (MT-07) and adds that amount to the write-off total.

If the net is less than zero, the system creates a credit (MT-05) and adds the amount to the adjustment total. It also creates a credit write-off (MT-06) and adds that amount to the write-off total.

If either MT-06 or MT-07 have the Require Reason option selected, you will not be able to use this link. Instead, you must create a new line on the Worksheet and enter the information for the write-off including the reason code.

Revenue Distribution

Click to distribute revenue amounts for control budgets when an item has multiple revenue lines and you are only partially taking action on it. This link is available only if you enabled commitment control processing and if you enabled the entry of multiple revenue lines for the business unit.

Balance

The system updates the balance information when you click Go or Refresh, or you save the worksheet. You must have a zero balance before you can post the worksheet.

Dr (debit)

Displays the total of positive amounts.

Cr (credit)

Displays the total of negative amounts.

Adj (adjustment)

Displays the amount of new debit and credit pending items that you created.

Net

Displays the remaining or unmatched amount for selected items (debits – credits + adjustments).

WO (write-off)	Displays the total of both item and remainder write-offs.
Ref (refund)	Displays the total of refunded items.

Maintaining Items in Match Groups

Access the Worksheet Group View page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet Match Groups, Worksheet Group View, and click the Group View link on the Worksheet Application page).

The page opens in group view if you entered matching criteria on the Worksheet Matches page and your criteria generated match groups.

Each match group contains the items that matched based on your matching criteria. Match group number 99999 contains all items that did not match any other items. The group balance for each match group must be zero before you can post the worksheet. Also, the net amount for the worksheet must be zero.

To balance a match group, you can:

- Select the items to offset.
- Write off an item or write off the remaining balance for an item.
- Change the balance for an item to partially match it.
- Move items to another group.
- Add a new item to the group.
- Delete items from the group.

Use the Match Group scroll area to scroll through the match groups. Use the Item List grid to scroll through items within a match group.

Anchor Information Click to access the Anchor Information page, where you select an anchor business unit and anchor currency for multicurrency processing. Select a control distribution code for accounting entries. If an item is selected, then you will not be able to change or select any of these fields.



Click the Currency Conversion Panel button to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.

Normal View Click to access the Worksheet Application page, where you match individual items instead of matching items in groups.

Revenue Distribution Click to distribute revenue amounts for control budgets when an item has multiple revenue lines and you are only partially taking action on it. This link is available only if you enabled commitment control processing and if you enabled the entry of multiple revenue lines for the business unit.

Using the Item Controls to Balance Groups

The item selection controls enable you to work with all items in a single match group at once or a specified range of items.

Entry Type and Reason

Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the Reason field if you selected the Require Reason field for the selected entry type on either the Item Entry Type - Selection page or the Automatic Entry Type - Selection page. Valid entry types are:

MT (Offset an Item): Select to offset all of the selected items.

RC (Refund a Credit): Select to refund selected credit items. If you also have debit items selected, the system ignores them.

WO (Write off a Debit): Select to write off selected debit items. If you also have credit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit.

WOC (Write off a Credit): Select to write off selected credit items. If you also have debit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit.

If you receive a warning message that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit.

Note. If you select an item that is selected in another worksheet, and if you selected the No Mult Pending Item Selection option on the Installation Options - Receivables page, the system does not select the item in the grid. To determine whether the item is selected in another group, click the Items in Other Groups link on the Detail View page for the item.

Important! The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT only if VAT applicability is set to *Exempt* or *Out of Scope*.

Match Group

Select the number of the match group with which you want to work.

Choice and Range

Select an option to select or deselect multiple items in the group at once. Values are *Select All*, *De-Select All*, *Select Range*, *De-Select Range*, and *none*.

If you select *Select Range* or *De-Select Range*, enter the range in the Range field. For example, enter 4-7.

Go Click to apply your selections to the items in the match group and to update the group balance and worksheet balances.

If you have a remaining balance for a match group, you can write off the remaining balance or create a new debit or credit item for the difference. To write off the remaining balance, add a new row for a write-off item to the match group and enter the remaining amount in the Item Balance field. Select either the WRD or WRC entry type to write off the remaining debit or credit.

Working with Individual Items to Balance Match Groups

Use the Customization link to sort by column and reorder, hide, and freeze columns. This will enable you to put the key fields that you want to review on the Detail 1 tab and sort your data.

See the section on using grid and scroll area controls in the *PeopleTools PeopleBook: PeopleSoft Applications User's Guide*.



Click the View Detail button to access the Worksheet Application Detail View page, where you can view and update details for an item.

Note. You can review only one item in the Detail page when clicking the View Detail button on the Worksheet Group View page.

- Item Balance** Displays the amount of the item on which you are taking action. Change the amount if you do not want to take action on the full amount of the item. For new items that you create, add the amount for the item.
- Seq (sequence)** This number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items in each match appear in this order. If you sort the match group based on the value in another column, the number stays with the item, but the grid sequence number for the item in the left column changes. Use this column to resort the worksheet in the original order.
- Item ID and Line** If you added a new item to the match group to balance the group, enter the item ID and line number. Add additional information for the item on the Detail View page.

Type and Reason

Select the entry type and reason for the activity. If you are working with existing items, select one of these entry types:

MT (Offset an Item): Select to match the item.

Note. If you are offsetting a vendor rebate claim or claimback item derived from PeopleSoft Purchasing or PeopleSoft Order Management and the item's business unit is associated with a VAT entity, you create two items, one with the base amount of the item in the Item Balance field and one with the VAT amount for the item in the Item Balance field. Use the MT (Offset an Item) entry type for each item. Use the CRBSE entry reason for the row with the base amount and CRVAT entry reason for the row with the VAT amount. You also must enter the reference number for the claim item in the Document field on the Worksheet Application Detail View page.

RC (Refund a Credit): Select to refund a credit item.

WO (Write off a Debit): Select to write off a debit item.

WOC (Write off a Credit): Select to write off a credit item.

If you are working with a new item in the match group that you created by adding a new row, select one of these entry types:

MC (Create New Credit): Select to create a new credit memo and add the amount to the adjustment total. The amount in the balance field must be negative.

MD (Create New Debit): Select to create a new debit memo and add the amount to the adjustment total. The amount in the balance field must be positive.

RRC (Refund Remaining Credit): Select to refund the remaining balance for the match group in the Group Balance field.

WRC (Write-off Remaining Credit): Select to write off the remaining credit balance for the match group in the Group Balance field. The system creates a credit (MT-05) and adds the amount to the adjustment total. It also creates a credit write-off (MT-06) and adds that amount to the write-off total.

WRD (Write-off Remaining Debit): Select to write off the remaining debit balance for the match group in the Group Balance field. The system creates a debit memo (MT-04) and adds the amount to the adjustment total. It also creates a debit write-off (MT-07) and adds that amount to the write-off total.

Note. If you receive a warning that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit.

Important! The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT only if VAT applicability is set to *Exempt* or *Out of Scope*.

Move

Click to access the Move Item page. Select the Move Item check box and enter the number for the new match group in the To Match Group ID field. Click Save to move the item.

Viewing and Updating Item Details

Access the Worksheet Application Detail View page (click the View Detail button on the Worksheet Application page or the Worksheet Group View page).

Item Balance

To partially take action on an item, change the amount and click Edit to update the worksheet balance information.

Entry Type and Entry Reason Select the entry type and reason for the activity.

Location

Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the Item Address option for the correspondence customer on the Correspondence Options page.

Document

If you are applying the payment to a vendor rebate claim item or claimback item that is derived from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, it sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management to use to reconcile the claims on the claims management workbench.

This field is available for existing items only if you enter entry reasons on the AR Integration page.

Click the links to view and update more information about the item.

Note. To save your changes, return to the Worksheet Application or Worksheet Group View page.

Distributing Multiple Revenue Lines

Access the Multiple Revenue Line Distribution page (click the Revenue Distribution link on the Worksheet Application Detail View page, the Worksheet Application page, or the Worksheet Group View page).

See [Chapter 21, "Applying Payments," Distributing Amounts for Multiple Revenue Lines for Control Budgets, page 673.](#)

Choosing a Worksheet Action

Access the Worksheet Action page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Finalize Worksheet, Worksheet Action).

Delete Worksheet	Click to delete the entire worksheet and any accounting entries that you created for the worksheet.
Delete Maintenance Group	Click to delete the accounting entries that you created, but leave the worksheet intact.
Action	If approval workflow is enabled, any write-offs must be approved before you can proceed with any of the posting actions. You must select Submit to Workflow action. The approver can access the worksheet and change this action to Pending Approval. Once the write-off is approved, the system enables the approver to perform a posting action. Select a posting action for the group and click OK to carry out the action. Values are: <i>Do Not Post:</i> Saves the changes to the group, but no posting occurs. Use this option to change the posting option for a group set to <i>Batch Standard</i> if the group has not been processed yet. <i>Post Now:</i> Runs the Receivable Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes. <i>Post Now to GL:</i> Runs the Receivable Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. <i>Batch Priority:</i> Runs the Receivable Update process the next time that a priority scheduled job runs or the next time that a standard scheduled job runs, if that occurs first. This option is not intended for large jobs. <i>Batch Standard:</i> Runs the next time that a standard scheduled batch jobs runs. This may occur once a day, depending on how often the organization schedules standard jobs. Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the <i>Post Now</i> and <i>Post Now to GL</i> options only for small groups or when an immediate need exists to post the transaction. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. If approval workflow is enabled, the write-off has to be approved before a posting action can be selected. See Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378.
Create/Review Accounting Entries	Click to create accounting entries online. Normally you do not use this option in a production environment.

Reviewing Accounting Entries and Correcting Errors

When you post maintenance groups, the Receivable Update process and the Pending Group Generator process (AR_PGG_SERV) work together to create the group, pending items, and accounting entries. To review the accounting entries before background processing occurs, you can create them online by clicking the Create/Review Entries button on the Worksheet Action page. The process edits for ChartField combination errors if you enabled this option for the business unit on the Receivables Options - General 2 page. A single error message appears if at least one distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error. The ChartField Combo Error tab appears in the Distribution Lines grid. This tab identifies the specific fields and combination group that was used to compare against the distribution line with the error. If no errors occurred, this tab does not appear. You cannot post the accounting entries until you fix the errors if you selected Recycle in the ChartField Editing group box for the business unit.

Use the Accounting Entries page to review or edit accounting entries that have already been created for maintenance group items and correct them if needed. You can edit both the receivables (AR) line and the user-defined lines for these types of new items that do *not* reference existing items:

- Create a New Debit (MT-04)
- Create a New Credit (MT-05)
- Write-off Remaining Credit (MT-06)
- Write-off Remaining Debit (MT-07)
- Refund Remaining Credit (MT-08)

Note. You cannot edit the AR lines when the system generates two transactions for the same new item ID because the AR line must match for both transactions. This applies when a Write-off Remaining Debit (MT-07) item automatically creates a Create a New Debit (MT-04) item, or when a Write-off Remaining Credit (MT-06) or Refund Remaining Credit (MT-08) item automatically creates a Create a New Credit (MT-05) item.

For write-off items (MT-02) and MT-03), you can edit only the user-defined lines. To keep these accounting entries balanced when you make changes, enable the ChartField Balancing option on the Ledger Group - Balancing page. This enables the system to create intraunit accounting entries across the from and to line.

Note. You cannot edit the entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

If ChartField combination errors occur on Offset an Item (MT-01) and Refund a Credit (MT-09) transactions:

1. Delete the accounting entries on the error correction pages.
2. Modify the ChartField combinations for either the combination edit rules or for the distribution codes.
3. Rerun the Receivable Update process to regenerate the accounting entries.

If your automatic entry type accounting templates contain multiple user-defined lines, and you create entries online, you can manually allocate the amount of the item across the accounting lines. If you create entries during background processing, the accounting lines will not be balanced and you must use the error correction pages to manually allocate the amount across the accounting lines.

If the original item that an item references has project ChartFields and you want to use the same ChartField values, access the AR Billing Inquiry page for the item and click the Bill Header - Project Info link. This enables you to view the project ChartFields on the bill header in PeopleSoft Billing. Otherwise, the system uses the ChartField values that you defined on the Auto Entry Type - Accounting Template for the entry type and reason.

See Also

[Chapter 28, "Posting and Unposting Groups," Correcting Posting Errors, page 908](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Editing ChartField Combinations"

Pages Used to Review Accounting Entries and Correct Errors

Page Name	Definition Name	Navigation	Usage
Worksheet Control	GROUP_ENTRY1_DSP	- Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Accounting Entries, Worksheet Control - Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet, Worksheet Control	Review the control totals for a maintenance group.
Accounting Entries	GROUP_ENTRY3_DSP	- Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Accounting Entries, Accounting Entries - Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet, Accounting Entries	Review and correct errors for accounting entries in a maintenance group.

Processing Refunds

This section provides an overview of refund processing, lists prerequisites, and discusses how to:

1. Create refunds using the maintenance worksheet.

2. Post the refunds using the Receivable Update process.
3. Run the Receivables Refund process to update the Voucher Stage tables.

Understanding Refund Processing

The Receivables Refund Application Engine process (AR_REFUND) adds rows to the PS_VCHR_HDR_STG, PS_VCHR_LINE_STG, and PS_VCHR_DIST_STG tables for PeopleSoft Receivables. The PeopleSoft Payables Voucher Build Application Engine process (AP_VCHRBLD) creates voucher record sets. The Receivables Refund process does not add unposted vouchers to the voucher tables in your Accounts Payable system.

If PeopleSoft Payables is not installed, the Receivables Refund process adds rows to the PS_AR_REFUND_TMP table instead.

Note. If you do not have PeopleSoft Payables installed on your system, disable Payables on the Installed Products page so that the option to load the rows to the PeopleSoft Payables staging tables is not available on the Refund Parameters page.

Process Flow

Perform these steps to process refunds:

1. Create refunds using the maintenance worksheet.
2. Post the refunds using the Receivable Update process.
3. Run the Receivables Refund process to update the Voucher Stage tables.

After you perform the three tasks, run the Voucher Build process in PeopleSoft Payables, and continue with normal voucher processing in PeopleSoft Payables.

Accounting for Refund Processing

The system debits accounts receivable and credits the Refund Control ChartField combination when you run the Receivables Update process or create accounting entries online for the refunds that you create on a maintenance worksheet.

The Receivables Refund process creates an offsetting debit to the Refund control account. The system determines the corresponding credit by using your PeopleSoft Payables account entry templates associated with the Payables business unit.

See Also

PeopleSoft Payables 9.1 PeopleBook, "Running Voucher and Payment Posting," Running the Voucher Posting Process

[Chapter 30, "Processing Multiple Currencies in PeopleSoft Receivables," Understanding Realized Gain and Loss Processing, page 952](#)

Prerequisites

You must set up your system to process refunds correctly. Perform these tasks before you create a refund:

- Link each customer to a vendor by entering a customer ID for the vendor on the Vendor Information page.

PeopleSoft Payables uses the vendor ID that you assign to the customer on the voucher.

- Link the vendor to the customer on the Miscellaneous General Info page.

In the Vendor ID fields, enter a setID and a vendor ID.

- Link the receivables business unit to the Payables business unit and specify the Accounts Payable (AP) origin ID on the Receivables Definition - Accounting Options 2 page.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining the Accounting Options 2 Page, page 48

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Viewing Vendor Names and IDs

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Tax ID, Vendor ID, Web Addresses, Stock Symbols, and SubCustomer Information

Pages Used to Process Refunds

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Worksheet Selection	WS_IDENTIFY_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Selection	Build the maintenance worksheet.
Worksheet Application	WS_WORKSHEET_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application	Select the items to refund.
Worksheet Group View	WS_WORKSHEET_IC2	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet Match Groups, Worksheet Group View	Select the items to refund.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Worksheet Action	WS_ACTION_IC	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Finalize Worksheet, Worksheet Action	Select a posting action.
Receivable Update Request	POSTING_REQUEST	Accounts Receivable, Receivables Update, Request Receivables Update, Receivable Update Request	Post the worksheet refund items.
Refunds	RUN_AR36001	Accounts Receivable, Receivables Maintenance, Refunds, Request Refund Item, Refunds	Run the Receivables Refunds process.
Refund Status	REFUND_INQUIRY	Accounts Receivable, Receivables Maintenance, Refunds, Refund Status, Refund Status	View information for a refund voucher that was created by PeopleSoft Payables.

Creating Refunds

Access the Worksheet Selection page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Selection).

To create refunds:

1. Build the maintenance worksheet on the Worksheet Selection page.
2. Select the credit items that you want to refund on the Worksheet Application page or the Worksheet Group View page, and select the Refund a Credit entry type.

Alternatively, create a new row on a worksheet with a net credit balance and select the Refund Remaining Credit entry type.

3. Select a posting action on the Worksheet Action page.

See Also

[Chapter 24, "Maintaining Customer Account Balances," Maintaining Customer Accounts Using Worksheets, page 760](#)

Posting Refunds

Access the Receivables Update Request page (Accounts Receivable, Receivables Update, Request Receivables Update, Receivable Update Request).

See Also

Chapter 28, "Posting and Unposting Groups," Running Receivable Update, page 901

Running the Receivable Refunds Process

Access the Refunds page (Accounts Receivable, Receivables Maintenance, Refunds, Request Refund Item, Refunds).

Load Directly to AP

Select to load the processed refunds into the PeopleSoft Payables voucher staging tables. Deselect to enable the system to write refund information to the PS_AR_REFUND_TMP table. If you do not select this check box, you must write a custom process to read information from the PS_AR_REFUND_TMP table and update the appropriate PeopleSoft Payables tables or third-party payables system. This check box is available only if PeopleSoft Payables is installed on your system.

Chapter 25

Transferring Receivables

This chapter lists prerequisites and common elements and discusses how to:

- Transfer items to another customer or business unit.
- Transfer doubtful receivables.
- Review and update accounting entries.

Prerequisites

Before you can use a transfer worksheet to transfer items, you must:

- Create automatic entry types for these transfer system function IDs:
 - TR-01 (transfer item from customer).
 - TR-02 (transfer item to customer).
 - TR-03 (transfer item to the Doubtful Receivables account).
- Create a distribution code for the doubtful receivable account using the doubtful distribution type.
- Assign a default doubtful distribution code to the business unit.
- Create control distribution codes for transfer worksheets and assign a default control distribution code to the business unit.

Note. When you are transferring an item from one business unit to another, the GL account and ChartFields assigned to the Transfer Control Distribution Code (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Accounting Options 2 page) must exist in both the *transfer from* business unit and the *transfer to* business unit.

- Set up reference qualifiers to identify the types of references to use when building the worksheet.

You also must enter the items into the system and run the Receivable Update Application Engine process (ARUPDATE) to post the items.

See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Business Unit Defaults for Individual Business Units, page 43](#)

[Chapter 5, "Defining Additional Processing Options," Understanding Reference Qualifiers, page 125](#)

Common Elements Used in This Chapter



Click the Document Sequencing button to select the sequencing value for documents that you create online.



If working with multiple currencies, click the Disp Curr Conversion Worksheet (display currency conversion worksheet) button to change the display currency and specify whether to use today's date, the accounting date, or the date that you specify to determine which exchange rate to use.



Click the View Related Links button to view additional links.

See Also

[Chapter 31, "Using Document Sequencing in PeopleSoft Receivables," Changing Document Types and Document Sequence Numbers, page 970](#)

Transferring Items to Another Customer or Business Unit

This section provides an overview of customer and business unit transfers and discusses how to:

- Build a customer or business unit transfer worksheet.
- Select the to customer, business unit, and items.
- Modify item information.
- Select a transfer worksheet action.

Understanding Customer and Business Unit Transfers

Use the transfer worksheet to transfer items to another customer or business unit. The customers can be in the same business unit or different business units, or they can be assigned to different subcustomer levels within a single customer.

When you transfer an item from one business unit to another, the GL account and ChartFields assigned to the Transfer Control Distribution code must exist in both the business unit *from* which you are transferring the item and the business unit *to* which you are transferring the item.

You can transfer items with value-added tax (VAT) as long as all the From customers' and To customers' receivables business units point to the same VAT entity. You can transfer payments that are put on account between two PeopleSoft Receivables business units.

Note. You cannot transfer multiple items that have the same item and item line number to another customer. For example, suppose that you have three customers that have items with the same item and item line numbers. In this case, you can combine the three items into one item on the maintenance worksheet using the target customer's number.

After you complete the transfer worksheet and select a posting action, you must run the Receivable Update process (AR_UPDATE) to transfer the items, create accounting entries, and post the results.

See Also

Chapter 13, "Understanding Interunit and Intraunit Accounting and ChartField Inheritance," page 397

Pages Used to Transfer Items to Another Customer or Business Unit

Page Name	Definition Name	Navigation	Usage
Transfer Selection	TRN_IDENTIFY	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Create Worksheet, Worksheet Selection	Build a customer business unit or transfer worksheet.
Worksheet1	TRN_WORKSHEET1	- Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet 1 - Click the Build button on the Transfer Selection page.	Indicate the <i>to</i> customer or business unit that receives the items.
Currency Conversion	EU_CUR_CNV_WS_SEC	 Click the Disp Curr Conversion Worksheet (Display Currency Conversion Worksheet) button on the Worksheet1 page.	Select the currency code, rate, and date of conversion for the display currency on the worksheet.

Page Name	Definition Name	Navigation	Usage
Control Distribution ID	AR_TRN_DST_CTL_SEC	Click the Control Distribution ID link on the Worksheet1 page.	Override the control distribution code that defines the control accounts receivable (AR) account.
Worksheet2	TRN_WORKSHEET2	- Click the Build button on the Transfer Selection page. - Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet 2 tab.	Review or modify information about the items that you are transferring.
Additional Item Information	TRN_WKSHT_EXT	 Click the View Related Links button on the Worksheet1 page or the Worksheet2 page.	Display additional information for an item.
Item Activity Detail	ITEM_ACTIVITY_DRILL	 Click the View Related Links button on the Worksheet1 page or the Worksheet2 page.	View item activities.
Items in Other Groups	ITEM_GROUP_SEC	 Click the Related Links button on the Worksheet1 page or the Worksheet2 page.	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Conversations	CONVER_DATA1_SS	 Click the Related Links button on the Worksheet1 page or the Worksheet2 page.	Update or add conversation entries for the item.
Additional Customer Information	CUST_INFO_SEC	 Click the Related Links button on the Worksheet1 page or the Worksheet2 page.	Display customer information for an item.
Transfer Action	TRN_ACTION	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Finalize Worksheet, Transfer Action	Select a posting action for a worksheet. Also use this page to delete a worksheet, create accounting entries online for the worksheets, or delete accounting entries.

Building a Customer or Business Unit Transfer Worksheet

Access the Transfer Selection page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Create Worksheet, Transfer Selection).

Transfer Selection

Unit:US001

Transfer ID:NEXT

Customer Options

*Customer Criteria

Customer Items

Customer Reference

Find | View All | First | 1 of 1 | Last

Cust ID:1001

Business Unit:

Name:

Remit SetID:

Corporate SetID:

Remit From:

Corporate:

Reference Options

*Reference Criteria

None

*Restrict to

All Customers

*Match Rule

Exact Match

Reference Information

Customize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	Range for Reference Value

Item Inclusion Options

☒ All Items

☐ Deduction Items Only

☐ Items in Dispute Only

☐ Exclude Deduction Items

☐ Exclude Collection Items

☐ Exclude Dispute Items

Worksheet Action

Build

Clear

Created Date/Time:

Items:0

Build Doubtful

Worksheet Selection

[Worksheet Application](#)

[Worksheet Action](#)

Transfer Selection page

Customer Options

Customer Criteria	Select the type of customer items that you want to display on the worksheet. Values are: <i>Corporate Items:</i> Displays corporate items only. <i>Customer Items:</i> Displays all customer items only. <i>Remit From Items:</i> Displays remit from items only. <i>None:</i> The system creates a blank worksheet.
Cust ID (customer ID), Business Unit , SubCustomer 1 , and SubCustomer 2	Enter the customer's ID and the business unit to construct a worksheet for a specific customer. If the customer has subcustomers that were set up on the SubCustomer Qualifier 1 and SubCustomer Qualifier 2 pages, enter the qualifiers to narrow the worksheet display even further. Note. Remember that the GL account and ChartFields assigned to the Transfer Control Distribution code must exist in this from business unit.

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793

Reference Options

Reference Criteria	Select an option to restrict reference criteria to search for only a <i>Range of References</i> , <i>Specific Values</i> , or no values (<i>None</i>). If you decide to enter only reference options, the worksheet contains items matching the references.
Restrict to	Select <i>All Customers</i> , <i>Corporate Cust Only</i> , <i>Customer Only</i> , or <i>Remit Cust Only</i> .
Match Rule	If you selected <i>Specific Value</i> or <i>Range of References</i> in the Reference Criteria field, specify the match type for the item information. Values are <i>Exact Match</i> and <i>Like Match</i> . A like match enables you to use a specific reference and range for reference values to identify the reference, as long as you provide the beginning letters or numbers, not characters from the middle. For example, if you enter a purchase order (PO) number of 24%, and select <i>Like Match</i> , the worksheet contains all items with PO numbers beginning with 24, but does not catch a PO number of x24x.
Reference and Range for Reference Value	If you selected <i>Specific Value</i> in the Reference Criteria field, enter the reference value in the Reference field. If you selected <i>Range of References</i> in the Reference Criteria field, enter from and to values, with the to value always greater than the from value. The values that you enter are case-sensitive.
Qual Code (qualifier code)	Select from the reference criteria that were set up on the Reference Qualifier page. Items can be identified by any reference such as PO, item ID, or document number.

Item Inclusion Options

All Items, Deduction Items Only, or Items in Dispute Only	Select one of these options to indicate what type of items to include in the worksheet. If you select All Items, you can select one or more of these check boxes to exclude those item types from the worksheet: Exclude Deduction Items, Exclude Collection Items, and Exclude Dispute Items.

Worksheet Control

Build	Click to build a worksheet that transfers items to another customer or business unit.
Clear	Click to clear all items from the existing worksheet.

Selecting the To Customer, Business Unit, and Items

Access the Worksheet1 page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet1).

Worksheet1

Worksheet2

Unit: US001

Transfer ID: 144

Control Distribution ID

Transfer to

Business Unit

US001

Customer

1002

Name: Easy Solutions

City: Oakland

State: CA

Row Selection

Range Select:

1-3

GO

Display Control

Display:

All Items

GO

Item List

Detail 1

Detail 2

Detail 3

Detail 4

Detail 5

Detail 6

Customize

Find

View All

First

1-4 of 10

Last

Remit Seq	Sel	Unit	Customer	Item ID	Line	Item Balance	Currency	To Unit	To Cust ID	Base	Currency	Rate Type	Exch Rt	Exch Rt Dtl
1	☒	US006	1001	0000678449		5673.38	USD	US001	1002	5673.38	USD	CRRNT	1.00000000	
2	☒	EGV01	1001	CR101		-5000.00	USD	US001	1002	-5000.00	USD		1.00000000	
3	☒	EGV01	1001	CR101-DISC1		-5000.00	USD	US001	1002	-5000.00	USD		1.00000000	
4	☐	EGV01	1001	EGV01		1000.00	USD			1000.00	USD		1.00000000	

Add Item

Balance

Beg Amount:

3,673.38

Beg Count:

10

Rem Amount:

8,000.00

Rem Count:

7

Sel Amount:

-4,326.62

Sel Count:

3

Worksheet Selection

Worksheet Application

Worksheet Action

Attachments (0)

View Audit Logs

Worksheet1 page

Control Distribution ID Click to override the control distribution code that was set up on the Receivables Definition - Accounting Options 2 page. The distribution code determines the offsetting AR accounting entries.

Selecting a Transfer To Customer

Business Unit and Customer Enter the business unit and customer ID of the transfer to customer. If the customer has subcustomers, the system displays information about subcustomer 1 and subcustomer 2 in the remaining two fields. If you selected the Subcustomer Qualifier option for the system and have set them up for the customer, you can perform intracustomer transfers by changing the subcustomer 1 and subcustomer 2 qualifiers.

Note. Remember that the GL account and ChartFields assigned to the Transfer Control Distribution code must exist in this transfer from business unit.

Selecting Rows and Controlling the Display

Range Select

Enter a range of items, such as items 4 to 7, to select multiple rows, and click Go.

Note. If you select an item that is in use, you may receive an error message. A field on the Installation Options - Receivables page, No Mult Pending Item Selection, determines whether the system checks groups to verify that an unposted pending item exists for the item that you selected or that the item has been selected in another group. To verify where the item is in use, select Items in Other Groups using the related links button for the item.

Display

Select a value to limit the display of items in the list, such as *All Items*, *Selected*, or *Unselected*, and click Go.



Click the Disp Curr Conversion Worksheet (display currency conversion worksheet) button to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.

Sort All

Select an option to sort all the items in the worksheet, not just the items that appear in the scroll area. Sort items by due date or item ID.

The page displays the selected rows that currently appear in the list. Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. You should use a maximum chunk size of 100 rows, although larger chunks might perform satisfactorily.

These fields and buttons are not available if the number of rows does not exceed the maximum chunk size.

Note. Click the Customize link to sort by column, reorder columns, hide columns, and freeze columns. This enables you to place the key fields that you want to review on the Detail 1 tab and sort your data.

Selecting Items

Remit Seq (remit sequence)

This number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items appear in this order. If you sort the worksheet based on the value in another column, the number stays with the item, but the grid order changes. Use this column to sort the worksheet in the original order.

Sel (select)

Select the items to transfer.

Add Item

Click to add a new item to the worksheet and specify the business unit, customer ID, and item ID.

Note. To add all of another customers' open items to the scroll, as opposed to a single item, click the Worksheet Selection link to add a customer ID to the customer reference and rebuild the worksheet.

Beg Amount (beginning amount), **Beg Count** (beginning count), **Rem Amount** (remaining amount), **Rem Count** (remaining count), **Sel Amount** (selected amount), and **Sel Count** (selected count)

Displays balance information, which is updated whenever you select an item and save or refresh the worksheet.

Modifying Item Information

Access the Worksheet2 page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet2).

Worksheet1Worksheet2

Unit: US001Transfer ID: 144

Transfer to

Business Unit: US001Customer: 1002Name: Easy SolutionsCity: OaklandState: CA

Item List

CustomizeFindView AsFirst1-4 of 10Last

Remit Seq	Sel	Unit	Item ID	*Entry Type	Reason	*Analyst	*Sales	*Collector	*Dist ID AR	Entry Event	Location	Broker ID	Family	Ship To	Sold To	AR Specialist
1	☒	US006	0000678449	IN	OTHER	DKD	002	COS	AR		1					
2	☒	EGV01	CR101	CRCC	MISC	DKD	002	COS	AR		1					
3	☒	EGV01	CR101-DISC1	CRCC	MISC	DKD	002	COS	AR		1					
4	☐	EGV01	EGV01	INCC	COMMT	DKD	002	COS	AR		1					

Balance

Beg Amount: 3,673.38Count: 10Rem Amount: 8,000.00Count: 7Sel Amount: -4,326.62Count: 3

Worksheet SelectionWorksheet ApplicationWorksheet ActionAttachments (0)

Worksheet2 page

If you access this page to view details about a selected item, none of the fields appear highlighted. You can change the value of any of these fields for selected items if the transfer item requires different values.

If the system automatically opens this page, the worksheet has errors. The system automatically highlights the fields that you need to change. You must change the value of any highlighted field to a value for the To customer.

Analyst, Sales, Collector, and AR Specialist

If the To customer has different support personnel assigned, enter the code for the credit analyst, sales person, collector, or AR specialist.

Dist ID AR (distribution ID receivables)	Enter a new AR distribution code to use different ChartField values for the AR line from the values for the original transfer from item. Otherwise, the system uses the same ChartField values as the original transaction.
Family	If the To customer is assigned to a different family of inventory items, enter the new family.
Broker ID, Ship To,Sold To, or Location	If the bill to customer for the from customer is associated with a different broker, ship to customer, location, or sold to customer from the to customer, enter the correct values for the to customer.

Selecting a Transfer Worksheet Action

Access the Transfer Action page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Finalize Worksheet, Transfer Action).

Delete Worksheet	Click to delete the entire worksheet, plus any accounting entries that were created for the worksheet.
Delete Transfer Group	Click to delete the accounting entries that you created, but leave the worksheet intact.

Action

Select a posting action for the group, and click OK to perform the action. Values are:

Do Not Post: Saves the changes to the group, but no posting takes place. Use this option to change the posting option for a group set to *Batch Priority* or *Batch Standard* if the group has not been processed yet.

Note. When you select *Do Not Post*, the Business Unit and the Customer fields become available for entry on the Transfer Worksheet, Worksheet 1 page.

Post Now: Runs the Receivable Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes.

Post Now to GL: Runs the Receivable Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes.

Batch Priority: Runs the Receivable Update process the next time a priority scheduled job runs or the next time a standard scheduled job runs if that occurs first. This option is not intended for large jobs.

Batch Standard: Runs the next time a standard scheduled batch job runs. This may occur once a day depending on how often the organization schedules standard jobs.

Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when you have an immediate need to post the transaction. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time.

Important! When you select the *Post Now*, *Post Now to GL*, *Batch Priority*, and *Batch Standard* values in the Action field, the Business Unit and Customer fields on the Transfer Worksheet, Worksheet 1 page are no longer available for entry.

When you select the *Do Not Post* value, the Business Unit and Customer fields become available for entry on the Worksheet 1 page.

See [Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378.](#)

OK

Click if you selected *Post Now* or *Post Now to GL* to run the batch processes.

Create/Review Entries

Click to create or review accounting entries. Use this option only if you need to review the accounting entries before posting.

Transferring Doubtful Receivables

This section provides an overview of doubtful receivables transfers and discusses how to:

- Build a transfer worksheet for doubtful receivables.
- Transfer items to a Doubtful Receivables account.
- Modify the distribution code.
- Choose an action for a doubtful receivables worksheet.

Understanding Doubtful Receivables Transfers

You can use transfer worksheets to transfer expected bad debt to a Doubtful Receivables account. The transferred item remains open, but does not appear in your normal receivables (AR) account on your balance sheet. At a later date, you can either apply a payment to the item or write it off. If you write off a doubtful item with VAT, you can recover the associated VAT. You can also assign a hold status to the customer who is responsible for the doubtful receivable. If you use PeopleSoft Order Management, this hold status inhibits new order entries for the customer.

When you run the Receivable Update process or create the accounting entries online, the system credits the current AR account for the item and debits the Doubtful Receivables account.

After you complete a doubtful receivables transfer worksheet, you must run the Receivable Update process to transfer the items, create accounting entries, and post the results.

Pages Used to Transfer Doubtful Receivables

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Worksheet Selection	TRN_IDENTIFY	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Create Worksheet, Worksheet Selection	Create a new worksheet or add items to a transfer worksheet.
Worksheet1	TRN_WORKSHEET1	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet1	Select the items to transfer.
Control Distribution ID	AR_TRN_DST_CTL_SEC	Click the Control Distribution ID link on the Worksheet1 page.	Override the control distribution code that defines the control AR account.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Worksheet2	TRN_WORKSHEET2	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet2	Override the default doubtful receivable distribution code.
Transfer Action	TRN_ACTION	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Finalize Worksheet, Transfer Action	Select a posting action for a worksheet. Also use this page to delete a worksheet, create accounting entries online for the worksheets, or delete accounting entries.

Building a Transfer Worksheet for Doubtful Receivables

Access the Worksheet Selection page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Create Worksheet, Worksheet Selection).

Enter your customer and reference selection criteria.

Build Doubtful Click to build a worksheet that transfers a doubtful item to a Doubtful Receivables account.

See Also

Chapter 25, "Transferring Receivables," Building a Customer or Business Unit Transfer Worksheet, page 793

Transferring Items to a Doubtful Receivables Account

Access the Worksheet1 page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet1).

Sel (select) Select the items to transfer to a doubtful account within the same customer ID and business unit.



Click the Customer Hold button to place a customer on hold. When you click this button, you automatically access the Messages page, where you can create a customer message using a hold code.

Modifying the Distribution Code

Access the Worksheet2 page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet, Worksheet2).

Dist ID AR (receivables distribution code)

Override the default distribution code for doubtful receivables that was assigned to the business unit, if necessary. Otherwise, the system uses the same ChartField values as the original transaction.

See Also

Chapter 25, "Transferring Receivables," Modifying Item Information, page 797

Choosing an Action for a Doubtful Receivables Worksheet

Access the Transfer Action page (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Finalize Worksheet, Transfer Action).

See Also

Chapter 25, "Transferring Receivables," Selecting a Transfer Worksheet Action, page 798

Reviewing and Updating Accounting Entries

This section provides an overview of accounting entry updates for transfers and lists the pages used to review and update accounting entries.

Understanding Accounting Entry Updates for Transfers

When you post transfer groups, the Receivable Update process creates the group and accounting entries. To review the accounting entries before you post the group, you can create them online using the Transfer Action page. The system edits for ChartField combination errors when you create the accounting entries in batch or online if you enabled ChartField combination editing on the Receivables Options - General 2 page. You cannot post the accounting entries until you fix the error if you selected Recycle in the ChartField Editing group box on the Receivables Options - General 2 page for the business unit.

Use the Accounting Entries page to review and update accounting entries that have already been created for transfer groups. You can edit the AR (receivables) lines for these transactions:

- Transfer Item To (TR-02)
- Transfer to Doubtful (TR-03)

You cannot edit entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

If an error occurred for the Transfer Item From Customer (TR-01) transaction, perform these tasks:

- Delete the accounting entries on the error correction pages.
- Modify the ChartField combinations for either the combination edit rules or for the distribution codes.

- Rerun the Receivable Update process to regenerate the accounting entries.

Important! To keep the accounting entries balanced when you make changes, enable the ChartField Balancing option on the Ledger Group - Balancing page. This enables the system to create intraunit accounting entries across the from and to line.

See Also

Chapter 28, "Posting and Unposting Groups," Correcting Posting Errors, page 908

Pages Used to Review and Update Accounting Entries

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Transfer Control	GROUP_ENTRY1_DSP	- Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Accounting Entries, Transfer Control - Accounts Receivable, Receivables Update, Correct Posting Errors, Transfer, Transfer Control	Review control totals for a transfer group.
Accounting Entries	GROUP_ENTRY3_DSP	- Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Accounting Entries, Accounting Entries - Accounts Receivable, Receivables Update, Correct Posting Errors, Transfer, Accounting Entries	Review and correct errors for accounting entries in a maintenance group. See Chapter 18, "Entering Pending Items," Creating and Reviewing Accounting Entries Online, page 557.

Chapter 26

Managing Drafts

This chapter provides an overview of processing drafts, lists prerequisites, and discusses how to:

- Enter drafts into PeopleSoft Receivables.
- Use worksheets to approve or reject drafts.
- Identify drafts used as collateral.
- Endorse drafts to another party.
- Remit drafts to the bank.
- Dishonor drafts.
- Void drafts.
- Cancel draft remittances.
- Reconcile drafts on a bank statement.
- Unpost drafts.
- Review and correct draft accounting entries.
- Review draft information.

Understanding Draft Processing

You perform several tasks for a draft during the draft life cycle. The tasks that you perform depend on if you are using vendor-initiated drafts, customer-initiated drafts, or customer electronic funds transfer (EFT) drafts.

This section discusses:

- Vendor-initiated draft process flow.
- Customer-initiated process flow.
- EFT draft process flow.

See Also

Chapter 26, "Managing Drafts," Dishonoring Drafts, page 846

Chapter 26, "Managing Drafts," Voiding Drafts, page 851

Chapter 11, "Setting Up Draft Processing," Understanding the Draft Life Cycle, page 342

Vendor-Initiated Draft Process Flow

You perform the following tasks for vendor-initiated drafts:

1. Run the Create Drafts Application Engine process (AR_DRAFTS) to create the vendor draft and a draft worksheet.

The status of a draft that you create is either *Identified* or *Pending Acceptance*.

2. Send the draft to the customer for approval unless the draft is preapproved, and print the Draft Document report to provide the customer a list of items on the draft.

If the draft is preapproved, the system automatically approves the draft when you create it, and you skip the next step. The status of an approved draft is *Accepted*.

3. Make any necessary modifications to the draft data on the draft worksheet and approve the draft.

If the customer did not approve the draft, use the draft worksheet to reject the draft. The items will be available for selection on another draft worksheet.

Note. To approve multiple drafts without changing item information, use the draft approval worksheet. Also, use draft approval worksheets if the person in your organization who approves drafts is not the same as the individuals who apply drafts to items on the draft worksheet.

4. Run the Receivable Update process to post the group, update the draft status, and update draft activity.
5. (Optional) Identify drafts that are being used as collateral and endorse drafts to another party as required.

Once a draft is no longer being used as collateral or is endorsed, you can remit the drafts to the bank.

6. Select the drafts that you want to submit to the bank, specify remittance details for each draft, and mark the drafts complete using the draft remittance worksheet.

The status of a remitted draft is *Remitted*.

7. Run the Receivable Update process to post the remittance group, update the draft status, update draft activity, and change the draft remittance status to *Complete*.

The monies will either be collected at the due date or at the discount date after you run the Receivable Update process.

8. (Optional) Cancel a remittance.

This changes the draft status to *Accepted* after you run the Receivable Update process.

9. Run the Format EFT Files SQR process (FIN2025) to create the file that you send to the bank.

10. (Optional) Create an EFT file cover sheet.
11. (Optional) Run the AR_DRAFT_BNK Application Engine process to receive the bank EFT file that indicates whether the payments were collected.
12. (Optional) Correct payment records from a bank EFT file that did not match drafts on the system to enable them to match existing drafts.
13. (Optional) Run the EFT Draft Inbound Exception report to obtain a list of drafts in the bank EFT file that failed collection due to incorrect bank details.

You can only run this report if you received a bank EFT file.

You correct the bank details for the customer on the MICR Information - Customer Bank page and then approve and remit the draft again.

14. (Optional) Cancel the EFT file if you need to reformat the remittance or if you lost the original.
15. Reconcile the draft by matching the amount of the draft received with the amount that was submitted to the bank when you receive a bank statement.

You can also choose to perform the following tasks at various points in the draft life cycle.

- Void a draft.
- Dishonor a draft.

The section that describes each of these tasks indicates when you can perform these tasks.

Customer-Initiated Process Flow

You perform the following tasks for customer-initiated drafts:

1. Enter the information from the customer's draft document into PeopleSoft Receivables.

Because you must enter a customer ID, the draft status is *Identified*.

2. Build a draft worksheet, and select the items to include in the draft payment.

When you save the worksheet, the draft status changes to *Pending Acceptance*. When the value in the Difference field on the worksheet is zero, the user can mark the draft approved. When this occurs, the draft status becomes *Accepted*.

Note. To approve multiple drafts simultaneously after selecting the items, use the draft approval worksheet.

3. Run Receivable Update to post the group and update draft activity.

The draft status remains *Accepted*. However, the posted date and group ID on the Draft Control inquiry page for the Draft Approval line is now populated.

4. (Optional) Identify drafts that are being used as collateral and endorse drafts to another party as required.

Once a draft is no longer being used as collateral or is endorsed, you can remit the drafts to the bank.

5. Select the drafts you want to submit to the bank, specify remittance details for each draft, and mark the drafts complete using the draft remittance worksheet.

The status of a remitted draft is *Remitted*.

6. Run the Receivable Update process to post the remittance group and update draft activity.

The draft status remains *Remitted*. However, the posted date and group ID on the Draft Control inquiry page for the Draft Remitted line is now populated.

The monies will either be collected at the due date or at the discount date after you run the Receivable Update process again. At this point, the draft status becomes *Complete*, and, if you open the Draft Control inquiry page, the posted date and group ID for the Draft at Due Date line is now populated.

7. (Optional) Cancel a remittance.

This step changes the draft status to *Accepted* after you run the Receivable Update process.

8. Run the Format EFT Files process (FIN2025) to create the file that you send to the bank.

9. (Optional) Create an EFT file cover sheet.

10. (Optional) Run the AR_DRAFT_BNK process to receive the bank EFT file that indicates whether the payments were collected.

11. (Optional) Correct payment records from a bank EFT file that did not match drafts on the system to enable them to match existing drafts.

12. (Optional) Run the EFT Draft Inbound Exception report to obtain a list of drafts in the bank EFT file that failed collection due to incorrect bank details.

You can run this report only if you received a bank EFT file.

You correct the bank details for the customer on the MICR Information - Customer Bank page and then approve and remit the draft again.

13. (Optional) Cancel the EFT file if you need to reformat the remittance or if you lost the original.

14. Reconcile the draft by matching the amount of the draft received with the amount that was submitted to the bank when you receive a bank statement.

You can also choose to perform the following tasks at various points in the draft life cycle.

- Void a draft.
- Dishonor a draft.

The section that describes each of these tasks indicates when you can perform these tasks.

EFT Draft Process Flow

In some countries, drafts are sent electronically from a customer using an EFT file. The bank already holds the drafts so there is no need to remit the drafts to the bank.

You perform the following tasks for EFT drafts:

1. Run the AR_DRAFT_EFT process to load the EFT file into the draft tables on the database.

Draft payments (known as *kijitsu* in Japan) are extracted from the file if the creation date is not equal to the accounting date (that is, the due date). The extracted data is loaded into the AR Draft Staging table (PS_DR_STAGE_EFT). If the customer name and bank account cannot be resolved to a customer ID and bank code, the record is marked as an *Error*. If the review option on the run control record is set to errors only, the system converts staged drafts that are not in error into real drafts (DRAFT_CONTROL). The system also creates a customer reference record (DRAFT_ID_CUST).

The AR_DRAFT_EFT process uses the Kijitsu file layout. Two Zengin data record formats are available for the file layout: Zengin Format A and Format B. You must use Zengin Format B. Format B allows for payment amounts of up to 13 digits. Do not use Zengin Format A.

Note. Regular payments are extracted from the file if the creation date equals the accounting date (or due date). The extracted data is loaded into the AR Payment staging table (AR_PAYMENT_EC). These payments can then be converted to regular deposits using the Payment Loader Application Engine process (AR_PAYLOAD).

See [Chapter 20, "Receiving Payments Electronically," page 597](#).

2. Correct errors in the drafts on the Draft Staging table and create draft control records.
3. Make any necessary modifications to the draft data on the draft worksheet and approve the draft.

Note. To approve multiple drafts without changing item information, use the draft approval worksheet. Also, use draft approval worksheets if the person in your organization who approves drafts is not same as the individuals who apply drafts to items on the draft worksheet.

4. Run the Receivable Update process to post the group, update the draft status, and update draft activity.
5. When you receive a bank statement, you reconcile the draft by matching the amount of the draft received with the amount that was submitted to the bank.

You can also choose to perform the following tasks at various points in the draft life cycle.

- Void a draft.
- Dishonor a draft.

The section that describes each of these tasks indicates when you can perform these tasks.

Note. You should not endorse, cancel, or unpost an EFT draft, because the draft has already been remitted.

Prerequisites

Before you can process drafts, you must perform the following tasks:

- Review business events and subevents.
- Define distribution codes and assign them to a business unit.
- Create entry types, entry reasons, and automatic entry types.

- Define draft transaction types for customized reports.
- Define draft types that determine how drafts are processed.
- Designate where draft documents are stored.
- Define document types.
- Assign account ChartFields to a bank account for the Cash and Cash Control accounts for both discounted and nondiscounted drafts.
- Define draft collection methods for a bank account.
- Link the customer's bank account to a remit from customer if you plan to remit drafts using an EFT file on the Customer Bank page.
- Select the draft payment method and processing rules for bill to customers.
- Assign customers to draft groups.
- Create reason codes for rejecting drafts using the *Reject Draft* reason type.
- Set up automatic numbering.
- Set up item reference qualifiers.
- Set up draft reference qualifiers.
- Set up EFT reason codes and EFT file layouts.
- Associate the customer IDs with the customer names in the EFT files on the Customer EFT Name page for EFT drafts.
- (Optional) Setup approval workflow for write-off amounts.

See Also

[Chapter 11, "Setting Up Draft Processing," page 341](#)

[Chapter 5, "Defining Additional Processing Options," Setting Up Reference Qualifiers, page 125](#)

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing," Defining Document Types

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining External Account Information

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Defining MICR IDs

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Assigning Individual Customers to Customer Groups

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Setting Up Automatic Numbering

[Chapter 5, "Defining Additional Processing Options," Selecting EFT Layouts, page 137](#)

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Associating EFT Payment File Names With Customer IDs

[Chapter 5, "Defining Additional Processing Options," Setting Up Write-Off Approval Workflow, page 144](#)

Common Elements Used in This Chapter

Draft Ref (draft reference)	Draft reference number supplied by the customer.
Draft Type	Determines how the draft is processed and how accounting entries are created.
Entry Event or Event	If you use the Entry Event feature, enter the entry event code used to create supplemental accounting entries for the activity.

Entering Drafts into PeopleSoft Receivables

This section provides an overview of the Create Drafts process and discusses how to:

- Create vendor-initiated drafts.
- Enter one customer-initiated draft.

- Enter multiple customer-initiated drafts.
- Load drafts using an EFT file.
- Correct errors in EFT drafts.

Understanding the Create Drafts Process

The Create Drafts process creates vendor-initiated drafts and creates a draft worksheet. The process looks for open items that match the vendor draft payment method that you selected and does the following:

- Marks each draft as *Identified*.
- If the draft is preapproved, approves the draft.
- Creates a draft worksheet.
- Places all items with the same letter of credit number in a single draft.
- Places all items with the same approval method, entry currency, due date, and document printing instructions in a single vendor-initiated draft.

If you selected the One Item per Draft? check box when entering pending items, the process places only one item in a draft.

- If the draft type has automatic numbering enabled, assigns the next available draft reference number to the draft.

If the draft type does not have automatic numbering enabled, the system uses the draft ID number for the draft reference number.

Note. If the settlement date falls on a holiday, the process uses the bank holiday rules assigned to the customer to adjust the estimated settlement date.

The process also does the following for credit items that have the draft payment method:

- Adds credit items to the draft worksheet if the due date and amount of the credit item is the same as or less than the due date or amount of the debit items.

The process continues to add credit items to the draft worksheet whose due dates are the same as or less than the due dates of the debit items in the draft worksheet until the amount of the credit items becomes larger than the total of the debit item. The process never allows the draft amount to become a negative amount.

If credit memos that meet the due date criteria but exceed the total amount of the draft still remain, these items are available for inclusion in a draft worksheet the next time you run the process.

- Changes the draft due date for the credit items to the same date as the debit items.
- Clears the One Item per Draft? check box for the credit items if it is selected.
- Creates a message in the message log that lists the credit items that were not processed in the current draft run because they have a due date or amount that is greater than the debit items.

Common Elements in This Section

Link MICR (link magnetic ink character recognition)	Select to open a page where you can associate a new MICR ID with a customer.
MICR ID (magnetic ink character recognition ID)	Enter the MICR ID of the customer's bank account used for drawing the draft.
Qual Code (qualifier code)	Enter the type of reference values that you are entering, such as item ID or document number. The default qualifier code is the reference qualifier code of the remit-from customer for the customer you selected on this page. If the customer does not have a qualifier code, the system uses the code assigned to the business unit.

Pages Used to Enter Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Request	DRAFT_REQUEST	Accounts Receivable, Drafts, Create Drafts, Vendor Drafts	Runs the Create Drafts process.
Draft Documents	RUN_AR32101	Accounts Receivable, Drafts, Reports, Draft Documents, Draft Documents	For vendor-initiated drafts, define the run parameters for the Draft Document report (AR32101). Customers can use this report to decide if the draft should be accepted or rejected.
Draft Entry	DRAFT_ENTRY	Accounts Receivable, Drafts, Create Drafts, Customer Drafts	Enter a single customer-initiated draft, indicating the items that the draft will pay.
Draft Mass Entry	DRAFT_MASS_ENTRY	Accounts Receivable, Drafts, Create Drafts, Multiple Customer Drafts	Enter multiple customer-initiated drafts.
Draft Details	DR_MASS_ENTRY_SEC	Click the References link on the Draft Mass Entry page.	Enter detail reference information for draft selection.
Load EFT Payments	DR_EFT_REQUEST	Accounts Receivable, Drafts, Create Drafts, Receive Draft Payments	Use to load draft payments from an EFT file.

Page Name	Definition Name	Navigation	Usage
Draft EFT Load and Review	DR_EFT_STAGE	Accounts Receivable, Drafts, Create Drafts, Electronic Drafts, Draft EFT Load and Review	Correct errors in drafts that you receive in EFT files.

Creating Vendor-Initiated Drafts

Access the Vendor Drafts page (Accounts Receivable, Drafts, Create Drafts, Vendor Drafts).

Vendor Drafts

Run Control ID: Vend_Drafts [Report Manager](#) [Process Monitor](#) [Run](#)

Process Request Parameters Find | View All First 1 of 1 Last

Request Number: 1 *Unit: US001 *Process Frequency: Once

Due Date Range

From Date: 10/05/2009 To Date: 10/09/2009

Item Date Range

From Date: To Date:

Options

☐ Pre-approved Only *Due Date Option: Default

*Customer Criteria: None Due Date:

Customer Group: *Draft Type: 1

Process Instance: Last Run O:

Vendor Drafts page

Due Date Range

From Date and To Date

Enter a range for the due dates of items to include. To include items due on a specific day, enter the same date in both fields.

Item Date Range

From Date and To Date

Enter the date range for item creation. To include items created on a specific day, enter the same date in both fields.

Options

Pre-Approved Only

Select to process only items that are preapproved on the draft and that do not require customer approval.

Customer Criteria and Customer Group

These fields work together to limit the customers for whom you will create drafts. If you decide to select items based on customer criteria, select one of these options: *Customer*, *Corporate*, or *Remit From*.

Then, select the customer group assigned to the customers.

For example, suppose you select a customer group containing customers FRA01 and FRA04 and you select *Remit From*.

The customers in the remit-from customer group for customer FRA01 are FRA01 and FRA03. Customer FRA04 is the only customer in the remit-from customer group for customer FRA04. In this case, the system selects items for customers FRA01, FRA03, and FRA04.

If you had selected *Customer* as the customer criteria, the system would select items for only customers FRA01 and FRA04.

Due Date Option

Select a value that determines the due date for the items in the draft. Options are:

Default: Use the item due date. If you use item due dates, the process creates a separate draft for items with different due dates.

Specified: Use the date that you entered in the Due Date field for the items.

Draft Type

Select a draft type. (The draft types are defined on the Draft Type - Receivables page.)

See Also

[Chapter 11, "Setting Up Draft Processing," Defining Draft Types, page 356](#)

Entering One Customer-Initiated Draft

Access the Draft Entry page (Accounts Receivable, Drafts, Create Drafts, Customer Drafts).

Customer Drafts

Unit: US001

Draft ID: 30

[View Audit Logs](#)

Status: Identified

Draft Ref: CRV-100909

Customer: USACM001

CM CUST 001

Due Date: 10/30/2009

Creation Date: 10/09/2009

Accounting Date: 10/09/2009

*Draft Type: 1

Amount: 0.00

Currency: USD

Rate Type: CRRNT

Rate

Exch Rt: 1.00000000

Est Settlement Date: 10/30/2009

Description: CMA draft pymt

☐ Range of References

Customer Information

Payer Name: CM CUST 001

Remit SetID: SHARE

MICR ID:

Link MICR

Remit From Customer: USACM001

Corporate SetID: SHARE

Corporate Customer: USACM001

Item Reference

Customize | Find | View All | First | 1-2 of 2 | Last

Reference	To Reference	Qual Code	Entry Event		
Draft1				+	-
Draft2				+	-

Draft Entry page

- Due Date

Enter the due date for the draft.
- Creation Date

Override this date if necessary. The default date is the current system date.
- Accounting Date

Override this date if necessary. The default date is the current system date.
- Amount

Enter the total amount of the draft.
- Est Settlement Date (estimated settlement date)

The system populates this value when you save. It uses the bank holiday rules defined for the bank account that you assigned to the customer for the draft if it falls on a holiday.
- Range of References

Select to enter a range of items.

Customer Information

- Payer Name

Displays the customer's name on the draft by default. You can change the payer name as needed.

Item Reference

(Optional) Use to indicate the item or range of items that are applied to the draft. You can also enter this information when you build a draft worksheet.

Reference and To Reference Enter one reference number unless you selected Range of References. Then, you must enter a beginning and ending reference number.

Entering Multiple Customer-Initiated Drafts

Access the Draft Mass Entry page (Accounts Receivable, Drafts, Create Drafts, Multiple Customer Drafts).

Draft Mass Entry

Unit: US001 US001 NEW YORK OPERATIONS

Refresh

Enter Draft Information

Customize | Find | View All | First 1-2 of 2 Last

Customer	Due Date	Draft Ref	Amount	Currency	*Draft Type	MICR ID	Creation	References		
CAN01	10/30/2005	CAN3003	6754.33	CAD	2		10/09/200	References	+	-
USACM0C	10/30/2005	USA5025	3542.34	USD	2		10/09/200	References	+	-

Draft Mass Entry page

To enter several customer-initiated drafts:

- 1. Enter information about the drafts.

- Due Date

Enter the due date for the draft.
- Amount

Enter the total amount for the draft.
- Creation

Override the draft creation date as needed. The default is the current date.

When you save the page, the system updates the estimated settlement date using the bank holiday rules assigned to the customer.

- 2. (Optional) Click the References link to access the Draft Details page, where you specify the items to apply to the draft.

Note. You can also enter this information when you build a draft worksheet.

- References

Click to access the Draft Details page, where you can enter a range of items.

See Also

Chapter 11, "Setting Up Draft Processing," Defining Draft Types, page 356

Loading Drafts Using an EFT File

Access the Load EFT Payments page (Accounts Receivable, Drafts, Create Drafts, Receive Draft Payments).

Load EFT Payments

Run Control ID: US001 [Report Manager](#) [Process Monitor](#)

Request Parameters								Customize Find View All First 1 of 1 Last	
*When	*Unit	*Draft Type	*Currency	Rate Type	Process	*Review	*File Name		
Always	US00	KJITSU	JPY		Both	All		+	-

Load EFT Payments page

Process Indicate whether to process *Drafts*, regular *Payments*, or *Both* in the EFT file.

Review Select a review option. Options are:

All: Creates draft control records for all records in the EFT file even if they do not have a matching customer or bank account in the system.

Errors: Select if you want to review and correct errors for drafts before the system updates the Draft Control table.

This option is available only if you are processing drafts.

File Name Enter a name for the EFT file. The name of the EFT file must be unique. The file must be loaded into the directory on the application server defined by %PS_SERVDIR%\FILES, where %PS_SERVDIR% is the directory where the application server domain is defined. If you process the EFT file using Process Scheduler, then you need to load the file into %PS_CFG_HOME%\appserv\prcs\ <database name>\files.

After the system processes the file, it updates a table (DR_FILE_NAME) on the database with the name of the flat file that was loaded. Using a unique file name prevents drafts or payments from being entered into the system twice. Only the file name is stored, not the path.

Correcting Errors in EFT Drafts

Access the Draft EFT Load and Review page (Accounts Receivable, Drafts, Create Drafts, Electronic Drafts, Draft EFT Load and Review).

The Select Drafts grid displays the drafts in the EFT files that meet your search criteria.

To correct the errors and create drafts:

1. Select the drafts for which you want to create a Draft Control record (DRAFT_CONTROL).
2. Change the values for the business unit, customer ID, or MICR ID so that they match values on the system.
3. Change the accounting date, if needed.
4. Save the page to create the drafts and Draft Control record.

Using Worksheets to Approve or Reject Drafts

This section provides an overview of draft approval worksheets and discusses how to:

- Build a draft worksheet.
- Use a draft worksheet to approve one draft.
- Distribute multiple revenue lines.
- View item details.
- Build a draft approval worksheet for approving multiple drafts.
- Use a draft approval worksheet to approve multiple drafts.

Understanding Draft Approval Worksheets

Use worksheets to record the customer's approval and make any necessary modifications to the draft. Worksheets are cumulative. As long as you do not clear the worksheet, you can continue to expand it by selecting additional criteria. Each time you build a worksheet, the items you previously selected remain and the system adds items that meet the new criteria.

Use the draft worksheet to select items to be paid by the draft and approve drafts. You can also create deductions, advance payments, write-offs, and adjustments using the draft worksheet.

Use the draft approval worksheet if you want to approve multiple drafts at once. This worksheet is useful for organizations in which the approver is not the individual who applies the drafts to individual items.

Pages Used to Approve or Reject Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Worksheet Selection	DRAFT_IDENTIFY_IC	Accounts Receivable, Drafts, Apply Drafts, Create Worksheet, Draft Worksheet Selection	Select items to be paid by a customer-initiated draft, and build a draft worksheet that you use to approve a single draft.

Page Name	Definition Name	Navigation	Usage
Draft Worksheet Application	DRAFT_WORKSHEET_IC	Accounts Receivable, Drafts, Apply Drafts, Update Worksheet, Draft Worksheet Application	Select items to include in the draft, and approve one draft at a time.
Currency Conversion	EU_CUR_CNV_WS_SEC	 Click the Currency Conversion Panel button on the Draft Worksheet Application page.	Select the currency code, rate, and date of conversion for the display currency on the worksheet.
Multiple Revenue Line Distribution	AR_MRL_SEC	Click the Revenue Distribution link on the Draft Worksheet Application page.	View or update multiple revenue line entries. If you change an amount on this page, the change overrides the amount on the worksheet.
Activity	DRAFT_STATS_IC	Click the Activity link on the Draft Worksheet Application page.	View a list of all activities for the draft, including the activity date and posting status.
Draft Notes	DRAFT_NOTES_SEC	Click the Notes link on the Draft Worksheet Application page or the Draft Control page.	View or add notes about a draft. Assign the draft to a physical location.
Document Sequence	AR_DOC_SEQ_SEC	Click the Document Sequencing link on the Draft Worksheet Application page.	Enter a document sequence number if the document type is set up for manual numbering. Also, change the document type for document sequencing.
Draft Detail View	DRAFT_WS_IC_DTL	 Click the View Detail button on the Draft Worksheet Application page.	View or update details about a selected draft on a worksheet. Also copy, write off, or edit drafts.
Currency Exchange Aid	DR_CURR_EXCHG_SEC	Click the Currency Exchange Aid link on the Draft Detail View page.	Use as an aid in converting the payment amount to the currency of a selected item making a partial payment.
VAT Header	DRAFT_ITEM_VAT_HDR	Click the Add VAT Information link on the Draft Detail View page.	View VAT header defaults. Manually override values, if applicable.
VAT Detail	DRAFT_ITEM_VAT_LN	Click the VAT Detail Page link on the VAT Header page.	View VAT line defaults, including the VAT amounts. Manually override values, if applicable.

Page Name	Definition Name	Navigation	Usage
Item Activity Detail	ITEM_ACTIVITY_DRILL	Click the Item Activity link on the Draft Detail View page.	View all activities for an item.
Item in Other Groups	ITEM_DGROUP_SEC	Click the Item in Other Groups link on the Draft Detail View page.	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Additional Customer Information	CUST_INFO_SEC	Click the Additional Cust Information link on the Draft Detail View page.	View additional customer information.
Draft Approval Selection	DR_APROV_SEL_IC	Accounts Receivable, Drafts, Approve Drafts, Create Worksheet, Draft Approval Selection	Build a draft approval worksheet used to approve multiple drafts.
Draft Approval Worksheet	DR_APROV_WORKS_IC	Accounts Receivable, Drafts, Approve Drafts, Update Worksheet, Draft Approval Worksheet	Approve multiple drafts.
Draft Details	DR_APROV_ITEM_SEC	Click the Details link on the Draft Approval Worksheet page.	View details about items in a draft.

Building a Draft Worksheet

Access the Draft Worksheet Selection page (Accounts Receivable, Drafts, Apply Drafts, Create Worksheet, Draft Worksheet Selection).

Draft Worksheet Selection

Unit:	US001	Draft ID:	30	Type:	1
Draft Ref:	CRV-100909	Due Date:	10/30/2009	Amount:	0.00
Status:	Identified	Payer Name:	CM CUST 001	Currency:	USD

Customer Criteria

Customer Criteria: Customer Items Customer Reference View All First 1 of 1 Last

Cust ID: USACM001 Business Unit: US001

Name: CM CUST 001

Remit SetID: SHARE Remit From ID: USACM001

Accounting Date: 10/09/2009 Corporate SetID: SHARE Corporate ID: USACM001

Reference Criteria

Reference Criteria: Specific Value Item Reference Customize View All First 1-2 of 2 Last

Restrict to: All Customers

Match Rule: Exact Match

Qual Code	Reference	To Reference	Event
	Draft1		
	Draft2		

Item Inclusion Options

☒ All Items
 ☐ Deduction Items Only
 ☐ Items in Dispute Only

☐ Exclude Deduction Items
 ☐ Exclude Collection Items
 ☐ Exclude Dispute Items

Worksheet Action

Build Clear
Created: 10/09/2009 Items: 0

Draft Worksheet Selection page

If you are working with a vendor-initiated draft, the Create Drafts process creates the worksheet; you do not need to build it.

The draft Status is *Identified* until you build the worksheet. If you already built a worksheet for the draft, the status is *Pending Acceptance*.

The information that you enter about customers and items determines what data appears on the worksheet. The more information you provide, the more focused your worksheet will be.

Note. If you enter no customer or item information, then the system creates a blank worksheet.

Customer Criteria

Customer Criteria

Indicates the type of customer that you want to include in the worksheet: *Corporate Items*, *Customer Items*, or *Remit From Items*. If you select *None*, the system creates a worksheet based on your other selection criteria and does not limit items to specific customers. If you select *None*, the Customer Reference fields are not available.

Cust ID (customer ID) and Business Unit

Enter a customer ID and business unit.

Note. If you select *Corporate Items* or *Remit From Items* from the Customer Criteria drop-down list box, you must enter a business unit. The system needs a business unit to determine the setID of corporate and remit-from customers. The resulting worksheet displays all open items having the specified corporate or remit-from customer across *all* business units, not just the business unit that you selected.

Accounting Date

Displays the default value from the Accounting Date field on the Draft Entry page. You can override this value, if necessary. If you override this value, ARUPDATE will edit the date for the open period and items selected on the worksheet and will apply this date to the accepted draft on the Draft Entry page.

Reference Criteria**Reference Criteria**

Specify whether you will use *Detailed References*, *Specific Value*, *None*, or a *Range of References*. If you select either *Range of References* or *Specific Value*, you work with the Item Reference fields.

Note. The only instance in which you can use reference criteria independently of customer criteria is when the value in the Restrict To field is *All Customers*.

Restrict to

Qualify items by customer by selecting *All Customers*, *Corporate Cust Only*, *Customer Only*, or *Remit Cust Only*.

Match Rule

If you selected *Specific Value* in the Reference Criteria field, specify whether the item information is an *Exact Match* or a *Like Match*. A *Like Match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a PO number of 24% and select *Like Match*, the worksheet will contain all items having PO numbers beginning with 24xx, but it will not catch a PO number of x24x.

Qual Code (qualifier code)

Enter the type of reference, such as documents, items, purchase orders, or any other criteria that you set up on the Reference Qualifier page.

Note. When you enter a reference number, the default qualifier code appears.

Reference and To Reference

Do one of the following:

- If you selected *Specific Value* in the Reference Criteria field, enter the specific item reference.
- If you selected *Range of References*, enter the starting and ending values for the range of references.

The values that you enter are case-sensitive.

Item Inclusion Options**All Items, Deduction Items Only, or Items in Dispute Only**

Select one of these options to indicate what type of items to include in the worksheet. If you select All Items, you can select one or more of these check boxes to exclude those item types from the worksheet: Exclude Deduction Items, Exclude Collection Items, and Exclude Dispute Items.

Worksheet Action**Build**

Click to create a new worksheet or to add items meeting your selection criteria to an existing worksheet.

Clear

Click to remove all items from an existing worksheet.

Using a Draft Worksheet to Approve One Draft

Access the Draft Worksheet Application page (Accounts Receivable, Drafts, Apply Drafts, Update Worksheet, Draft Worksheet Application).

Draft Worksheet Application

Draft Unit: US001 **Draft ID:** 30 **Draft Ref:** CRV-100909 **Type:** 1 **Vendor Initiated Draft (R7.5)**

Item Action
Entry Type: Pay an Item **Reason:** **Choice:** Select Range **Range:** **Go**

Item Display Control
Display: New Items **Go**

Item List [Customize](#) | [Find](#) | [View All](#) | [First](#) | [1 of 1](#) | [Last](#)

View Detail	Remit Seq	Sel	Amount	Cur	Item ID	Line	Type	Reason	Event	Unit	Customer		
	1	☐	5500	USD	0000678523					US001	USACM001		

[Add with Detail](#) [Hold](#) [Revenue Distribution](#) [Activity](#) [Notes](#) [View Audit Logs](#)

Balance

Amount:	0.00	USD	Difference:	0.00	Status:	Pending Acceptance
Selected:	0.00		Write Off:	0.00	Hold:	No Hold
Adjusted:	0.00					

[Worksheet Selection](#) Worksheet Application [Attachments \(0\)](#)

Draft Worksheet Application page

Using the draft worksheet consists of these basic tasks:

- Use the item display or sort controls to adjust the view.
- Select the items to pay.
- Handle underpayments, overpayments, and discounts.
- Approve, hold, or reject the draft.

You cannot approve a draft until the entire amount of the draft is accounted for, either applied to an item, deemed a prepayment, held on account, deducted from the customer's balance, or considered an adjustment.

Selecting Items and Item Actions

The item selection controls enable you to work with all items in the worksheet at once or a specified range of items at once.

Entry Type and Reason

Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the field if you have entry reasons set up for the write-off entry type. Valid entry types are:

Create A Deduction: Select to create a deduction item for the selected items.

Pay an Item: Select to apply the draft to all the selected items.

Write-off an Item: Select to write off selected items. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit.

Note. If you select an item that is in use, you will get an error message. A setting on the Installation Options - Receivables page—No Mult Pending Item Selection—determines whether the system checks groups to see if an unposted pending item exists for the item that you selected or if the item has been selected in another group. To see where the item is in use, select Items in Other Groups on the Draft Detail View page for the item.

Choice and Range

Select an option to select or deselect multiple items at a time. Valid values are: *Select All*, *De-Select All*, *Select Range*, *De-Select Range*, and *none*.

If you select *Select Range* or *De-Select Range*, enter the range in the Range field. For example, enter (4-7).

Go

Click to apply your selections to the items in the grid and to update the worksheet balances.

Using Item Display Information

Use the fields in the Item Display Control group box to adjust the view and contents of the Item List grid.

Display

Specify which items to display in the grid, such as *All Items*, *New Items*, *Unselected Items*, or *Selected Items*.

Go

Click to refresh the list of items in the grid.



Click the Currency Conversion Panel button to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.

Sort All

Select a value to sort *all* items in the worksheet, not just the items that appear in the scroll area. This field is not available if the number of rows does not exceed the maximum chunk size. Options are: *Due Date* or *Item*. Then, click Go to resort all items in the worksheet.

Item Display Set Control

Use the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. We recommend a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.

Reviewing Item Summary Information

Use the Customize link to sort by column, reorder, hide, and freeze columns. This functionality enables you to put the key fields that you want to review on the Detail 1 tab and to sort your data.



Click the View Detail button to view or update details for a selected item on the worksheet and to copy, write off, or edit items.

Remit Seq (remit sequence number)

This sequence number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items appear in this order. If you sort the worksheet based on the value in another column, this number stays with the item, but the displayed order of the grid changes. Sort the worksheet using this column to return the list of items to the original order.

Amount

This field initially displays the open amount for the item. Change the amount to make a partial payment.

Type and Reason

Enter the entry type and reason for the item. For preexisting items, valid entry types are *Payment*, *Write-off*, or *Deduction*. For new items, all entry types except *Payment* and *Write-off* are valid.

Note. If you are applying a payment to a vendor rebate claim or claimback item interfaced from PeopleSoft Purchasing or PeopleSoft Order Management and the business unit for the item requires VAT, then you must split the item by entering the base amount of the item in the Amount field for one row and the VAT amount for the item in the Amount field for the other row. Use the DM - 01 (Pay an Item) entry type for each item. You must enter the appropriate entry reason for each row to indicate whether the amount is the base amount or the VAT amount. You also must enter the reference number for the claim item in the Document field on the Draft Detail View page.

Add with Detail

Click to add an item to handle overpayments, underpayments, and write-offs. If a new item was created in error, clear the item by clearing the Sel (select) column.

Revenue Distribution

Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled the input of multiple revenue lines for the business unit.

Handling Exact Payments

The draft payment usually matches the total of the items. Select items that match the payment. If a customer has no items in the worksheet, you can still put a payment on account or treat it as a prepayment.

Handling Underpayments

To apply an underpayment, do one of the following:

- Treat the entire amount as a partial payment against an item.

Change the Amount field for the item to the amount of the draft.

- Pay off an item and create an adjustment or a deduction item for the remainder of the item amount.

Create a new item, enter a positive amount for the remainder of the item amount, and enter an entry type and reason.

- Place the entire amount on account or create a prepayment without referencing any items.

Create a new item, enter a negative amount for the amount of the draft amount, and enter an entry type and reason.

- Partially pay for an item and write off the remaining item balance.

When you partially pay an item, the item splits and a new line with that item ID appears with the remaining balance for the item. Select the write-off entry type and reason for the split item.

Handling Overpayments

To apply an overpayment, do one of the following:

- Pay off the item and create a new on account, adjustment, or prepay item with the remainder.

Create a new item, enter a negative amount for the overpayment payment amount, and enter an entry type and reason.

- Pay off one or more items entirely and treat the remainder as a partial payment on another item.

Change the Amount field for the item to the remaining amount of the draft.

- Place the entire amount on account, without referencing any items.

Create a new item, enter a negative amount for the remaining amount of the draft, and enter an entry type and reason.

- Pay off one or more items and write off the remaining balance.

Create a new item, enter a negative amount for the overpayment payment amount, and enter an entry type and reason.

Handling Remaining Draft Amounts

If you do not see an open item to apply the draft to, add an item to the worksheet, and enter a negative value equal to the remaining draft amount. Select an entry type such as Adjust Overpayment, Write-off Overpayment, Prepayment, or On Account.

You can write off an amount only up to the user's authorized limit. Check these amounts on the User Preferences - Receivable Data Entry 2 page. The system compares the item amount to the user's write-off limit in the format currency selected on the Receivables Data Entry 2 page. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the user's authorized limit but above the approval-needed limit.

Note. If you selected the Partial Payment Disabled option on the Receivables Options - Payment Options page, no partial payments can be processed.

Approving, Holding, or Rejecting a Draft

As you select open items, you need to check the balance information. The system updates the amounts whenever you click the Refresh button. If the Difference is not zero, you need to adjust the payment amounts or select additional items before you approve a draft.

Hold	Click to place the entire draft on hold so that it cannot be processed by any other activity. The items in the draft are available for selection in other worksheets. If approval workflow is enabled and the write-off status is Pending Approval, this button is disabled until the write-off is approved or denied.
Reject	Click to cancel the draft. The items selected for payment in the draft become available for selection in another draft. If approval workflow is enabled and the write-off status is Pending Approval, this button is disabled until the write-off is approved or denied.
Approve	Click to approve the draft and change the status to <i>Accepted</i> . This button is available only if the worksheet is balanced. If approval workflow is enabled, this button will only be visible once write-off is approved.
Attachments	Specifies the attachment count. By clicking the link, you can review existing attachment and add new attachments

See [Chapter 5, "Defining Additional Processing Options," Setting Up Write-Off Approval Workflow, page 144.](#)

See [Chapter 21, "Applying Payments," Approving Write-Off Amounts Using Workflow, page 681.](#)

Write Off Approval Workflow

If approval workflow for write off is enabled and you created write-offs on the Draft Worksheet, the write off amounts must be approved before you can approve the draft or after a draft approval is denied. These approval options will appear on the page once you select the Submit for Writeoff Approval button.

Submit for Write off Approval	This button will be visible if approval workflow is enabled. Once the draft write-off is submitted for approval, this button will be hidden and will be visible again if write-off is denied.
Pending Write Off Approval	Identifies the write-off is submitted for approval and awaits for action from approving parties. If draft is in this state, the Hold and Reject buttons are disabled.
Approved Write Off	The write-off has been approved and all the Draft action buttons are now enabled.
Denied Write Off	The write-off has been denied. Modify write-off conditions or amounts then resubmit for approval.

Distributing Multiple Revenue Lines

Access the Multiple Revenue Line Distribution page (click the Revenue Distribution link on the Draft Worksheet Application page).

See [Chapter 21, "Applying Payments," Distributing Amounts for Multiple Revenue Lines for Control Budgets, page 673.](#)

Viewing Item Details

Access the Draft Detail View page (click the View Detail button on the Draft Worksheet Application page).

Draft Detail View

Draft Unit:US001Draft ID:30Accounting Date:10/09/2009

[Return to Worksheet Application Summary View](#)

Item Detail

Find | View All | First | 1 of 1 | Last

Selected:

Amount:5500.00

Currency:USD

Document:

Due Date:

Item ID:0000678523

Line:

Bill of Lading:

Acctg Date:

Entry Type:

Order No:

Copy

Entry Reason:

PO Ref:

Write Off

Entry Event:

Contracts BU:

Refresh

Business Unit:US001

Contract:

Customer ID:USACM001

Contract Line:

CM CUST 001

Region Code:

Sales Person:

Credit Analyst:

Sales Person2:

Collector:

Letter of Credit:

Broker ID:

AR Specialist:

Promotion Code:

Deduction Reason:

Deduction Date:

Merch Type:

VAT Transaction:

Claim Number:

VAT Amount:

Terms:

Location:

[Item Activity](#)

[Add Conversations](#)

[Item in Other Groups](#)

[Additional Cust Information](#)

[Currency Exchange Aid](#)

[Add VAT Information](#)

[Revenue Distribution](#)

Balance

Amount:0.00

Difference:0.00

Status:Pending Acceptance

Selected:0.00

Write Off:0.00

Hold:No Hold

Adjusted:0.00

Currency:USD

[Worksheet Selection](#) Worksheet Application

[Return to Worksheet Application Summary View](#)

Draft Detail View page

View item details to help you identify the item or change the details, as needed.

- Document

If you are applying the payment to a vendor rebate claim or claimback item that you interfaced from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, the process sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management so that you can reconcile the claims on the claims management workbench.

This field is available only if you enter entry reasons on the AR Integration page.
- Deduction Reason

If you are creating a new deduction, enter the reason why the customer took the deduction. You define reason codes on the Deduction Reason page.
- AR Specialist (receivables specialist)

The system populates the AR Specialist field for deduction items based on the default specialist that you assigned to the business unit. If you overrode the default specialist for the deduction reason or customer, the system uses that value.

Promotion Code and Merch Type (merchandising type)

If you are creating a new deduction that the customer took for a promotional deal and you use PeopleSoft Promotions Management, enter the code associated with the promotion and the merchandising type. If the promotion is associated with more than one merchandising type, you must create a separate deduction for each merchandising type.

When you apply a credit memo for the promotion to the deduction, the system uses this information to update the funds for the promotions in PeopleSoft Promotions Management.

Location

Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the *Item Address* option for the correspondence customer on the Correspondence Options page.

Copy

Click to copy the item and add a new row to the worksheet. You must add the amount and entry type to the new row.

Write Off

Click for a new item to write off an overpayment or underpayment amount.

Currency Exchange Aid

Click to open a page that aids you in converting the draft amount to the currency of a selected item to make a partial payment.

See Also

[Chapter 21, "Applying Payments," Converting the Payment Amount to a Different Currency, page 677](#)

Building a Draft Approval Worksheet for Approving Multiple Drafts

Access the Draft Approval Selection page (Accounts Receivable, Drafts, Approve Drafts, Create Worksheet, Draft Approval Selection).

Draft Approval Selection

Unit: US001 Approval ID: NEXT Status: Not Processed
 From Date:  To Date:  Draft Type: 1 

Customer Options

Customer Options: Customer Drafts

Customer Reference

View All

First

1 of 1

Last

Cust ID: USA01 

Business Unit: + -

Name:

User Options

User Options: None

User Reference

View All

First

1 of 1

Last

User: 

Name:

Worksheet Action

Build

Clear

Created at:

Items:

[Worksheet Selection](#) [Worksheet Application](#)

Draft Approval Selection page

Note. Before you can build a draft approval worksheet, apply the drafts to items using a draft worksheet.

From Date and To Date	Enter dates to select drafts using specific dates.
Draft Type	Enter a draft type to limit the worksheet to drafts of a specific type.
Customer Options	Indicate the type of customer that you want to include in the worksheet. Options are: <i>Customer Drafts</i> or <i>None</i>. Select <i>None</i> to create a blank worksheet. This selection saves time if you merely need to place the draft payment on account, or if the reference information that you entered is almost complete, and you do not need to include all the customer account information.
Cust ID (customer ID)	Displays the customer's ID or business unit.
User Options and User	Select <i>ID</i> for the user option and enter the user ID. Use to limit the worksheet to drafts applied to items by a specific user.
Build	Click to build the worksheet.
Clear	Click to remove all drafts from the worksheet.

Using a Draft Approval Worksheet to Approve Multiple Drafts

Access the Draft Approval Worksheet page (Accounts Receivable, Drafts, Approve Drafts, Update Worksheet, Draft Approval Worksheet).

Draft Approval Worksheet

Unit: US001 Approval ID: 1 Status: Worksheet Created

Select Drafts Customize | Find | View All | First 1 of 1 Last

Draft Details Dates

Sel	Details	Rev Dist	Draft ID	Draft Ref	Draft Type	Customer ID	Amount	Currency
☒	Details		30	CRV-100909	1	USACM001		USD

Complete Cancel Edit

Totals

Amount: 0.00
Count: 1

[Worksheet Selection](#) Worksheet Application

Draft Approval Worksheet page

The system automatically selects the check boxes next to each draft. If you do not want to approve a draft, deselect its check box.

Details

Click to access the Draft Details page, where you can view a list of the items included in a particular draft.

Complete

Click to approve the selected drafts and change the status to *Accepted*.

Cancel

Click to cancel the selected drafts. The items selected for payment in the drafts become available for selection in another draft.

Amount and Count

Displays the total amount and number of the drafts that you have selected.

Identifying Drafts Used as Collateral

You can use drafts that have an *Accepted* status as collateral. When you identify a draft as being used for collateral, its status changes from *Accepted* to *Collateral* and you cannot remit the draft to the bank. When a draft is no longer being used for collateral, change its status back to *Accepted* so that it can be remitted to the bank.

This section discusses how to use drafts as collateral.

Page Used for Identifying Drafts Used as Collateral

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Collateral	DRAFT_TRANSFER	Accounts Receivable, Drafts, Transfer Drafts, Draft Collateral, Draft Collateral	Identify drafts that are being used or are no longer being used as collateral.

Using Drafts as Collateral

Access the Draft Collateral page (Accounts Receivable, Drafts, Transfer Drafts, Draft Collateral, Draft Collateral).

Transaction Date	Enter the date when the draft is first used as collateral.
Name	Enter the name of the collateral holder.
Undo	Click if the draft is no longer being used as collateral to change the status to <i>Accepted</i> .

History

Records each change to the status of the draft.

Transaction Type	Displays the collateral status of the draft. <i>Collateral</i> indicates that the draft is being used as collateral. <i>Undo</i> indicates that the draft is no longer being used as collateral.

Endorsing Drafts to Another Party

Drafts that have an *Accepted* status can be endorsed to another party. When you endorse a draft, its status changes from *Accepted* to *Endorse* and you cannot remit the draft to the bank. If the draft is no longer endorsed to another party, change its status back to *Accepted* so that it can be remitted to the bank.

This section discusses how to endorse drafts.

Page Used for Endorsing Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Endorse Draft	DRAFT_TRANSFER	Accounts Receivable, Drafts, Transfer Drafts, Endorse Drafts, Endorse Draft	Endorse drafts to another party.

Endorsing Drafts

Access the Endorse Draft page (Accounts Receivable, Drafts, Transfer Drafts, Endorse Drafts, Endorse Draft).

This page is similar to the Draft Collateral page.

Transaction Type Displays the endorsement status of the draft:

Endorse indicates that the draft is endorsed to another party. *Undo* indicates that the draft is no longer endorsed.

See Also

[Chapter 26, "Managing Drafts," Identifying Drafts Used as Collateral, page 834](#)

Remitting Drafts to the Bank

When you remit drafts to the bank, you indicate when you want to receive funds for the draft, either before the due date for a discounted amount or on the due date for the full amount.

This section discusses how to:

- Build a draft remittance worksheet.
- Use a draft remittance worksheet to select drafts.
- (Optional) Change remittance details.
- (Optional) Enter bank fees for discounted drafts.
- Create the EFT file for remitting drafts.
- (Optional) Create an EFT file cover sheet.
- (Optional) Cancel an EFT file for draft remittances.
- (Optional) Receive confirmation from the bank.

- (Optional) Correct drafts not matched in the bank EFT file.
- (Optional) Run the EFT Draft Inbound Exception report.

Pages Used to Remit Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Remittance Selection	DR_REMIT_SEL_IC	Accounts Receivable, Drafts, Remit Drafts to Bank, Create Worksheet, Draft Remittance Selection	Build a draft remittance worksheet. When you build the worksheet, you have the option of discounting drafts for payment before the due date.
Available Credit	DR_REMIT_CRED_SEC	Click the Available Credit link on the Draft Remittance Application page or the Draft Remittance Application page.	Determine if credit is available at the bank to discount more drafts.
Draft Remittance Application	DR_REMIT_WORKS_IC	Accounts Receivable, Drafts, Remit Drafts to Bank, Create Worksheet, Draft Remittance Selection	Select drafts that are ready for remittance.
Remittance Details	DR_REMIT_WS_SEC_IC	Click the Details link on the Draft Remittance Application page.	View or change remittance information for the drafts.
Bank Fees	DRAFT_FEE_SEC	Click the Bank Fees link on the Draft Remittance Application page.	Enter bank fees for discounted drafts.
Create EFT File	RUN_FIN2025_DR	Accounts Receivable, Drafts, Remit Drafts to Bank, Create EFT File, Create EFT File	Run the Format EFT Files process (FIN2025) that creates the remittance (EFT file) that is sent to the bank.
Create EFT File Cover Sheet	RUN_FIN2025	Accounts Receivable, Drafts, Remit Drafts to Bank, Create Cover Sheet, Create EFT File Cover Sheet	Define the run parameters for the EFT File Cover Sheet report (FIN2025). Use the report to create a cover letter for the EFT file if the bank requires one.

Page Name	Definition Name	Navigation	Usage
Cancel EFT File	DR_EFT_CANCEL	Accounts Receivable, Drafts, Remit Drafts to Bank, Cancel EFT File, Cancel EFT File	Cancel the EFT file before you transmit it to the bank, if you need to change a draft after creating an EFT file. After you cancel the EFT file and change the draft, you can then create a new one. This page is available only if you generated an EFT file.
Inbound Bank EFT File	EFT_DR_INBOUND	Accounts Receivable, Drafts, Create Drafts, Inbound Bank EFT File, Inbound Bank EFT File	Run the AR_DRAFT_BNK process to load and process the bank EFT file.
Inbound Bank EFT File for Drafts	DR_IN_BANK_FILE	Accounts Receivable, Drafts, Remit Drafts to Bank, Receive Bank Confirmation, Inbound Bank EFT File for Drafts	Change details for a payment record in a bank EFT file so that the record matches an existing draft.
Detail	DR_IN_BANK_SEC	Click the Details link on the Inbound Bank EFT File for Drafts page.	View details about the issuer and customer's bank ID, branch, and account number.
Bank Remit Exception Report	EFT_DR_EXCEPT	Accounts Receivable, Drafts, Reports, Bank Remit Exception Report, Bank Remit Exception Report	Define the run parameters for the EFT Draft Inbound Exception report (AR3210X). Use this report to see a list of exceptions that were found in the bank EFT file for a specific reason.
Remittance/Discount Form	DRAFT_REMIT_FORMS	Accounts Receivable, Drafts, Reports, Remittance/Discount Form, Remittance/Discount Form	Define the run parameters for the Remittance/Discount Forms report (AR32103). Submit this report to a bank to inform the bank of the drafts that need to be collected from the customer's bank.

Building a Draft Remittance Worksheet

Access the Draft Remittance Selection page (Accounts Receivable, Drafts, Remit Drafts to Bank, Create Worksheet, Draft Remittance Selection).

Draft Remittance Selection

Unit: US001 Remittance ID: 7 Status: Complete
 *Bank: USBNK *Account: CHCK Currency: USD Draft Type: 2
☐ Discount? ☒ Recourse? Discount Date: Max Remit Amt:

Customer Options
 Customer Options: None
Customer Reference Find | View All First 1 of 1 Last
 Cust ID: Business Unit: + -
 Name:

Date Options
 Date Options: None
Date Reference Find | View All First 1 of 1 Last
 From Date: To Date: + -

Reference Options
 *Reference Options: Specific Value
 *Restrict to: All
 *Match Rule: Exact Match
Draft Reference Customize | Find | View All | First 1-2 of 2 Last

Reference Qualifier Code	Reference		
D - Draft ID	26	+	-
D - Draft ID	27	+	-

Worksheet Action
 Build Clear Created at: 05/23/05 12:18PM Items: 2

Worksheet Selection [Worksheet Application](#) [Available Credit](#)

Draft Remittance Selection page

Worksheets are cumulative. As long as you do not clear the worksheet, you can keep expanding it by selecting additional criteria. Each time you build a worksheet, the drafts you previously selected remain and the system adds drafts that meet the new criteria to the worksheet.

Bank and Account

Enter a bank code and account number. The bank account must have a draft collection method defined on the External Accounts - Collection Method page.

Currency

Displays the default currency of the bank account. Change the currency as needed.

Draft Type

Select a draft type to limit the worksheet to specific types of drafts. If you leave this field blank, the worksheet includes only drafts that allow discounts. If you select a draft type that does not allow discounts, you cannot enter discount information in the other fields.

Discount?

Select to discount all drafts in the remittance for early payment.

Recourse?	Select if you are still responsible for the draft amount up until the original due date of the draft. In other words, the amount appears as a liability on your books until your bank receives the funds.
Discount Date	If you select the Discount? check box, you must enter a discount date.
Max Remit Amt (maximum remittance amount)	Enter the maximum remittance amount that you will send to the bank. If the total of the drafts exceeds this amount, you receive a warning message when you mark the worksheet <i>Complete</i> . The amount displays in the currency for the bank account.
Available Credit	Click to access the Available Credit page, where you can determine if you have enough credit left with the bank to discount more drafts.

Customer Options

Use these options to create a worksheet with drafts for a particular customer ID. When you specify a customer, the name of the customer appears and the Customer Options field changes to *Customer Drafts*. The system includes all the customer's drafts in the worksheet.

Date Options

Use these options to create a worksheet with drafts that have a specific date range.

Date Options	When you specify a date range, the Date Options field changes to <i>Due Date Range</i> . You can change the selection to <i>Accounting Date Range</i> .

Reference Options

Reference Qualifier Code	Enter the type of information used to identify the drafts. Then, use the Reference and To Reference fields to fill in the details. Options are: <i>B - Customer Bank:</i> Enter your customer's bank account and branch. <i>D - Draft ID:</i> Enter a draft ID. <i>G - Customer Group:</i> Enter a customer group code. <i>R - Draft Reference:</i> Enter a draft document reference number.

Reference Options and Match Rule	Options are <i>Specific Value</i> (to match specific values) or <i>None</i> . If you select <i>Specific Value</i> , use the Match Rule field to select <i>Exact Match</i> or <i>Like Match</i> . <i>Like Match</i> compares the beginning characters. For example, a like match of 24% includes all items beginning with 24.

Restrict To

Select how reference information should be combined with other selection options to determine which drafts appear in the worksheet. Options are:

All: Builds a worksheet with only drafts that meet the reference criteria with no reference to the other options.

Customer Only: Builds a worksheet with drafts that match the reference criteria and belong to the specified customers.

Date Only: Builds a worksheet with drafts that match the reference criteria and are in the specified date range.

Customer and Date: Builds a worksheet with drafts that match the reference criteria, belong to the specified customers, and are in the specified date range.

Worksheet Action**Build**

Click to build a draft remittance worksheet.

Clear

Click to remove all drafts from an existing worksheet.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

Using a Draft Remittance Worksheet to Select Drafts

Access the Draft Remittance Application page (Accounts Receivable, Drafts, Remit Drafts to Bank, Create Worksheet, Draft Remittance Selection).

Draft Remittance Application

Unit: US001 Remittance ID: 7 Status: Complete

Select Drafts									
	Sel	Event	Unit	Draft ID	Amount	Currency	Due Date	Customer ID	Bank Fees
1	☒		US001	26	1468.00	USD	05/23/2005	1005	0.00
2	☒		US001	27	884.00	USD	05/23/2005	1005	0.00

[Complete](#) [Cancel](#) [Edit](#)

Totals					
Amount:	2352.00	USD	Max Remit Amt:	0.00	Min Remit Amt:
Count:	2		Difference:	0.00	Difference:

[Worksheet Selection](#) Worksheet Application [View Audit Logs](#) [Details](#) [Available Credit](#)

Draft Remittance Application page

By default, the check box next to each draft is selected. If you do not want to remit a draft, deselect its check box.

Due Date	Displays the date that you expect the bank to receive payment. If the draft is a discounted draft, the bank deposits the funds in the account on the discount date.
Bank Fees	Click to open a page where you can enter bank fees for discounted drafts.
Complete	Click to approve all selected drafts for remittance and to mark the worksheet as complete.
Cancel	Click to cancel the remittance. You can then include the drafts in a new worksheet.
Edit	After you click Complete (and before posting), click to edit drafts. Then, click Complete again to mark the worksheet complete.
Amount and Count	Displays the total amount and count of the drafts that you selected.
Max Remit Amt (maximum remittance amount)	Displays the maximum remittance amount that you can send to the bank. You indicate this number when you build the worksheet.
Difference	Displays the difference between the maximum remittance amount and the amount of the selected drafts.
Min Remit Amt (minimum remittance amount)	Displays the minimum amount the bank will let you remit if the drafts are discounted. You specify this amount on the Collection Methods page.

Difference

Displays the difference between the amount of the selected drafts and the minimum remittance amount.

Details

Click to change remittance details for a draft.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

Changing Remittance Details

Access the Remittance Details page (click the Details link on the Draft Remittance Application page).

Remittance Details

Unit: US001

Remittance ID: 7

Remittance Date: 05/23/2005

*Bank: USBNK

USA BANK

*Account: CHCK

USBNK CHECKING ACCT

Discount Draft: ☐

Discount Date:

Allow Recourse: ☒

Draft Type: 2

Customer Initiated Draft(R7.5)

Create Date: 05/23/05 12:18PM

OK

Cancel

Remittance Details page

Remittance Date

Enter the date that you remit the draft to the bank for payment. Override today's date, if needed.

Bank and Account

Change the bank account to which you submit the draft, if needed.

Discount Draft

If this check box is selected, you can change the discount date for discounted drafts.

Allow Recourse

If selected, you are still responsible for the draft amount up until the original due date of the draft. In other words, the amount appears as a liability on your books until your bank receives the funds.

Entering Bank Fees for Discounted Drafts

Access the Bank Fees page (click the Bank Fees link on the Draft Remittance Application page).

Pay Amt (payment amount)	Enter the amount of each fee that the bank charges for discounted drafts. The default currency is the draft currency.
Entry Type and Reason	Displays the default entry type for fees come from the business unit. Enter an entry reason, if needed.

When you post the remittance worksheet, the system adds an item for each bank fee and generates the accounting entries for the bank fees on the discount date.

Creating EFT Files for Remitting Drafts

Access the Create EFT File page (Accounts Receivable, Drafts, Remit Drafts to Bank, Create EFT File, Create EFT File).

To prevent funds from being collected more than one time, you can select a draft remittance for inclusion in an EFT file only once.

Note. EFT file layouts differ from country to country. The organization that receives the EFT file from your customer should be able to furnish you with the appropriate layout specifications.

The location of the file when the process completes depends on the output destination options that you selected in the process definition for the Format EFT Files process.

If the output destination is *User Defined*, the location depends on the parameters you enter on the Process Scheduler Request page and can be one of the following:

Output Type Destination Options	Location
Output type: Web	The file is in the location that you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
Output type: file Output destination: blank	The file is in the location that you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
Output type: file Output destination: a folder path, such as C:\temp\EFT files	The file is in the folder path that you specified, such as C:\temp\EFT files\.

If the output destination for the Format EFT Files process is *Process Definition*, the location is the folder that you defined for the output definition for the process definition.

If the output destination for the process definition is *Process Type Definition*, the location is the folder that you defined for the output definition for the SQR process type definition.

Creating an EFT File Cover Sheet

Access the EFT File Cover Sheet page (Accounts Receivable, Drafts, Remit Drafts to Bank, Create Cover Sheet, Create EFT File Cover Sheet).

Language Option	You specify whether the cover sheet is in a Specified Language or the Recipient's Language, and then select the Language Code.
EFT Layout Code	Enter the code for the type of EFT file used to submit the draft.
Process Instance	Displays the number of the process instance that created the EFT file.

Canceling an EFT File for Draft Remittances

Access the Cancel EFT File page (Accounts Receivable, Drafts, Remit Drafts to Bank, Cancel EFT File, Cancel EFT File).

Click Cancel Draft EFT File.

Receiving Confirmation from the Bank

Access the Inbound Bank EFT File page (Accounts Receivable, Drafts, Create Drafts, Inbound Bank EFT File, Inbound Bank EFT File).

EFT Layout Code and File Name	Enter the EFT layout code and the file name for the EFT file for which you are trying to determine whether the payment collection was successful.

If the payment collection was not successful, the AR_DRAFT_BANK process changes the status of the draft to *Void* on the Draft Control record (DRAFT_CONTROL). The next time you run the Receivable Update process, it generates the appropriate accounting entries to reverse the payment.

Correcting Drafts Not Matched in the Bank EFT File

Access the Inbound Bank EFT File for Drafts page (Accounts Receivable, Drafts, Remit Drafts to Bank, Receive Bank Confirmation, Inbound Bank EFT File for Drafts).

The EFT Transactions grid contains a list of payment records that were in the bank EFT file that the AR_DRAFT_BANK process could not match to drafts in the system. You need to determine which draft in the system matches a payment record and update the information so that it matches a draft. When you save the page, the system changes the status of the draft based on the reason code assigned to the payment record.

Unit or Draft ID	Enter the business unit or draft ID of the draft on the system that matches the payment record.

Reason Code If the reason code on the payment record does not match a reason code on your system, change the code to match the appropriate code defined on your system.

See Also

Chapter 11, "Setting Up Draft Processing," Defining EFT Reason Codes and EFT File Layouts, page 372

Running the EFT Draft Inbound Exception Report

Access the Bank Remit Exception Report page (Accounts Receivable, Drafts, Reports, Bank Remit Exception Report, Bank Remit Exception Report).

EFT Layout Code Enter the EFT file layout code for the EFT files that you submitted to the bank whose exceptions you want to include in the report.

Reason Code Enter the code that identifies the reason why the collection failed.

Dishonoring Drafts

This section provides an overview of dishonored draft processing and discusses how to:

- Build a dishonor draft worksheet.
- Select drafts to dishonor.
- Handle the outstanding debt on a dishonored draft.

Understanding Dishonored Draft Processing

You can dishonor a draft at any point in the draft life cycle after you have approved it but before you reconcile it on a bank statement. You dishonor a draft after you remit it, and it is past due because a customer fails to pay the draft at the maturity date. You can dishonor a draft earlier in the draft life cycle if you know that they will not be able to pay for it.

After you select drafts to be dishonored, run the Receivable Update process to:

- Create accounting entries.
- Update the activity table.
- Change the draft status to *Dishonored*.

Pages Used to Dishonor Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Dishonor Draft Selection	DRAFT_DISH_SEL_IC	Accounts Receivable, Drafts, Dishonor Drafts, Create Worksheet, Dishonor Draft Selection	Build a dishonor draft worksheet.
Dishonor Draft Application	DRAFT_DISH_WORK_IC	Accounts Receivable, Drafts, Dishonor Drafts, Update Worksheet, Dishonor Draft Application	Select drafts that you want to dishonor.
Dishonor Activity	DRAFT_RUN_ARDISH01	Accounts Receivable, Drafts, Reports, Dishonor Activity, Dishonor Activity	Define the run parameters for the Dishonor Activity report (AR32104). Use the report to list all drafts that have a dishonored status.

Building a Dishonor Draft Worksheet

Access the Dishonor Draft Selection page (Accounts Receivable, Drafts, Dishonor Drafts, Create Worksheet, Dishonor Draft Selection).

Dishonor Draft Selection			
Unit:	US001	Dishonor ID:	NEXT
		Status:	Not Processed
Customer Options			
Customer Options:	Customer Drafts	Customer Reference	View All First 1 of 1 Last
		Cust ID:	USACM001
		Name:	CM CUST 001
Date Options			
Date Options:	Due Date Range	Date Reference	View All First 1 of 1 Last
Restrict to:	Draft & Cust	From Date:	09/01/2009
		To Date:	10/30/2009
Draft Criteria			
Draft Options:	Draft Value	Draft Reference	View All First 1 of 1 Last
		Draft ID:	27
		Unit:	US001
Bank Criteria			
Bank Options:	None		
Restrict to:	All Drafts		
Worksheet Action			
Build		Clear	
		Created:	
Worksheet Selection		Worksheet Application	

Dishonor Draft Selection page

Worksheets are cumulative. As long as you do not clear the worksheet, you can keep expanding it by selecting additional criteria. Each time you build a worksheet, the drafts you previously selected remain, and the system adds drafts that meet the new criteria to the worksheet.

The Restrict To field works basically the same for all selection criteria. They determine how reference information should be combined with other selection options to determine which drafts appear in the worksheet. The values vary based on the selection criteria you enter. Values include:

<i>All Drafts</i>	Builds a worksheet with only drafts associated with the specified criteria for the current option, regardless of the other criteria that you entered.
<i>Cust & Date</i> (customer and date)	Builds a worksheet with drafts that are associated with the current option and that belong to the specified customers and fall within the specified date range.
<i>Customer Only</i>	Builds a worksheet with drafts that are associated with the current option and that belong to the specified customers.
<i>Date Range Only</i>	Builds a worksheet with drafts that are associated with a current option and that fall within the specified date range.

<i>Draft & Cust</i> (draft and customer)	Builds a worksheet with drafts that are associated with the current option and that belong to the specified customers and with the specified draft IDs.
<i>Draft Only</i>	Builds a worksheet with drafts associated with the current option and with the specified draft IDs.

Customer Options

You can use the customer options to build a worksheet for a specific customer ID.

Customer Options	Select <i>None</i> if you fill in the fields under Date Options, Draft Criteria, or Bank Criteria.
Cust ID (customer ID)	Enter the customer's ID or business unit. The customer's name automatically appears, and the Customer Options field changes to <i>Customer Drafts</i> .

Date Options

Date Options	Select an option for selecting drafts by a date. Options are: <i>None</i> , <i>Due Date Range</i> , <i>Due Date</i> , and <i>Accounting Date Range</i> .
Restrict to	Options are: <i>All Drafts</i> , <i>Customer Only</i> , <i>Draft & Cust</i> , and <i>Draft Only</i> .
From Date and To Date	Enter a date range if you want to build a worksheet for drafts using specific due dates or accounting dates.

Draft Criteria

Draft Options	Select <i>None</i> if you fill in the fields under Customer Options, Date Options, or Bank Criteria.
Draft ID	Enter the draft ID if you want to build a worksheet for a specific draft. The Draft Options field changes to <i>Draft Value</i> .

Bank Criteria

Bank Code and Bank Account	Enter bank information if you want to build a worksheet for a specific bank account. The Bank Options field changes to <i>Bank Account</i> .
Bank Options	Options are: <i>None</i> and <i>Bank Account</i> .
Restrict to	Options are: <i>All Drafts</i> , <i>Cust & Date</i> (customer and date), <i>Customer Only</i> , <i>Date Range Only</i> , and <i>Draft Only</i> .

Worksheet Action

- Build**

Click to build the worksheet.
- Clear**

Click to remove all drafts from an existing worksheet.

Selecting Drafts to Dishonor

Access the Dishonor Draft Application page (Accounts Receivable, Drafts, Dishonor Drafts, Update Worksheet, Dishonor Draft Application).

Dishonor Draft Application

Unit: US001 Dishonor ID: 1 Status: Worksheet Created Accounting Date 10/09/2009

Select Drafts

Customize | Find | View All | 1-2 of 2 | First | Last

Sel	Reason	Event	Draft ID	Unit	Draft Ref	Status	Amount	Currency	Draft Type	Remit ID	Cust ID	Bank	Account
☒	DRF	AR_I	26	US001	DR-1	Complete	1,468.00	USD	Customer Initiated Draft (R7.5)	7	1005	USBNK	CHCK
☐			27	US001	DR-2	Complete	884.00	USD	Customer Initiated Draft (R7.5)	7	1005	USBNK	CHCK

Post Cancel Edit

[Worksheet Selection](#) Worksheet Application

Dishonor Draft Application page

Select each draft that you want to dishonor.

- Reason**

Enter a reason code to display on the Draft Inquiry page. You can also use that code in custom reports. If the draft type does not require a reason, you can enter a reason for an audit trail.
- Post**

Click to set the group to post.
- Cancel**

Click to cancel the worksheet. You can then include the drafts in a new worksheet.
- Edit**

After you click Post (and before posting), click to select or deselect more drafts. If you want to edit the worksheet after it is posted, you must unpost the group first.

Handling the Outstanding Debt on a Dishonored Draft

After you dishonor a draft, you must handle the outstanding debt for the draft by performing one of the following tasks:

- Pay for the items on the draft by check or another draft.

To do this, void the draft to reopen the items. Then, either pay for the items on a different draft or change the payment method for the item to check.

- Present the draft to the bank at a later date.

To do this, cancel the remittance. Then, change the due date for the draft on the draft worksheet and remit the draft again. Use this option only if you already remitted the draft to the bank when you dishonor it.

- Write off the items on the draft.

To do this, void the draft and then write off the items on the maintenance worksheet.

- Transfer the items in the draft to a doubtful receivables account.

To do this, void the draft and then use a transfer worksheet to transfer the items.

Voiding Drafts

This section provides an overview of the draft void process and discusses how to:

- Build a void draft worksheet.
- Use a void draft worksheet to void drafts.

Understanding the Draft Void Process

You void a draft if the draft has been dishonored or was lost or stolen and you want to reopen all the items associated with the draft.

You can void a draft after it has been approved, but before you reconcile it on a bank statement. For example, you could void a discounted draft before the due date plus the risk days (the number of days that the bank waits before it notifies you that the customer failed to pay).

After you select drafts to be voided, run the Receivable Update process to:

- Create accounting entries.
- Update the activity table.
- Change the draft status to *Void*.

See Also

Chapter 11, "Setting Up Draft Processing," Additional Draft Events, page 345

Pages Used to Void Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Void Draft Selection	DRAFT_DISH_SEL_IC	Accounts Receivable, Drafts, Void Drafts, Create Worksheet, Void Draft Selection	Build a void draft worksheet.
Void Draft Application	DRAFT_DISH_WORK_IC	Accounts Receivable, Drafts, Void Drafts, Update Worksheet, Void Draft Application	Select drafts that you want to void.

Building a Void Draft Worksheet

Access the Void Draft Selection page (Accounts Receivable, Drafts, Void Drafts, Create Worksheet, Void Draft Selection).

The fields on this page are similar to those on the Dishonor Draft Selection page.

Instead of entering bank criteria, you enter values in the Status Criteria group box.

Draft Status Enter the status of the drafts to include in the worksheet. The Status Options field changes to *Draft Status*.

Status Options Options are: *None* and *Draft Status*.

Restrict To Options are: *All Drafts*, *Cust & Date* (customer and date), *Customer Only*, *Date Range Only*, and *Draft Only*.

See Also

Chapter 26, "Managing Drafts," Building a Dishonor Draft Worksheet, page 847

Using a Void Draft Worksheet to Void Drafts

Access the Void Draft Application page (Accounts Receivable, Drafts, Void Drafts, Update Worksheet, Void Draft Application).

The fields on this page are the same as those on the Dishonor Draft Application page.

See Also

Chapter 26, "Managing Drafts," Selecting Drafts to Dishonor, page 850

Canceling Draft Remittances

This section provides an overview of the cancel remittance process and discusses how to:

- Build a cancel remittance worksheet.
- Use a cancel remittance worksheet to cancel remittances.

Understanding the Cancel Remittance Process

You can cancel a draft remittance either before or after the draft due date, but before you reconcile it. For discounted drafts, you must cancel the remittance before the discount date or after you dishonor it. You can cancel a draft remittance if the customer failed to pay the draft, but promised that there would be sufficient funds to cover the amount of the draft.

After you select drafts remittances to be canceled, run the Receivable Update process to:

- Create accounting entries.
- Update the activity table.
- Change the draft status to *Accepted*.

The draft is still posted, so you can select it again for remittance. You cannot access the draft on the draft worksheet.

See Also

Chapter 11, "Setting Up Draft Processing," Additional Draft Events, page 345

Pages Used to Cancel Draft Remittances

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Cancel Remittance Selection	DRAFT_DISH_SEL_IC	Accounts Receivable, Drafts, Cancel Draft Remittance, Create Worksheet, Cancel Remittance Selection	Build a cancel remittance worksheet.

Page Name	Definition Name	Navigation	Usage
Cancel Remittance Application	DRAFT_DISH_WORK_IC	Accounts Receivable, Drafts, Cancel Draft Remittance, Update Worksheet, Cancel Remittance Application	Select draft remittances that you want to cancel.

Building a Cancel Remittance Worksheet

Access the Cancel Remittance Selection page (Accounts Receivable, Drafts, Cancel Draft Remittance, Create Worksheet, Cancel Remittance Selection).

The fields on this page are the same as those on the Dishonor Draft Selection page.

See Also

[Chapter 26, "Managing Drafts," Building a Dishonor Draft Worksheet, page 847](#)

Using a Cancel Remittance Worksheet to Cancel Remittances

Access the Cancel Remittance Application page (Accounts Receivable, Drafts, Cancel Draft Remittance, Update Worksheet, Cancel Remittance Application).

The fields on this page are the same as those on the Dishonor Draft Application page.

See Also

[Chapter 26, "Managing Drafts," Selecting Drafts to Dishonor, page 850](#)

Reconciling Drafts on a Bank Statement

When you receive a bank statement, you must reconcile drafts by matching the amount of each draft received with the amount that was submitted to the bank. You can reconcile drafts manually, or use the Bank Reconciliation Application Engine process (FSPRECON) to reconcile them. Use the PS_BNK_RCN_DRAFT reconciliation rule to reconcile bank statements for drafts.

See Also

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up Reconciliation"

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Reconciling Statements"

Unposting Drafts

Unposting a draft reverses your last action on the draft. You can unpost a draft after you run Receivable Update at any point in the draft life cycle. For example, you might unpost a draft because you want to change some details about the draft.

When you unpost a draft, the system restores the draft to its status before the last action and reverses the last accounting entries.

If you have not already run Receivable Update, it is not necessary to unpost the group. You can return to the appropriate worksheet page and cancel the group.

See Also

Chapter 28, "Posting and Unposting Groups," Unposting Groups, page 917

Understanding How to Review and Correct Draft Accounting Entries

This section discusses:

- How the system creates draft accounting entries.
- How the system creates draft interunit accounting entries.
- How to perform error corrections for draft payments.

Draft Accounting Entry Creation

For drafts, all the accounting entries are created when you run the Receivable Update process. You cannot create them online. The draft type determines how the accounting entries are created.

The system creates accounting entries for each event in the draft life cycle even though it may not be an event that you initiate online. For example, it creates accounting entries at the draft due date. The next time that you run the Receivable Update process after the due date, the system creates accounting entries.

The draft process uses the PeopleSoft Receivables core architecture for pending groups. For example, after you indicate that a draft was accepted by the customer, the Receivable Update process creates a group of pending items with the group type *D* and creates the accounting entries that are associated with the DM-01 (pay item) system function.

When you accept a draft, the Receivable Update process reduces the balance of open items and creates an accounting entry that debits the receivable account and credits drafts receivable. For subsequent draft events, it does not change the balance of the item; it simply creates the appropriate accounting entries for the draft event and changes the draft status.

Interunit Accounting Entries

The system also creates interunit accounting entries when the PeopleSoft Receivables business units of the draft payment and the item are associated with different general ledger business units. The entries are the same as payments on the payment worksheet, except that the process debits the Draft Receivables account instead of the Cash account.

Error Correction

The Receivable Update process edits for ChartField combination errors if you enabled ChartField combination editing on the Receivables Options - General 2 page for the business unit. You cannot post the accounting entries until you fix the error if you selected Recycle in the ChartField Editing group box. You can edit the receivables (AR) lines for these types of new items that do not reference existing items:

- Prepay an Item (DM-02)
- Place an Amount on Account (DM-03)
- Adjust Remaining Overpayment (DM-04)
- Adjust Remaining Underpayment (DM-05)
- Create a Deduction (DM-06)
- Write-off an Overpayment (DM-08)
- Write-off an Underpayment (DM-09)

Note. You cannot edit the AR lines when the system generates two transactions for the same new item ID, because the AR line must match for both transactions. This applies when a Write-off an Overpayment (DM-08) item automatically creates an Adjust Remaining Overpayment (DM-04) item, or when a Write-off an Underpayment (DM-09) item automatically creates an Adjust Remaining Underpayment (DM-05) item.

You can also edit entries in the user-defined line for these transactions:

- Write-off an Item (DM-07)
- Write-off an Overpayment (DM-08)
- Write-off an Underpayment (DM-09)

For all other draft transactions perform these steps:

1. Delete the entries using the Draft Error Correction component (MAINT_DST_CORR2).
2. Modify the combination edit rules so the combination is valid or perform one of these steps as appropriate
 - Modify the ChartField combination on the External Account page for the bank account if the error is on the Cash or Cash Control line.
 - Modify the ChartField combination on the Distribution Code page if the error is on a line generated from one of the distribution codes.
3. Rerun the Receivable Update process.

Note. You cannot edit entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

Use the Draft Error Correction component to correct any other errors that were discovered by the Receivable Update process. When you save the Draft Error Correction page, the system runs the combination edit again, and the error detail appears on the ChartField Comb Error tab in the Distribution Lines grid. The draft error correction pages are accessible only if the system detects any pending items that are in error.

Use the Accounting Entries page to review accounting entries created for drafts during the Receivable Update process.

See Also

Chapter 28, "Posting and Unposting Groups," Unposting Groups, page 917

Reviewing Draft Information

Use inquiry pages and reports to look up information about drafts.

This section discusses how to review all drafts.

Pages Used to Review Drafts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Draft Control	DRAFT_CONTROL_DSP	Accounts Receivable, Drafts, Review Drafts, All Drafts, Draft Control	Review summary or detailed information for each item on a draft.
Draft Details	DRAFT_WS_DTL_SEC	Click the Draft ID link on the Draft Control page.	View information about the bank that will receive the draft payment, bank statement reconciliation information, and bank fees.
Draft Items	DRAFT_ITEM_DSP	Accounts Receivable, Drafts, Review Drafts, All Drafts, Draft Items	Review details about each item on a draft.
Draft Inquiry	DR_INQUIRY_IC	Accounts Receivable, Drafts, Review Drafts, Draft Inquiry, Draft Inquiry	Search for a list of drafts based on search criteria, such as business unit, customer ID, due date, bank information, draft type, and draft status. Review draft details and drill down to the draft control information and draft items for each draft.

Page Name	Definition Name	Navigation	Usage
Item Activity From A Draft	ITEM_DRAFT	Accounts Receivable, Drafts, Review Drafts, Item Activity from Draft, Item Activity From A Draft	View activity for draft items.
Draft Reports	DRAFT_REPORTS	Accounts Receivable, Drafts, Reports, Draft Reports, Draft Reports	Define the run parameters for draft aging reports (AR32102). Your options are a draft aging report by bank or a draft aging report by customer. Use the report to list unpaid drafts by due date.
Draft Statement	RUN_AR32100	Accounts Receivable, Drafts, Reports, Draft Statement, Parameters	Define the run parameters for the Draft Statement report (AR32100). Use the report to list invoices and other documents in a draft.

Reviewing All Drafts

Access the Draft Control page (Accounts Receivable, Drafts, Review Drafts, All Drafts, Draft Control).

Draft Control

Draft Items

Unit: US001 Draft ID: [26](#) [Draft Notes](#)

Status: Complete Post Status: No Action ☐ Pre-approved Draft

Customer: 1005 Golden Inc. Due Date: 05/23/2005 ☐ Hold Switch

MICR ID: Creation Date: 05/23/2005

Draft Amount: 1,468.00 Draft Type: 2

Draft Currency: USD

Activity

Customize | Find | View 2 | First 1-4 of 4 Last

Posting Details Document Sequence Number

Event	Post Action	Unpost	Event Date	Posted Date	Group ID
Draft Creation	Actual	N	05/23/2005	05/23/2005	
Draft Approval	Actual	N	05/23/2005	05/23/2005	70
Draft Remitted	Actual	N	05/23/2005	05/23/2005	71
Draft at Due Date	Actual	N	05/23/2005	05/23/2005	73

Draft Control page

Draft ID	Click to access the Draft Details page, where you view details about the draft, such as information about the customer's bank, bank statement reconciliation, and bank fees. Depending on the status of the draft, you can use this link to change the due date and MICR ID.
Draft Notes	Click to access the Draft Notes page, where you can view or enter comments about the draft.
Pre-approved Draft	If selected, the draft is preapproved for payment by a bill-to customer and you can submit it to the customer's bank without the customer's sign-off. If the check box is not selected, the draft must be reviewed and approved by the customer before you can submit it to the bank for payment.
Hold Switch	If selected, the draft is placed on hold on the draft worksheet.

Chapter 27

Managing Direct Debits

This chapter provides an overview of direct debit processing, lists prerequisites, lists common elements, and discusses how to:

- Create and work with direct debits.
- Cancel direct debits.
- Remit direct debits to the bank.
- Review accounting entries and correct errors.
- Review direct debits.

Understanding Direct Debit Processing

Direct debits are a contractual method for collecting payment and receipts. The vendor and customer set up a contract that enables the vendor to collect an amount due for specific goods or services directly from the customer's bank through electronic funds transfer (EFT). Some banks require a cover letter for the EFT files they receive.

You can set up the direct debit data to require the creation, transmission, and confirmation of a direct debit prenote, which is a zero dollar electronic payment that is sent to the customer's bank to confirm the accuracy of customer's bank information. Prenotes help to eliminate additional processing or handling fees due to the transmission of incorrect customer account information to the customer's bank, and reduce any delays in receivable collections based on direct debit transactions. The Create Direct Debit process (AR_DIRDEBIT) must process and confirm the prenote before it can process any associated direct debit transactions.

This section discusses

- Remittance methods
- Direct debit process flow

Remittance Methods

PeopleSoft Receivables provides two processes to remit direct debits to the bank.

- You can generate an EFT file in PeopleSoft Receivables and send it to the bank manually or by using a third-party integration.
- You can use the PeopleSoft Cash Management Financial Gateway option to create an EFT file and send it to the bank.

When you create the bank account into which the funds should be deposited, you specify the EFT format layouts to use if the payment method is *Direct Debit* on the Collection Methods page. You can assign multiple layouts to the bank account, but you must specify the default layout. You specify the remittance method for each layout: Financial Gateway or EFT file (Format EFT). When you create a direct debit profile, the system populates the EFT Layout field with the default layout for the bank that you selected for the profile. You can override the layout with any other layout assigned to the bank account. You can also override the layout when you run the Create Direct Debits Application Engine process (AR_DIRDEBIT) with any layout assigned to the bank. The Create Direct Debit process assigns the remittance method to each direct debit based on the remittance method associated with the EFT file layout on the run control page.

See Also

Chapter 27, "Managing Direct Debits," Understanding the Direct Debit Remit Process, page 883

Direct Debit Process Flow

Perform the following tasks to create direct debits and send them to the bank for collection:

1. Run the Create Direct Debits process (AR_DIRDEBIT) to create direct debits and build a worksheet.

If direct debits are set up to require the creation, transmission, and reception of direct debit prenotes, the Create Direct Debit process creates prenotes. These prenotes must be sent to the customers bank and confirmed before the direct debit transactions associated with the prenotes can be processed.

2. Approve, reject, or hold the direct debits using the direct debit worksheet.
3. Change the direct debit's status to *Remitted* on the direct debit worksheet.
4. Run the Receivable Update process (ARUPDATE) to post the direct debit groups, update the item and customer balances, update item activity, and generate accounting entries.

Warning! When running the Receivable Update process after the Create Direct Debits process, if the Direct Debit Group field is *Direct Debit*, on the Create Direct Debits page, then the calculation of the direct debit due date must be less than, or equal to, the Receivable Update process run date to close the direct debit. The calculation of the direct debit due date results from the option selected in the Due Date Option field of the Create Direct Debits run control page. If the calculation of the direct debit due date is greater than the Receivable Update process run date, then the direct debit is not closed.

5. (Optional) Cancel direct debits that have a *Remitted* status, but have not been submitted to the bank.

If you remit direct debits using the PeopleSoft Cash Management Financial Gateway option, you can cancel the direct debit after you send it to Financial Gateway if the dispatch status is *Awaiting Dispatch*, *Hold*, or *Error*.

Note. You must run the Receivable Update process after you cancel a direct debit. Running this process reverses the accounting entries that the Receivable Update process created for the direct debit and reopens the items in the direct debit.

6. Remit the direct debit to the bank by running either the Create EFT through FG System Application Engine process (AR_FG_PROC) or the Format EFT Files SQR process (FIN2025).

Note. If you want to automatically run Receivable Update and generate the EFT files when you run the Create Direct Debit process, you can create a job definition to combine the four processes: AR_DIRDEBIT, ARUPDATE, AR_FG_PROC, and FIN2025. You can also run just three processes in one job and omit either the AR_FG_PROC or FIN2025 processes. You must also select the Auto-Remit Direct Debits option on the Create Direct Debits page. The multiprocess job runs all three or four processes for all direct debits to which the Create Direct Debits process assigns the *Accepted* status.

7. (Optional) Reconcile the direct debit with the bank statement using the PS_BNK_RCN_DEBIT reconciliation rule.

See Also

Chapter 28, "Posting and Unposting Groups," Running Receivable Update, page 901

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Reconciling Statements"

Prerequisites

This section provides the tasks you perform before you process direct debits:

- Define direct debit collection information for your bank account to which you will send the EFT files on the Collection Methods page.
- Define the customer's bank account information and link it to a remit from customer on the MICR Information - Customer Bank page.

Warning! If you use Financial Gateway to submit EFT files to the bank, you will get an error when you run the Create EFT through FG System process, if you skip this step.

- Create the direct debit profiles.
- Set up electronic banking if you use Financial Gateway as your remittance method.
- Define the direct debit information for customers that pay by direct debits on the Bill To Options page.
- Set up automatic numbering for direct debit IDs.

Select *DD ID* for the number type and *DD_ID* for the field name.

- Define automatic entry types for direct debit processing.
- (Optional) Assign a direct debit profile to an entry type.
- Define the EFT file layout that you use on the EFT File Layouts page or the Layout Catalog page for Financial Gateway.
- (Optional) Set up EFT Reason codes for bank EFT confirmation files.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Automatic Entry Types, page 88

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Defining Entry Types, page 76

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods

Chapter 5, "Defining Additional Processing Options," page 119

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up Files for Electronic Funds Transfers," Setting Up EFT Processing

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Defining MICR IDs

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Setting Up Automatic Numbering

PeopleSoft Financial Gateway 9.1 PeopleBook, "Setting Up Electronic Banking Using Financial Gateway," Setting Up Common Components for Bank Statement, Payment, and Payment Acknowledgment Processing

Common Elements Used in This Chapter**Status**

Displays the status of a direct debit. Values are:

Accepted: The direct debit is approved and you can mark it ready for posting and remittance.

Complete: The direct debit has completed processing.

No Action: The direct debit group has been rejected, and the items in the direct debit will be available for selection the next time you create direct debits.

Pending: You either selected the direct debit for edit or it is pending approval due to exceptions.

See Chapter 27, "Managing Direct Debits," Maintaining Direct Debit Details, page 877.

Rejected: All direct debits have been rejected because you have canceled a direct debit after you changed the status to *Remitted*. Also, the Receivable Update process changes the status to *Rejected* if you receive a rejection reason in the bank confirmation file that requires the cancel action. You can select these direct debits again the next time you create direct debits.

Remitted: The direct debit is ready to be posted and sent to the bank for collection.

Creating and Working with Direct Debits

This section provides an overview of the Create Direct Debit process and discusses how to:

- Create direct debits.
- Use the direct debit worksheet to manage direct debits.
- Maintain direct debit details.

Understanding the Create Direct Debits Application Engine Process

The Create Direct Debits process (AR_DIRDEBIT) selects the items that match your selection criteria and creates direct debits for them. It creates one direct debit for all open items with the same business unit, currency, and due date for each bill to customer that has a Direct Debit payment method. Each direct debit includes only one item if you selected the One Item Per Direct Debit check box in the direct debit profile.

The process also assigns one of the following statuses to each direct debit:

- *Accepted*: If the direct debit does not have any exceptions, it assigns it the *Accepted* status, which means that you can remit the direct debit.
- *Remitted*: If you are using the Auto-Remit option for the run request, it assigns direct debits without exceptions the *Remitted* status, which means that it is ready to post so you can remit it to the bank.

This means that all direct debits for a single run request must be approved before the process will use the Auto-Remit option.

- *Pending*: If the direct debit has exception conditions, it assigns it the *Pending* status.

The process uses the bank holiday rules defined for the bank account that you assigned to the customer on the Correspondence Options page to adjust the estimated settlement date if it falls on a holiday. You define the bank holiday rules for the bank account on the Collection Methods page.

If you enabled document sequencing, the Create Direct Debit process assigns a document sequence number to the direct debits when it creates them.

The Create Direct Debit process may not process any items for one or more customers and may write a message to the message log indicating that no items were processed for at least one customer. This can occur if all of the following conditions are true:

- The Exclude Credit Items check box is not selected on the Direct Debit Profile - Profile page.
- The Net Debit/Credit Amounts? check box is selected on the Direct Debit Profile - Profile page.
- The Create Negative Direct Debit check box is not selected on the Direct Debit Profile - Profile page.
- The total of all credits to be processed for the customer is greater than the total of all debits to be processed for that customer.

Understanding the Set Up and Processing of Direct Debits with Prenotes

A direct debit prenote is a zero dollar electronic payment that is sent to the customer's bank to confirm the accuracy of customer's bank information. Prenotes help to eliminate additional processing or handling fees due to the transmission of incorrect customer account information to the customer's bank, and reduce any delays in receivables collections. After setting up various components to enable prenote processing, the Create Direct Debit Application Engine (AR_DIRDEBIT) process creates the prenote transactions. These prenotes are sent to the customer's bank. After receiving confirmation of the prenote information from the bank, any associated direct debit transactions are processed.

If the customer's bank sends a confirmation, the system updates the prenote status to Confirmed and the related Direct Debits are processed the next time that the Create Direct Debits process runs. If the bank does not send a confirmation, after a specified number of days the submitted prenote is set to confirmed.

Note. Normally the bank only sends a response if the prenote is incorrect.

Direct Debit Prenote Setup

You set up various components to enable the creation, transmission, and confirmation of direct debit prenotes. The setup includes these components:

- Direct Debit Profile

You can select the Prenote Required check box on the Profile page of the Direct Debit Profile component (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Direct Debit Profile). You must also select an EFT Layout. The system runs an edit on the EFT Layout that you select to ensure that you selected an EFT Layout that can be used for transmitting direct debit prenotes.

- These EFT layouts are used for transmitting direct debit prenotes manually or through third-party integration.

EFT File Layout Code	Description	Country
BACS	Use for outbound transmissions.	United Kingdom
CPA005	Use for outbound transmissions. Canada Pay Association.	Canada
UFF	Use the Universal File Format for outbound transmissions.	United States
SEPA	Use for Single European Payment	Europe

- These EFT layouts will be used for transmitting direct debit prenotes using the Financial Gateway option in PeopleSoft Cash Management.

Format ID	Format Name
820 ACH	EDI 820 payment format for ACH
PPD	NACHA PPD payment format
CCD	NACHA CCD payment format
CCD+	NACHA CCD+ payment format
CTX	NACHA CTX payment format
PAYMENTEIP	PeopleSoft XML Format, PAYMENT_DISPATCH EIP Message

- Customer Information Component

You must select *Direct Debit* as the payment method in the Payment Method Options group box on the Bill To Options page (Customers, Customer Information, General Information) in order for the Prenote for Direct Debit group box to appear on the page. You can select the Prenote Required check box in this group box, select the status of the prenote, enter the number of days required to elapse before the prenote will be automatically confirmed by the system, and select a reason code, if applicable. You can also click a link on this page to view the prenote history. The statuses for a prenote include:

- *New*

When you select the Prenote Required check box, the system automatically updates the status to *New*. This status indicates that the Create Direct Debit process has not yet been run to create prenotes.

- *Submitted*

After the Direct Debit process creates the prenote and FIN2025 in Financial Gateway creates an EFT and returns a status of Dispatched. This indicates that the prenote has been dispatched to the bank and the prenote status is set to *Submitted*. A prenote status of Submitted initiates the counting of the days indicated prior to automatic confirmation. During this period, you will hear back from the bank, or the days prior to confirmation elapse and the prenote is automatically confirmed and the Create Direct Debit process sets the prenote status to *Confirmed* and processes the direct debit.

- *Confirmed*

The bank notifies you that the Direct Debit account information is correct or the entered time period has elapsed, which enables the Create Direct Debit process to process the direct debit transactions associated with the prenotes.

- *Rejected*

The bank notifies you that the Direct Debit account information is not correct, which prevents the Create Direct Debit process from processing the direct debit transactions associated with the prenotes. These transactions cannot be processed until the account information is corrected and the prenotes are confirmed.

- External Accounts Component

You must select *Direct Debit* as the Payment Method in the Payment Information group box and the Prenote Required check box on the Collection Methods page to enable this bank to receive prenotes (Banking, Bank Accounts, External Accounts) for a selected external bank account. Once you select Direct Debits, an Electronic Layouts grid appears where you can select the EFT Layouts used by this bank.

- Bank Integration Layout Component

You must select the Supports Prenotes check box on the Bank Integration Layout page (Banking, Administer Bank Integration, Bank Integration Layouts) to use PeopleSoft Cash Management Financial Gateway for transmitting prenotes with the selected bank.

- Reason Codes Component

PeopleSoft created a new reasontype for prenotes as system data to enable users to define the error messages. PeopleSoft sample data contains these three reason codes for prenotes (Set Up Financials/Supply Chain > Common Definitions > Codes and Auto Numbering > Reason Codes): Reason codes help the user to better describe the reason for prenote status change. The reason codes can be selected on the Bill To Options page (Customers, Customer Information, General Information)

- BANKEFT

This reason code indicates that the status was changed by EFT File process.

- CREATEDD

This reason code indicates that the status was changed by Create Direct Debits process.

- MANUAL

This reason code indicates that the status was changed manually.

See [Chapter 5, "Defining Additional Processing Options," Setting Up Direct Debit Profiles, page 131.](#)

See [Chapter 5, "Defining Additional Processing Options," Selecting EFT Layouts, page 137.](#)

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers.

See *PeopleSoft Banks Setup and Processing 9.1 PeopleBook*, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods.

See *PeopleSoft eBill Payment 9.1 PeopleBook*, "PeopleSoft eBill Payment Self-Service Transactions," Modifying Default Preferences.

Direct Debit Processing with Prenotes

After setting up for direct debit processing and indicating that prenotes are required, the prenote process flow uses the following steps:

1. You run the Create Direct Debit process (AR_DIRDEBIT) to create prenotes, which are sent to the customer's bank using one of these methods:
 - Generate an EFT file in PeopleSoft Receivables and send the prenote to the customer's bank manually, or use a third-party integration.
 - Send the prenote to the bank automatically using PeopleSoft Cash Management Financial Gateway.

2. The customer's bank can confirm the prenote using one of these methods:
 - Manually, through a third party system, or using phone, e-mail, or other means.
 - Send the prenote back to PeopleSoft Receivables using PeopleSoft Cash Management Financial Gateway.
 - Allow the specified time set up in PeopleSoft Receivables for the prenote to elapse, which results in an automatic confirmation of the prenote in PeopleSoft Receivables.

The Create Direct Debit process logs a message in the Message Log if it automatically changes the Prenote Status for a customer to *Confirmed* after the elapse of the specified number of days. The message "(x) Customer(s) automatically updated with a Prenote Status of Confirmed," where X represents the number of customers updated.

Important! The Create Direct Debit process will not pick up the associated direct debit transactions when a prenote is required and not confirmed. The required prenotes must be sent to the bank and confirmed before the direct debit transactions associated with the prenotes can be processed.

3. Once the prenotes are confirmed, the Create Direct Debit Application Engine process creates the direct debit transactions associated with the confirmed prenotes, and assigns one of the following statuses to each direct debit:

- Accepted

If the direct debit does not have any exceptions, the system assigns it a status of Accepted, which means that you can remit the direct debit.

- Remitted

If you are using the Auto-Remit option for the run request, it assigns a status of Remitted to direct debits without exceptions. This status indicates that the system is ready to post so you can remit it to the bank.

Important! All direct debits included in a single run request must be approved before the process will use the Auto-Remit option.

- Pending

If the direct debit has exception conditions, the system assigns it a status of *Pending*.

Important! An unconfirmed prenote is not considered an exception condition and will not change the status of the direct debit transaction to *Pending*. All direct debit transactions with required prenotes must have the prenote confirmed before the direct debit transaction can be processed.

4. Run the Receivable Update process (ARUPDATE) to post the direct debit groups, update the item and customer balances, update item activity, and generate accounting entries.

Note. ARUPDATE only processes the direct debit transactions and does not process prenotes, because prenotes are not associated with any accounting entries.

5. Remit the direct debit to the bank by running either the Create EFT through the FGAT System Application Engine process (AR_FG_PROC) or the Format EFT Files SQR process (FIN2025).

Note. When the prenote status is changed either manually by the user or by the Create Direct Debit process, the prenote history is updated.

See [Chapter 27, "Managing Direct Debits," Remitting Direct Debits to the Bank, page 882.](#)

Prenotes must be confirmed before the system can process direct debit transactions in eBill Payment. If you are submitting an item for payment in eBill Payment using the direct debit (DD) payment method, and the prenote status is *New*, *Pending*, *Rejected*, or *Submitted*, you will receive an error.

Prenote Reporting and History

Once prenotes are processed, an exception report provides a list of direct debit prenotes that failed due to incorrect bank details when an error notification is received from the customer's bank. You can cancel the prenote depending on the status.

The customer record contains information indicating whether a direct debit prenote was sent and the status of the prenote. The customer can view the status of the direct debit by clicking the View Prenote History link on the Bill To Options page (Customers, Customer Information, General Information).

Pages Used to Create and Work with Direct Debits

Page Name	Definition Name	Navigation	Usage
Create Direct Debits	DD_REQUEST	Accounts Receivable, Direct Debits, Administer Direct Debits, Create Direct Debits, Create Direct Debits	Create direct debits by running the Create Direct Debits process.
Update Direct Debits - Worksheet	DD_WORKLIST	- Accounts Receivable, Direct Debits, Administer Direct Debits, Update Direct Debits, Worksheet  Click the Direct Debit button on the Create Direct Debits page.	Approve, hold, or reject direct debits. Mark the direct debits as ready for remittance to the bank. Create an EFT file for the direct debits on the worksheet.
Worksheet Detail	DD_WORKSHEET_SEC	Click the DD ID(direct debit ID) link for the direct debit on the Worksheet page.	View or change details about a direct debit, such as the bank account or individual items.
Multiple Revenue Line Distribution	AR_MLR_SEC	Click the Revenue Distribution link on the Worksheet Detail page.	Determine how to distribute revenue to control budgets for partial payments when an item has multiple revenue lines.

Page Name	Definition Name	Navigation	Usage
Customer Bank Account Details	CUST_BANKINFO_SEC	Click the Customer Bank Details link on the Worksheet Detail page.	View the customer's MICR ID.
Item in Other Groups	ITEM_XGROUP_SEC	Click the Item in Other Groups link on the Worksheet Detail page.	View other worksheet groups in which a direct debit item is selected. This page also displays any pending item groups that are not posted that the item is in.
Additional Customer Information	CUST_INFO_SEC	Click the More Cust Info link on the Worksheet Detail page.	View customer information.
Item Activity	ITEM_DATA2	Click the Item Activity Detail link on the Worksheet Detail page.	View item activities.

Creating Direct Debits

Access the Create Direct Debits page (Accounts Receivable, Direct Debits, Administer Direct Debits, Create Direct Debits, Create Direct Debits).

Create Direct Debits

Run Control ID: DirDebits [Report Manager](#) [Process Monitor](#)

Request Parameters

Find | View All First 1 of 1 Last

Sequence: 1 *Business Unit: US001 *Process Frequency: Don't

Item Selection Criteria

Due Date Option: Max Due

Max Due Date:

☐ Auto-Remit Direct Debits

*Direct Debit Profile ID:

*Direct Debit Group:

☐ Include Items from eBill Payment

Deposit Bank

*Bank Code:

*Bank Account:

*EFT Layout Code:

Settle by:

Last Run

Last Run On:

Status: Not Yet Processed

Worksheet:

Create Direct Debits page

Item Selection Criteria

Due Date Option

Select *Max Due* (maximum due date) to process open items with due dates that are the same as or earlier than the date that you enter. When you select this option, the field that follows becomes Max Due Date (maximum due date).

Select *Days Prior* to process items before the due date. For example, if you enter *10* in the Days Prior to Due Date field, the process selects all items that are due within 10 days from the current date.

Warning! If the Direct Debit Group field is *Direct Debit*, then the calculation of the direct debit due date must be less than, or equal to, the Receivable Update process (ARUPDATE) run date to close the direct debit. The calculation of the direct debit due date results from the option selected in the Due Date Option field of the Create Direct Debit run control page. If the direct debit due date is greater than the Receivable Update process run date, then the direct debit is not closed.

Direct Debit Profile ID

Select the profile whose processing parameters you want to use. This restricts the selection of open items to those customers who have the same profile.

Direct Debit Group

Select the direct debit group assigned to the customers whose items you want to process. This restricts the selection of open items to those customers who have the same group.

Auto-Remit Direct Debits

Select to automatically assign a *Remitted* status to direct debits with no exceptions. If any of the direct debits that the process creates have exceptions, their status is *Pending* on the direct debit worksheet. Set the default for this field on the Receivables Definition - Accounting Options 2 page.

Include Items from eBill Payment

Select to include items from PeopleSoft eBill Payment in this process run. The eBill Payment items will be selected based on the Payment Date that was set in eBill Payment.

To ensure payments are received by the Payment Date of the item, Lead Time will be considered. Lead time represents the number of business days that will be subtracted from the Payment date for an item to determine when the Direct Debit process needs to select that item for payment. You can set up Lead Time on the MICR Information - Customer Bank page (Customers, Customer Information, MICR Information, Customer Bank) or the External Accounts - Collection Methods page (Banking, Bank Accounts, External Accounts, Collection Methods).

If the Use Lead Time and Holiday List from Biller's Bank check box is deselected in MICR ID setup, then Direct Debit Lead Time Days and Holiday List ID will be read from MCIR ID setup. However, if the Use Lead Time and Holiday List from Biller's Bank check box is selected in MICR ID setup, then Direct Debit Lead Time Days and Holiday List ID will be read from the external bank account setup.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Entering Customer-Specific Bank Information.

See *PeopleSoft Banks Setup and Processing 9.1 PeopleBook*, "Setting Up External, Internal, and Netting Accounts," Defining Collection Methods.

Deposit Bank

Bank Code and Bank Account Enter the bank code and account number where the funds are collected. The system populates the Bank Code and Bank Account fields based on the values in the direct debit profile ID that you select. To send the funds to a different bank account, override the bank information.

EFT Layout Code (electronic file transfer code) Enter the EFT layout code used to request the funds. The system populates the layout code from the direct debit profile ID that you select. To use a different layout, override the code.

Settle By

Displays the remittance method that you assigned to the EFT layout on the Collection Methods page for the bank account. Values are:

01 Financial Gateway: Sends the settlement request to PeopleSoft Cash Management Financial Gateway. Financial Gateway creates the EFT files and submits them to the bank. You receive acknowledgement statuses from Financial Gateway.

02 Format EFT: Generates an EFT file in PeopleSoft Receivables, which you send to the bank manually or through a third-party integration.

The Create Direct Debits process assigns the remittance method to each direct debit that it creates. When you run the other direct debit processes, each process checks the Settle By field for the direct debit to determine whether to process the direct debit.

See [Chapter 27, "Managing Direct Debits," Understanding the Direct Debit Remit Process, page 883.](#)

Prenotes may be required, which are processed using the Create Direct Debit process.

See Understanding the Set Up and Processing of Direct Debits with Prenotes in this chapter.

Last Run

When the process is complete, click the Direct Debits button to display the direct debit worksheet number, Last Run On date and time, and status information for the process that was just run.

Using Direct Debit Worksheets to Manage Direct Debits

Access the Update Direct Debits - Worksheet page (Accounts Receivable, Direct Debits, Administer Direct Debits, Update Direct Debits, Worksheet).

Worksheet									
Worksheet:	4767	Seq.:	1	Unit:	US001	Run Cntl:	RODERICK		
 						Report Manager Process Monitor Attachments (0)			
Selection Criteria									
Direct Debit Worksheet									
Customize Find View All   First 1 of 1 Last									
DD ID	Status	Hold	Exception	Rev Dist	Customer	Name	Amount	Currency	Due Date
9	Remitted	☐	No		USA07	South End Designs	1,110.00	USD	04/12/2005
Worksheet Action									
Pending:	0	Approved:	0	Rejected:	0	Total:	1	1 To 1	Of 1

Update Direct Debits - Worksheet page

Accounting Date

The accounting date is set to the current date if you leave the field blank. This field is available only when the worksheet can be remitted; that is, when the status of each direct debit in the worksheet is set to the *Accepted* value or the *No Action* value. The system edits the accounting date to ensure it is in an open accounting period.

Entering Selection Criteria

In the Selection Criteria group box, select the direct debits that you want to display.

Status

Select the status for the direct debits. Options are: *Accepted*, *Complete*, *No Action*, *Pending*, *Rejected*, or *Remitted*.

Exception

Select all the direct debits or only those that have the specified exception condition.

See [Chapter 27, "Managing Direct Debits," Maintaining Direct Debit Details, page 877](#).

DR/CR (debit or credit)

Select :

- *All* to display both direct debit debits and credits in the Direct Debits grid.
- *Debits* to display only direct debit debits in the Direct Debits grid.
- *Credits* to display only direct debit credits in the Direct Debit grid.

Direct Debit Amounts >=
(direct debit amounts greater than or equal to)

Enter a direct debit amount value. When you click the Change Criteria icon, the system displays the direct debits that have an amount greater than or equal to this specified amount.



Click the Change Criteria button to update the list of direct debits based on your new selection criteria.

Working with Direct Debits

Use the following buttons to act on individual direct debits.



Click the Select All button to select all displayed direct debits on the worksheet (select all check boxes). If you prefer, you can select individual direct debits by selecting the check box to the right of each direct debit. This option works only in conjunction with the Approve and Reject buttons.



Click the Approve button to approve all selected direct debits. The system changes their status to *Accepted*.



Click the Reject button to reject all selected direct debits. This means that the associated items will be available for selection the next time you create direct debits. The system changes their status to *No Action*.

Use the following buttons to act on the entire worksheet. You cannot use these buttons to work on individual direct debits.



Click the Remit to Bank button to mark all approved direct debits with a *Remitted* status. This means that the direct debits are ready to be posted and remitted to the bank. This button is available only when the status of *all* the direct debits in the worksheet is either *Accepted* or *No Action*. None of the direct debits can have a *Pending Acceptance* status.

Note. You must run Receivable Update before you can create the EFT file and remit it to the bank.



Click the EFT button to generate an EFT file.

See [Chapter 27, "Managing Direct Debits," Generating an EFT File for Direct Debits on a Worksheet, page 888](#).



Click the Print button to generate the Direct Debit Remittance Advice (AR37501/ARX37501) to send to the bank.

Note. None of the options on the worksheet are available while the Receivable Update process is processing the direct debits. To determine whether it is processing the direct debits, view the DD Control (direct debit control) page for the direct debit group. It displays the message, In Progress if the Receivable Update process is currently processing the group.

Maintaining Direct Debit Details

Access the Worksheet Detail page (click the DD ID (direct debit ID) link for a direct debit on the Update Direct Debits - Worksheet page).

Worksheet Detail

Unit: US001DD ID: 9Creation Date: 05/23/2005

Customer: USA07Bank: DEM01Account: CHK1

Due Date: 04/12/2005MICR ID: 123456789

Revenue DistributionCustomer Bank Details

Direct Debit DetailsCustomize | Find | View All | First1-3 of 4

GeneralAdditional

Sel	Item Balance	Item ID	Line	Type	Reason	Event	As Of Date				View Audit Logs
☒	111.00	BKRECON-DD1X		IN			04/12/2005	Item in Other Groups	More Cust Info	Item Activity Detail	View Audit Logs
☒	222.00	BKRECON-DD2X		IN			04/12/2005	Item in Other Groups	More Cust Info	Item Activity Detail	View Audit Logs
☒	333.00	BKRECON-DD3X		IN			04/12/2005	Item in Other Groups	More Cust Info	Item Activity Detail	View Audit Logs

Amount: 1110.00 USDTotal: 4Status: Remitted to Bank

Worksheet Detail page

Use the information at the top of the page to view or change details about the direct debit.

- Bankand Account

Displays the bank account where the funds are deposited.
- Due Date

Displays the date that the funds should be deposited in your organization's bank account. Override the date if needed.
- MICR ID (magnetic ink character recognition ID)

Displays the MICR ID associated with the customers bank account from which the funds are withdrawn. Change the ID to another account if needed.
- Revenue Distribution

Click to access the Multiple Revenue Line Distribution page where you distribute revenue to control budgets for partial payments when an item has multiple revenue lines.

See [Chapter 21, "Applying Payments," Distributing Amounts for Multiple Revenue Lines for Control Budgets, page 673.](#)
- Document Sequencing

Click to view document sequencing information.
- Customer Bank Details

Click to view or change information about the customer's bank account (identified by the MICR ID).
- 

Click the Edit button to change information for the direct debit. The status on the Worksheet page changes to *Pending*. The fields on the Worksheet Detail page become available to edit.
- Sel (select)

Remove items from the direct debit by clearing their check boxes. When you deselect an item, the total amount of the direct debit decreases and the item is available for selection in another direct debit request.

Item Balance

To partially pay for an item, change the amount to the amount you want to pay. This decreases the amount of the direct debit. The Receivable Update process adjusts the balance for the item when you post the direct debit group, and the remaining balance of the item will be available for selection in another direct debit request.

Event

Enter the entry event code to generate the appropriate supplemental accounting entries for the item activities. Federal financial systems require supplemental accounting entries.

After you make changes, select another action by clicking one of the following buttons. This changes the status of the direct debit on the Worksheet page.



Click the Approve button to change the direct debit's status to *Accepted*.



Click the Reject button to reject the direct debit and change its status to *No Action*. The items in the direct debit will be available for selection in another direct debit request.



Click the Hold button to put the direct debit *On Hold*. The status on the Worksheet page remains *Pending*. If you put a direct debit on hold, you cannot change the status to *Remitted*. You must first approve the direct debit.

Handling Exceptions

If the direct debit has exceptions, the Exceptions group box appears and displays a list of all the exceptions that apply to the direct debit. The exceptions can be any of the following:

C (exceeds credit approval limit)

The amount of the direct credit exceeds the amount of the credit approval limit for the direct debit profile that you used to create the direct credit. You can:

- Reject the direct credit.
- Decrease the amount of the direct credit by deselecting some of the items in the direct debit.
- Manually approve the direct credit as is.

D (exceeds debit approval limit)

The amount of the direct debit exceeds the amount of the debit approval limit for the direct debit profile that you used to create the direct debit. You can:

- Reject the direct debit.
- Decrease the amount of the direct debit by removing some of the items from the direct debit.
- Manually approve the direct debit as is.

F (foreign currency)	The currency for the direct debit is different than the currency of the bank to which you are remitting it. You can: • Reject the direct debit. • Manually approve the direct debit.
N (due date within notice period)	The number of days between the invoice date (as of date) and the due date for the items in the direct debit is less than the agreed upon number of days for direct debit notice period that you specified for the bank on the Collection Methods page. You can: • Reject the direct debit. • Manually approve the direct debit.
P (missing customer bank details)	You did not define the bank details for the customer in the Customer Bank page. You can: • Enter the customer's bank details on the Customer Bank page and then assign the MICR ID on the Worksheet Detail page. • Reject the direct debit and then enter the bank details for the customer. The next time you run the Create Direct Debits process, it creates a direct debit including the rejected items.

See Also

Chapter 31, "Using Document Sequencing in PeopleSoft Receivables," page 965

Canceling Direct Debits

This section provides an overview of direct debit cancellations and discusses how to select and cancel direct debits.

Understanding Direct Debit Cancellations

The timing of direct debits cancellations depends on which remittance method that you use. In both cases, you can cancel the direct debit after you mark the direct debit as ready to remit on the direct debit worksheet and run the Receivable Update process. If you remit direct debits by generating an EFT file in PeopleSoft Receivables, you must cancel the direct debit before you generate the EFT file.

If you remit direct debits using PeopleSoft Cash Management Financial Gateway, you can cancel the direct debit after you run the Create EFT Through FG System process as long as the dispatch status is *Awaiting Dispatch*, *Error*, or *Flagged for Hold*. You can cancel a completed direct debit, if the dispatch status is *Error*.

If you remitted the direct debit through Financial Gateway and you cancel the direct debit, the system triggers the Payment Cancellation message (PAYMENT_CANCEL) to notify Financial Gateway. You must save the page to trigger the message. Financial Gateway returns an acknowledgement message in real time. When you refresh the page, the status changes to *Canceled*.

Note. If there is a problem with canceling the direct debit in Financial Gateway, the status changes to *Error*. Click the Transaction ID link to determine the reason for the error. Then try to cancel the direct debit again.

After you cancel a direct debit, you run the Receivable Update process. This changes the status of the direct debit to *Rejected*, reopens the items included in the direct debit, and creates accounting entries to reverse the accounting entries that the process created when you posted the direct debit group.

Note. If you cancel a direct debit prenote, the prenote status is reset to *New* and a new prenote is generated during the next run of the Create Direct Debit process.

Pages Used to Cancel Direct Debits

Page Name	Definition Name	Navigation	Usage
Cancel Direct Debits	DD_CANCEL	Accounts Receivable, Direct Debits, Administer Direct Debits, Cancel Direct Debits, Cancel Direct Debits	Cancel a direct debit.
Review Payment Details	PMT_LIFE_CYCLE_INQ	Click the Transaction ID link on the Cancel Direct Debits page.	Review the history of the direct debit processing in Financial Gateway and all the settlement details.

Selecting and Canceling Direct Debits

Access the Cancel Direct Debits page (Accounts Receivable, Direct Debits, Administer Direct Debits, Cancel Direct Debits, Cancel Direct Debits).

Cancel Direct Debits

Bank ID: 071000039 Bank Name: Demo Bank- Chicago
SetID: SHARE Account #: 987654123 Customer ID: USA07

Select Direct Debits Customize | Find | View All | First 1 of 1 Last

General **Amounts**

Cancel	Reason	Reversal Reason Code	Event	Accounting Date	Unit	Direct Debit ID	Direct Debit Status	Due Date	Dispatch Status
☒	Remove from direct debit			05/18/2005	US001	9	Remitted	04/12/2005	

Cancel Direct Debits page

If the direct debit does not have a remitted status, you cannot cancel it using this page. Instead, you can *reject* it on the direct debit worksheet page.

Cancel	Select the direct debits that you want to cancel.
Reason	Indicate why the direct debit must be canceled.
Event	Enter the entry event code to generate the appropriate supplemental accounting entries for the cancel activity for the item in the direct debit. Federal financial systems require supplemental accounting entries.
Acctg Date (accounting date)	Enter the accounting date. If you leave this field blank, the system uses the current date as the accounting date. Often, the cancellation date (the date the bank rejects the direct deposit) is different from the current date.
Transaction ID	Displays the ID assigned to the direct debit by Financial Gateway. Click to access the Review Payment Details page, where you view all the details about the direct debit settlement and the history of the settlement processing by Financial Gateway. See <i>PeopleSoft Financial Gateway 9.1 PeopleBook</i>, "Working with Payments in Financial Gateway," Reviewing Payment Details.
Dispatch Status	Displays the status of the direct debit settlement in Financial Gateway. You can only cancel payments with these status: <i>Error</i>, <i>Flagged for Hold</i>, or <i>Awaiting Dispatch</i>. After you save and refresh the page, the status changes to <i>Canceled</i>.

Remitting Direct Debits to the Bank

This section provides an overview of the direct debit remit process and discusses how to:

- Enter override options for the Format EFT File process.
- Generate an EFT file for direct debits on a worksheet.
- Generate an EFT file for all direct debits.
- Generate a cover sheet for an EFT file.
- Cancel an EFT file.
- Receive confirmation from the bank EFT file.
- Correct direct debits not matched in the bank EFT file.
- Run the EFT Direct Debit Inbound Exception report (AR3750X).
- Send the direct debit remittance advice by e-mail.

Understanding the Direct Debit Remit Process

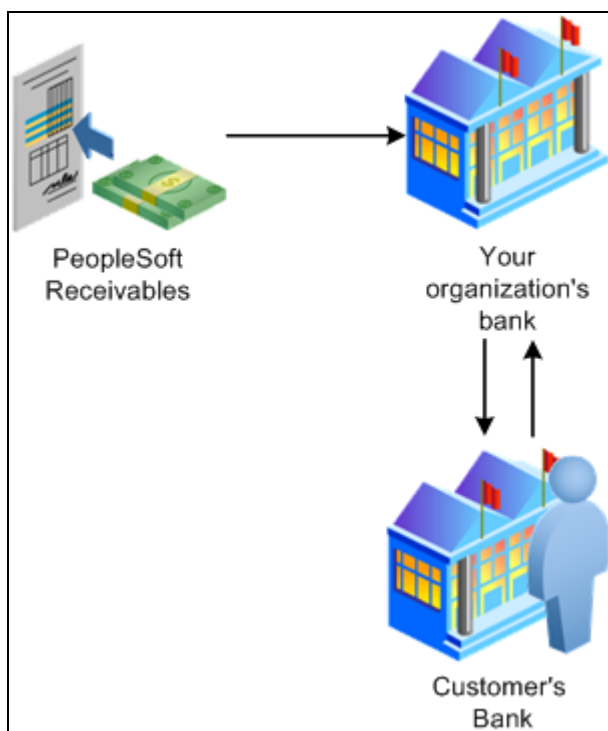
When you remit direct debits to the bank, you run one or more processes to generate the EFT files. The process that you run depends on your setup. If you selected the Send to Financial Gateway check box for an EFT file layout on the Collection Methods page for the bank, you run the Create EFT through FG System process. Otherwise, you run the Format EFT Files process.

Note. When you run the Create Direct Debit process, it checks to see what EFT process type was assigned to the file layout that you entered on the run control page and updates the Settle By field on the Direct Debit Control record (DD_CONTROL) with the EFT process type used to generate the EFT file. The Format EFT File process and Create EFT through FG System process each check the Settle By field to determine whether it should process a direct debit.

Format EFT File Process

When you run the Format EFT File process to generate the EFT file in PeopleSoft Receivables, you must either manually submit the EFT file to the bank or use a third-party integration to submit it. You can optionally generate a cover letter for each EFT file if one is required by the customer's bank.

This diagram shows the process flow when you generate the EFT file in PeopleSoft Receivables, submit it to your organization's bank, which sends it to your customer's bank who sends the payment back to the bank again.



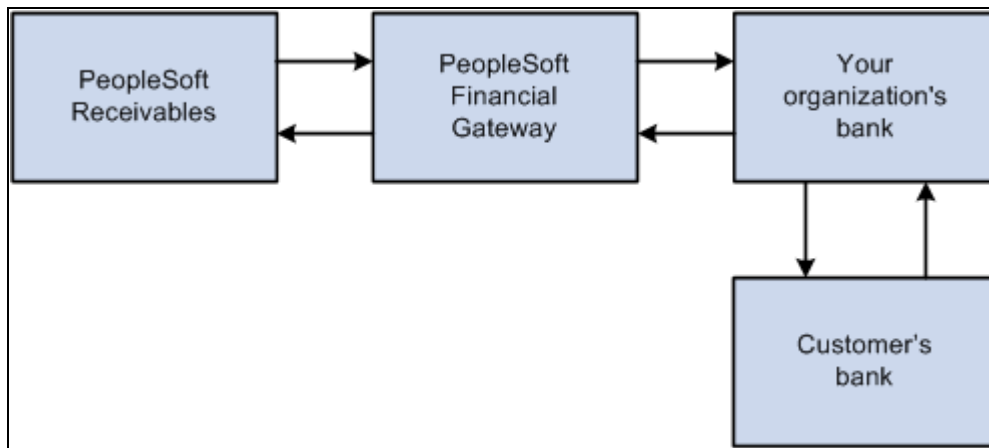
Process for EFT files generated in Receivables

If an EFT file has an error or if the bank rejected the file, you can cancel the EFT file and generate it again. If you do not regenerate the EFT file, you must cancel the direct debit.

Create EFT Through FG System Process

When you run the Create EFT through FG System (create electronic file through Financial Gateway process), PeopleSoft Cash Management Financial Gateway generates the EFT file and sends the file to the bank. The Create EFT through FG System process triggers the Payment Request message (PAYMENT_REQUEST) and sends a message containing direct debits to Financial Gateway. Financial Gateway generates the EFT file and submits it to the bank the next time you run the Payment Dispatch process (PMT_DISPATCH or PMT_DISP_BT).

This diagram shows the flow of the direct debit transaction if you select PeopleSoft Cash Management Financial Gateway to remit direct debits. PeopleSoft Receivables sends the direct debit transaction to PeopleSoft Financial Gateway, which sends it to your organization's bank, which sends it to the customer's bank. The customer's bank sends a payment to your organization's bank which sends it to Financial Gateway, which updates PeopleSoft Receivables.



Process for EFT files generated in Financial Gateway

Check the message log for the Create EFT through FG System process to verify that the process completed successfully and sent a message for each direct debit. If it did not complete successfully, determine what the problem is and rerun the process.

When Financial Gateway receives the message, it sends a Payment Acknowledgement message (PAYMENT_RESPONSE) for each direct debit and assigns each direct debit a transaction ID. The message contains the transaction ID and the dispatch status. When PeopleSoft Receivables receives the Payment Acknowledgement message, it adds the transaction ID and the dispatch status to the Direct Debit Control record for each direct debit. Initially the status is either *Error* or *Awaiting Dispatch*. If you want to be notified when there is an error, you can set up event notification for Financial Gateway. Note that the event notification is set up for one person or one role per event and each time that event occurs the person or people associated with the role are notified. So, they will receive notification when the error event occurs in PeopleSoft Cash Management and PeopleSoft Payables too.

If you want to monitor the dispatch status of direct debits sent to Financial Gateway in PeopleSoft Receivables, use the DD Control page. You can drill down to view the details and history of the settlement in Financial Gateway from the page. Financial Gateway sends a Payment Acknowledgement message each time the dispatch status for the direct debit (settlement) changes in Financial Gateway. The status changes that Financial Gateway sends to PeopleSoft Receivables are:

- *Awaiting Dispatch*: The settlement is waiting to be sent to the bank in Financial Gateway.
- *Flagged for Hold*: Someone put the settlement on hold in Financial Gateway.

- *Dispatched to Bank:* Financial Gateway sent the EFT file to the bank.
- *Received by Bank:* The bank sent a message indicating that it received the EFT file.
- *Paid:* The bank sent a message indicating that the funds were collected for the direct debit. If the transaction corresponds to a Direct Debit prenote, then the prenote status is set to confirmed.
- *Error:* The bank cannot pay the direct debit due to insufficient funds or another reason, or there is a problem processing the settlement request in Financial Gateway.

Use the DD Control page to access the error details for the direct debit in Financial Gateway. If the transaction corresponds to a Direct Debit prenote, then the prenote status is set to rejected.

- *Canceled:* You canceled the direct debit in PeopleSoft Receivables and the settlement is canceled in Financial Gateway.

If Financial Gateway sends a message that indicates the direct debit is in error, cancel the direct debit. Canceling the direct debit, changes the status to *Rejected*. You must run the Receivable Update process to reopen the items in the direct debit and reverse the accounting entries. Then you correct the problem that caused the error, and create the direct debit again, approve it, and remit it again.

Important! PeopleSoft Receivables does not update the cash account when it receives a message from PeopleSoft Financial Gateway that the direct debit is paid. The cash account is updated when you run the Receivable Update process on the due date. If you use the Cash Clearing option for a bank, PeopleSoft Receivables updates the Cash account on either the due date or when you run bank reconciliation depending on the cash control method that you use.

See *PeopleSoft Financial Gateway 9.1 PeopleBook*, "Working with Payments in Financial Gateway."

Bank Collection Confirmation Receipts

Some banks send an EFT file to confirm the collection of the payment. If banks send confirmation EFT files, you perform these tasks:

1. Run the AR_DD_BNK Application Engine process to receive the bank EFT file that indicates whether the payments were collected.
2. Correct the payment records from a bank EFT file that do not match direct debits on the system to enable them to match existing direct debits.
3. Run the EFT Direct Debit Inbound Exception report to obtain a list of direct debits in the bank EFT file that failed collection due to incorrect bank details. You can run this report only if you received a bank EFT file.

You correct the bank details for the customer on the MICR Information - Customer Bank page and then approve and remit the direct debit again.

Remittance Advice E-mail

PeopleSoft Receivables provides the ability to deliver direct debit (DD) remittance advice information to customer contacts through e-mail. Depending on customer contact and direct debit profile setup, you can notify a customer contact that they have instructed their bank to withdraw money from their bank account.

Follow these steps to setup and send the remittance advice by e-mail:

1. When setting up the direct debit profile, select the Email Notify option on the Direct Debit Profile page.
2. When setting up the customer:
 - The primary address location and the contact are used to select the contact e-mail where the remittance advice is sent on the Correspondence Options page.
 - On the Bill To Options page, the Payment Method field value must be *DD* (direct deposit) and the Direct Debit Profile ID field value must be one that has the Email Notify option selected.
3. When setting up the customer contact:
 - The contact must have the Primary Bill To option selected on the Contact Customer page.
 - The Email ID field for the contact must have a valid e-mail address on the Contact page.
 - The Document Code field value must be *PRAD* and the Preferred Communication field value must be *E-mail only* on the Contact Additional Information page.

Note. Only the contacts for the primary bill to customer receives an e-mail for the remittance advice. Non-primary bill to contacts do not receive an e-mail even if they have a document code of *PRAD* and a preferred communication of *E-mail only*.

4. The remittance advice e-mail is sent:

- Through the Financial Gateway.

The Financial Gateway automatically creates e-mail notifications for the direct debit transactions that go through the Financial Gateway, immediately after the bank returns a positive message to the Financial Gateway that confirms the receipt of the transaction.

The AR_FG_PROC message sends a payment request for direct debits to the Financial Gateway. This is an asynchronous message.

- Through the Email Advice process (AR_EMAIL_ADV).

Use the Email Advice process to send by e-mail a direct debit remittance advice that is related to the direct debit transactions that are not processed through the Financial Gateway. For example, you only need to send a direct debit remittance advice e-mail through this run control page for the direct debit transactions that are created by the EFT SQR programs such as FIN2025.

Pages Used to Remit Direct Debits to the Bank

Page Name	Definition Name	Navigation	Usage
Override Options	PRCSDEFNOVRD	PeopleTools, Process Scheduler, Processes, Override Options	Enter override options for the Format EFT File process.
Update Direct Debits - Worksheet	DD_WORKLIST	Accounts Receivable, Direct Debits, Administer Direct Debits, Update Direct Debits, Worksheet	Create an EFT file for the direct debits on the worksheet.

Page Name	Definition Name	Navigation	Usage
Create EFT File	RUN_FIN2025_DD	Accounts Receivable, Direct Debits, Remit to Bank, Create EFT File, EFT File Parameters	Create an EFT file for all direct debits associated with a business unit that have a remitted status. Run the Format EFT Files process and the Create EFT through FG System process.
Create EFT File Cover Sheet	RUN_FIN2025	Accounts Receivable, Direct Debits, Remit to Bank, Create Cover Sheet, Create EFT File Cover Sheet	Creates a cover letter for the EFT files that you created by running the Format EFT Files process. (Some banks require cover letters. When you define the EFT layout, you need to indicate if you need a cover letter.)
Cancel EFT File	DD_EFT_CANCEL	Accounts Receivable, Direct Debits, Remit to Bank, Cancel EFT Files, Cancel EFT File page	Cancel an EFT file that you created by running the Format EFT File process, if it has an error or has been rejected by the bank.
Receive Bank EFT File	EFT_DD_INBOUND	Accounts Receivable, Direct Debits, Remit to Bank, Receive Bank EFT File, Receive Bank EFT File	Run the AR_DD_BNK process to load and process the bank EFT file.
Inbound Bank File for Direct Debits	DD_IN_BANK_FILE	Accounts Receivable, Direct Debits, Remit to Bank, Receive Bank Confirmation, Inbound Bank File for Direct Debits	Change details for a payment record in a bank EFT file so that the record matches an existing direct debit.
Detail	DD_IN_BANK_SEC	Click the Details link on the Inbound Bank File for Direct Debits page.	View bank details for the issuer and the customer for a direct debit that was not collected.
Bank Remit Exception Report	EFT_DD_EXCEPT	Accounts Receivable, Direct Debits, Remit to Bank, Bank Remit Exception Report, Bank Remit Exception Report	Enter run parameters for the EFT Direct Debit Inbound Exception report (AR3750X). Use the report to see a list of direct debits that were uncollected for a specific reason.
Email Remittance Adv (advice)	RUN_AR_EMAIL_ADV	Accounts Receivable, Direct Debits, Remit to Bank, Email Remittance Advice	Send the direct debit remittance advice by e-mail. Use this run control page to send a remittance advice that is created by EFT SQRs.

Entering Override Options for the Format EFT File Process

Access the Override Options page (PeopleTools, Process Scheduler, Processes, Override Options).

Process Definition

Process Definition Options

Override Options

Destination

Page Transfer

Process Type:

SQR Process

Name:

FIN

Override Options

Parameters

*Parameter List:

Prepend

OWNERID :EFT_WRK_PARM1

*Command Line:

None

*Working Directory:

None

Override Options page

If you run PeopleSoft Receivables on a DB2 database on a Windows or OS390 server, you must manually insert an owner ID parameter in the list of parameters for the process definition before you can run the Format EFT Files process.

- Parameters List

Enter *Prepend*.
- Parameters

In the Parameters field next to the Parameters List field, enter ****OWNERID*** :EFT_WRK_PARM1* as shown in the example above. Note that there is a space between the owner ID parameter (****OWNERID****) and *:EFT_WRK_PARM1*.

Generating an EFT File for Direct Debits on a Worksheet

Access the Update Direct Debits - Worksheet page (Accounts Receivable, Direct Debits, Administer Direct Debits, Update Direct Debits, Worksheet).



Click the EFT button to create an EFT file or to generate a message to Financial Gateway for all direct debits on the worksheet. The system determines which of these processes to run based on the value in the Settle By field for each direct debit:

- The Create EFT Through FG System process, which sends a message to Financial Gateway to create and send the EFT file.
- The Format EFT Files process, which creates the actual EFT file that you send to the bank.

When the Format EFT Files process completes, the location of the file varies depending on your output destination options in the process definition for FIN2025.



After the process completes, click the Print button on the worksheet page to run the remittance advice report. The advice lists the items included in the direct debit. You can send it to the customer so that they know what items will be collected when the direct debit is remitted to the their bank.

Generating an EFT File for All Direct Debits

Access the Create EFT File page (Accounts Receivable, Direct Debits, Remit to Bank, Create EFT File, EFT File Parameters).

Run the processes to remit all direct debits associated with the selected business unit that have a remitted status and have been posted, but not submitted to the bank. Select one or both processes on the Process Scheduler Request page:

- The Create EFT through FG System process sends the PAYMENT_REQUEST message to Financial Gateway to create and send the EFT file for all direct debits that have *01 Financial Gateway* in the Settle By field.
- The Format EFT Files process creates EFT files for all direct debits that have *02 Format EFT* in the Settle By field.

Note. If any direct debits in the business unit have a remitted status, but have not been posted, you cannot run the process until you run the Receivable Update process.

When the Format EFT Files process completes, the location of the file varies depending on your Output Destination Options in the process definition for FIN2025.

If the output destination is user defined, the location varies, depending on the parameters you enter on the Process Scheduler Request page. The following table shows the user-defined options:

Output Type	Output Destination	Location of EFT File
Web	N/A	Location you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
File	Blank	Location you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
File	Path to folder	Folder that you specify, such as C:\temp\EFT files\.

If the output destination for the FIN2025 process definition is *Process Definition*, the location will always be in the folder that you define for the Output Definition for the process definition.

If the output destination for the FIN2025 process definition is *Process Type Definition*, the location will always be in the folder that you define for the output definition for the SQR process type definition.

Generating a Cover Sheet for an EFT File

Access the Create EFT File Cover Sheet page (Accounts Receivable, Direct Debits, Remit to Bank, Create Cover Sheet, Create EFT File Cover Sheet).

Language Option	Click the Specified Language button or the Recipient's Language button and then select the Language Code. that will be used on this EFT file cover sheet page.
EFT Layout Code (electronic file transfer layout code)	Enter the code for the type of EFT file to use to submit the direct debit.
Process Instance	Enter the number of the process instance that was generated when the system created the EFT file.

Canceling an EFT File

Access the Cancel EFT File page (Accounts Receivable, Direct Debits, Remit to Bank, Cancel EFT Files, Cancel EFT File).

Enter the Process Instance number associated with the EFT file that you want to cancel.

Receiving Confirmation from the Bank EFT File

Access the Receive Bank EFT File page (Accounts Receivable, Direct Debits, Remit to Bank, Receive Bank EFT File, Receive Bank EFT File).

Enter the EFT Layout Code and the File Name for the EFT file for which you are trying to determine whether the payment collection was successful.

If the payment collection was not successful, the DD_AR_BANK process changes the status of the direct debit to Rejected on the Direct Debit Control record. The next time you run the Receivable Update process, it generates the appropriate accounting entries to reverse the payment and reopens the items that were in the direct debit.

Correcting Direct Debits Not Matched in the Bank EFT File

Access the Inbound Bank EFT File for Direct Debits page (Accounts Receivable, Direct Debits, Remit to Bank, Receive Bank Confirmation, Inbound Bank File for Direct Debits).

The EFT Transactions grid contains a list of payment records that were in the bank EFT file that the AR_DD_BANK process could not match to direct debits in the system. You need to determine which direct debit in the system matches a payment record and update the information so that it matches a direct debit. When you save the page, the system changes the status of the direct debit based on the reason code assigned to the payment record.

Unit or DD ID (direct debit ID) Enter the business unit or direct debit ID of the direct debit on the system that matches the payment record.

Reason Code If the reason code on the payment record does not match a reason code on your system, change the code to match the appropriate code defined on your system.

See Also

Chapter 5, "Defining Additional Processing Options," Setting Up EFT Reason Codes for Direct Debits, page 135

Running the EFT Direct Debit Inbound Exception Report (AR3750X)

Access the Bank Remit Exception Report page (Accounts Receivable, Direct Debits, Remit to Bank, Bank Remit Exception Report, Bank Remit Exception Report).

EFT Layout Code Enter the EFT file layout code for the EFT files that you submitted to the bank whose exceptions you want to include in the report.

Reason Code Enter the code that identifies the reason why the collection failed.

Note. If prenotes are required, the EFT Direct Debit Inbound Exception Report (AR3750X) displays a Prenote column, which indicates whether the transaction is a direct debit prenote.

Sending Direct Debit Remittance Advice By E-mail

Access the Email Remittance Adv (advice) page (Accounts Receivable, Direct Debits, Remit to Bank, Email Remittance Advice).

Remittance advice e-mail messages for direct debits are typically sent through the Financial Gateway. The Email Advice process (AR_EMAIL_ADV) is used to send a remittance advice that is not processed through the Financial Gateway and that is created by EFT SQR programs such as FIN2025.

The Remittance Post Date and Unit (business unit) fields are required.

Reviewing Accounting Entries and Correcting Errors

After you run the Receivable Update process, you need to review the direct debit accounting entries and correct any errors that the system found on the error correction pages. The system edits for ChartField combination errors if you enabled ChartField combination editing on the Receivables Options - General 2 page for the business unit. You cannot post the direct debit until you fix the error if you selected Recycle in the ChartField Editing group box. If the system found ChartField combination errors perform these steps:

1. Delete the entries using the error correction pages.
2. Modify the combination edit rules so the combination is valid or modify the ChartField combination on the External Account page for the bank account if the error is on the Cash or Cash Control line.
3. Rerun the Receivable Update process.

The date that the cash account is debited depends on your PeopleSoft Receivables installation options and your bank account setup.

If you do not use cash control accounting, the process debits the Cash account when you remit the direct debit.

If you do use cash control accounting and you have identified the bank account as a cash-clearing account, the date that the cash will be recognized depends on whether you specified *Due Date* or *Bank Reconciliation* for the cash-clearing method. The Receivable Update process debits the Cash Control account when you remit the direct debit. Then it credits the Cash Control account and debits the Cash account based on your clearing method.

See Also

[Chapter 28, "Posting and Unposting Groups," page 897](#)

Reviewing Direct Debits

As you work with direct debits, you can use the inquiry pages to look up information about a single direct debit or all the direct debits created for a business unit.

This section discusses how to review direct debit control information.

Pages Used to Inquire on Direct Debits

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
DD Control (direct debit control)	DD_CONTROL_DSP	Accounts Receivable, Direct Debits, Review Direct Debits, All Direct Debits, DD Control	View control information, such as the direct debit status, customer information, and the posting details.
DD Items	DD_ITEM_DSP	Accounts Receivable, Direct Debits, Review Direct Debits, All Direct Debits, DD Items	View basic information about each item in a direct debit.
Direct Debits by Unit	DD_INQUIRY	Accounts Receivable, Direct Debits, Review Direct Debits, Direct Debit by Unit, Direct Debits by Unit	View direct debits created for a business unit.
Detail 1	ITEM_MAINTAIN	Click an Item ID link on the DD Items page.	Change and review information about items, with the exception of customer balance.

Reviewing Direct Debit Control Information

Access the DD Control page (Accounts Receivable, Direct Debits, Review Direct Debits, All Direct Debits, DD Control).

DD Control		DD Items	
Unit:	US001	Direct Debit ID:	8
Status:	Rejected	Due Date:	04/12/2005
Cancel Reason:	bad DD	Creation Date:	05/23/2005
Customer ID:	USA07	MICR ID:	123456789
Descr:	Demo Bank- Chicago	Clearing:	Bank Reconciliation
Account #:	987654123	Total:	4
Amount:	1,110.00	Currency:	USD
Worksheet			
DD Worksheet Id:	4745	Seq.:	1
		Dispatch Status:	Canceled
Posting Detail			
Remittance Post Date:	05/23/2005	Group Id:	66
Cash Posted Date:		Group Id:	
Cancellation Post Date:	05/23/2005	Group Id:	67
VAT Post Date:		Group ID:	

DD Control page

Cancel Reason

Displays the reason that a direct debit is canceled. This field appears only if the direct debit is canceled.

Description and Account # (account number)

Displays the bank account where the funds are deposited.

MICR ID

Displays the MICR ID of the bank from which the funds are withdrawn.

Clearing

Displays the cash clearing method used by the bank that receives the remitted direct debit: *Due Date* or *Bank Reconciliation*. This determines when the Receivable Update process creates the accounting entries to debit the Cash account and credit the Cash Control account.

Transaction ID

Displays the ID assigned to the direct debit by PeopleSoft Cash Management Financial Gateway. Click to access the Review Payment Details page where you view all the details about the direct debit settlement and the history of the settlement processing by Financial Gateway. This is very useful when you want to see the reason that the settlement is in error or why the settlement was put on hold in Financial Gateway.

See *PeopleSoft Financial Gateway 9.1 PeopleBook*, "Working with Payments in Financial Gateway," Reviewing Payment Details.

Dispatch Status

Displays the status of the payment in Financial Gateway. Values are:

Awaiting Dispatch: Indicates that Financial Gateway received the PAYMENT_REQUEST message and assigned a dispatch status to the direct debit.

Paid: Indicates that the bank has collected the funds from your customer's bank.

Error: Indicates that Financial Gateway received the PAYMENT_REQUEST message, but there is a problem processing the direct debit. Click the Transaction ID link to determine what the problem is.

Canceled: Indicates that you canceled the direct debits in PeopleSoft Receivables.

Flagged for Hold: Indicates that Financial Gateway is not currently processing the direct debit. Click the Transaction ID link to view the reason for the hold.

Dispatched to Bank: Indicates that Financial Gateway sent the payment request to your organization's bank.

Received by Bank: Indicates that your organization's bank received the payment request.

Note. The Transaction ID and Dispatch Status fields display only if you submitted the payment request through Financial Gateway.

Chapter 28

Posting and Unposting Groups

This chapter provides an overview of posting and unposting and discusses how to:

- Set groups to post.
- Run Receivable Update.
- Review posting results.
- Correct posting errors.
- Unpost groups.
- Run the AR Rebate Notification process (AR_REBATE).

Understanding Posting and Unposting

The Receivable Update multiprocess job (ARUPDATE) posts items in billing, overdue charge, payment, maintenance, transfer, draft, and direct debits groups. The job does the following for the items in the group:

- Updates the item activity.
- Updates the item balance and customer balance.
- Creates balanced accounting entries for each activity.

The system combines information entered with other control information, such as accounting entry templates to create the balanced entries.

- Updates the system-defined customer history elements.
- Creates commitment control source transactions and control budget entries if you have enabled commitment control for the general ledger business unit and your organization.

The Receivable Update multiprocess job and online On Demand posting are the only methods that PeopleSoft Receivables uses to update posted information.

The Receivable Update process determines whether the accounting date for the item activity is in an open period for the business unit and transaction type in PeopleSoft Receivables. It also determines whether the accounting date is in the same period for both PeopleSoft Receivables and PeopleSoft General Ledger. If the accounting date is not within an open period for the receivable business unit, the Receivable Update process issues a posting error.

If the accounting date falls in a different period in PeopleSoft General Ledger, it updates the GL_ACCTG_DT field on the Item Distribution table (PS_ITEM_DST) with a date in the general ledger period. The Journal Generator Application Engine process (FS_JGEN) uses the item activity accounting date.

The process checks for ChartField combination edit errors if you enabled combination editing for the business unit on the Receivables Options - General 2 page. Depending on your selection on the Receivables Options - General 2 page, the system either creates an error or warning message in the message log. If it creates an error message, you must correct the error in the error correction components and rerun Receivable Update to post the transactions.

See Also

[Chapter 12, "Setting Up Receivable Update and Pending Group Generator," page 375](#)

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Additional General Options, page 28](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Editing ChartField Combinations"

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Up On-Demand Processing"

Posting Process Flow

To post groups:

1. Select a posting action for the group.
2. Run Receivable Update.
Check the message log to determine whether there are any warning or error messages.
3. Review the posting results.
4. Correct posting errors.
5. (Optional) Unpost the groups to reverse the activity and the accounting entries, and start over.
6. Run the Journal Generator process to generate the journal lines.

You must select the accounting entry definition that the system should use when it creates journal lines, such as ARDEFN (receivables definition), ARDIRJRNL (direct journal), or ARREVALUE (revaluation).

Note. You can optionally specify that you want the Journal Generator process to run automatically after the Receivable Update multiprocess job completes in the run control definition.

7. If you interface vendor rebate claims and claimbacks to PeopleSoft Receivables from PeopleSoft Purchasing and PeopleSoft Order Management, run the AR Rebate Notification Application Engine process (AR_REBATE) to update the claim balances in the claim management workbench based on payment and maintenance activity in PeopleSoft Receivables.

After groups are posted, the items are available for other business processes, such as payment processing or maintenance.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Journal Generator," Generating Journal Entries

Setting Groups to Post

This section provides an overview of how to set groups to post and lists the pages used to set groups to post.

Understanding How to Set Groups to Post

For all groups except direct debits and drafts, you must select a posting action of *Batch Priority* or *Batch Standard* when running Receivable Update as a scheduled multiprocess job. For groups posted using On Demand processing, the groups are automatically set to a posting action of *Batch Standard* but are posted immediately. For direct debits, change the status to *Remitted* to enable posting. For drafts, post the groups after every business event. Selecting a posting action is not necessary.

Use inquiry pages to determine whether a group has been set to post or to view the group status.

Groups whose posting action is *Batch Standard* or *Batch Priority* can cause a backlog in the system. Use the Groups Set to Post page, Payments Set to Post page, Drafts Set to Post page, and Direct Debits Set to Post page to help you identify either a solution or the scope of the backlog.

See Also

Chapter 18, "Entering Pending Items," Selecting a Group Action, page 560

Chapter 24, "Maintaining Customer Account Balances," Choosing a Worksheet Action, page 780

Chapter 25, "Transferring Receivables," Selecting a Transfer Worksheet Action, page 798

Pages Used to Set Groups to Post

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Groups Not Set to Post	GROUP_NOT_POST_BU	- Accounts Receivable, Pending Items, Review Items, Group Not Set To Post, Groups Not Set to Post - Accounts Receivable, Direct Debits, Review Direct Debits, Groups Not Set To Post, Groups Not Set to Post - Accounts Receivable, Drafts, Review Drafts, Groups Not Set To Post, Groups Not Set to Post	View groups whose posting action is <i>Do Not Post</i> .
Groups Set To Post	GROUP_POST_BU	Accounts Receivable, Pending Items, Review Items, Groups Set To Post, Groups Set To Post	View item groups that will post the next time that you run the Receivable Update multiprocess job.
Payments Set to Post	PYMT_POST_BU	Accounts Receivable, Payments, Review Payments, Payments Set to Post, Payments Set to Post	View payment groups that will post the next time that you run the Receivable Update multiprocess job.
Drafts Set to Post	DRAFT_POST_BU	Accounts Receivable, Drafts, Review Drafts, Drafts Set to Post, Drafts Set to Post	View draft groups that will post the next time that you run the Receivable Update multiprocess job.
Direct Debits Set To Post	DD_POST_BU	Accounts Receivable, Direct Debits, Review Direct Debits, Direct Debits Set to Post, Direct Debits Set To Post	View direct debit groups that will post the next time that you run the Receivable Update multiprocess job.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Group Status	GROUP_STATUS	- Accounts Receivable, Pending Items, Review Items, Group Status, Group Status - Accounts Receivable, Direct Debits, Review Direct Debits, Group Status, Group Status - Accounts Receivable, Drafts, Review Drafts, Group Status, Group Status	View the posting status and posting action of a group.

Running Receivable Update

Normally, you run the Receivable Update multiprocess job as a scheduled job. You can run the job ad hoc, as needed.

Note. You can also run the job immediately from an Action page for small groups under certain circumstances, such as at the end of the period when you need to update the ledger immediately.

This section provides an overview of how to restart or reset Receivable Update, lists prerequisites, and discusses how to:

- View the job message log summary.
- Restart the Receivable Update multiprocess job.
- Reset the Receivable Update multiprocess job.

See Also

Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Setting Up Parallel Processing, page 382

Understanding How to Restart or Reset Receivable Update

We recommend that you try to restart the Receivable Update multiprocess job before resetting the process. You can restart a process that has abended as a result of an environmental problem. After you have fixed the COBOL, SQL, or data problems that caused a process to abend, you can restart the process. Not all processes are restartable from this page.

Note. Remember that Receivable Update uses temporary tables. If the temporary tables have been deleted, you cannot restart (resume processing); you must reset and rerun the process from the beginning.

If you are unable to restart a process instance that has abended, you must unlock and reset the process. When a process abends because of SQL, bad data, or a missing COBOL process, some tables with data in the groups set to post under the run control ID become locked when the process instance becomes populated with the current instance.

Unlocking and resetting the process instance to zero in the locked tables unlocks the tables and enables you to rerun the process. The system also automatically deletes the PeopleSoft Application Engine run control record from the AERUNCONTROL table.

You should only unlock and reset under certain development circumstances or in expert testing environments:

- When you have corrected the problem that caused the process to abend and you want to reprocess the same groups again but do not have access to restart from the server.
- When you have not corrected the problem but want to continue processing.

Prerequisites

Before you can run the Receivable Update process, you must:

- Set up the PeopleSoft Receivables business units (including selection of calendar and aging options).
- Define the receivable processing options (system functions and entry types).
- Create groups for pending items, payment worksheets, maintenance worksheets, drafts, or direct debits.
- Set up system-defined history IDs.
- If you want to run Receivable Update immediately from an action page, you must:
 - Define processing options for your organization on the On Demand Processing page.
 - Define the processing options for each user on the Define User Preferences - Process Group page.

You must define separate options for each of these source transactions: ARMNTWS (maintenance worksheet), ARITSPLT (item splits), AROPIE (online pending items), ARPAYWS (payment worksheet), ARTRNWS (transfer worksheet), ARUNPOST (unpost transactions).

Your system must also have pending items that are ready to post. These pending items can be entered online, created by a billing interface, or created during payment processing, draft processing, direct-debit processing, overdue charge processing, or during item maintenance activities.

See Also

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24](#)

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)

[Chapter 8, "Setting Up History and Aging," page 251](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Up On-Demand Processing"

Pages Used to Run Receivable Update

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Receivable Update Request	POSTING_REQUEST	Accounts Receivable, Receivables Update, Request Receivables Update, Receivable Update Request	Enter run parameters for the Receivable Update multiprocess job and run the job. See Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Setting Up Run Controls for Receivable Update, page 389.
Job Message Log Summary	AR_MSGSUM	Accounts Receivable, Receivables Update, Job Message Log Summary, Job Message Log Summary	View a summary of messages generated by individual processes within a multiprocess job, including individual processes run in parallel, such as processes for the Receivable Update, Payment Predictor (ARPREDC), Aging (ARAGE), and Statements (ARSTMT) multiprocess jobs.
Process List	PMN_PRCSLIST	- PeopleTools, Process Scheduler, Process Monitor, Process List - Click Process Monitor on the Receivable Update Request page.	Review the multiple processes in a job.
Process Reset	AR_RESET	Accounts Receivable, Receivables Update, Reset Process, Process Reset	Reset the Receivable Update process. Unlock and rerun the process.

Viewing the Job Message Log Summary

Access the Job Message Log Summary page (Accounts Receivable, Receivables Update, Job Message Log Summary, Job Message Log Summary).

Process Instance Displays the process instance number for the multiprocess job.

Process Run Status Displays the status of the multiprocess job, such as *No Success* or *Success*.

Instance	Displays the process instance number for the individual process. For example, the ARUPDATE multiprocess job with a process instance number of 510 will have several instances, such as instance number 511 for the AR_UPDATE process, instance number 512 for the AR_PGG1 process, and instance number 514 for the AR_POST1 process.
Process	Displays the name of the individual process within the multiprocess job. For example, for the ARUPDATE multiprocess job, it would display rows for the AR_UPDATE, AR_PGG1, and AR_POST1 processes.

Restarting the Receivable Update Multiprocess Job

Access the Process List page (PeopleTools, Process Scheduler, Process Monitor, Process List).

Because Receivable Update is a job (a collection of multiple processes), you may need to restart multiple processes. Find the processes that you need to restart.

Details Click to access the Process Detail page, and select Restart Request.

Resetting the Receivable Update Multiprocess Job

Access the Process Reset page (Accounts Receivable, Receivables Update, Reset Process, Process Reset).

Enter your search criteria for the process instance and click Refresh.

In the Not Successful Process Requests grid, select the process instance that you want to reset.

Reset Click to unlock and reset the process instance.
After the process instance is reset, you can rerun the process.

Reviewing Posting Results

This section provides an overview of the posting result inquiry pages and lists the pages used to review posting results.

Understanding Posting Result Inquiry Pages

After you run the Receivable Update multiprocess job, review the posting results for groups. You can review individual item details for the items in the groups, accounting entries, value-added tax (VAT) information, tax information for India, and group control information.

PeopleSoft Receivables provides several components for reviewing posting results. The components all use the same pages, but they have different search records to filter the groups that you select. Some components enable you to view all information for the items and some components do not show the accounting entries, VAT information, and tax information for India. Some components enable you to view all items in a group and others enable you to search for a single item in the group. The following table lists the navigation to each component and the pages in each component.

Note. The pages that display tax information for India are available only if you enabled sales tax and excise duty for a receivable business unit type on the Business Unit Tax Applicability page.

These pages are the same as the pages that you use to enter pending items except that you cannot change any information:

<i>Menu Navigation</i>	<i>Pages</i>
Accounts Receivable, Receivables Update, Posting Results - Pending Items, All Items w/ Detail Accounts Receivable, Receivables Update, Posting Results - Pending Items, Single Items w/ Detail	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • VAT Header • VAT Detail • (IND) Group Entry Tax Ds • Accounting Entries
Accounts Receivable, Receivables Update, Posting Results - Updated Items, All Items w/ Detail Accounts Receivable, Receivables Update, Posting Results - Updated Items, Single Items w/ Detail	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • VAT Header • VAT Detail • Accounting Entries
Accounts Receivable, Receivables Update, Posting Results - Updated Items, All Items Accounts Receivable, Receivables Update, Posting Results - Updated Items, Single Item	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3

Menu Navigation	Pages
Accounts Receivable, Receivables Update, Posting Results - Direct Debits, All Items w/ Detail Accounts Receivable, Receivables Update, Posting Results - Direct Debits, Single Items w/ Detail	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries
Accounts Receivable, Receivables Update, Posting Results - Direct Debits, All Items Accounts Receivable, Receivables Update, Posting Results - Direct Debits, Single Item	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3
Accounts Receivable, Receivables Update, Posting Results - Drafts, All Items w/ Detail Accounts Receivable, Receivables Update, Posting Results - Drafts, Single Items w/ Detail	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries
Accounts Receivable, Receivables Update, Posting Results - Drafts, All Items Accounts Receivable, Receivables Update, Posting Results - Drafts, Single Item	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3
Accounts Receivable, Receivables Update, Posting Results - Payments, Item w/ Accounting Entries Accounts Receivable, Receivables Update, Posting Results - Payments, Items w/ Accounting Entries	• Payment Control • Payment 1 • Payment 2 • Payment 3 • VAT Header • VAT Detail • Accounting Entries

Menu Navigation	Pages
Accounts Receivable, Receivables Update, Posting Results - Payments, Payment Group - Single Item Accounts Receivable, Receivables Update, Posting Results - Payments, Payment Group - All Items	• Payment Control • Payment 1 • Payment 2 • Payment 3

See Also

Chapter 18, "Entering Pending Items," Entering or Updating Pending Items, page 521

Pages Used to Review Posting Results

Page Name	Definition Name	Navigation	Usage
Control	GROUP_ENTRY1_DSP	Accounts Receivable, Receivable Updates Then, select the navigation to the appropriate component.	Review the control totals and group status for the group.
Pending Item 1 or Payment 1	GROUP_ENTRY2_DSP	Accounts Receivable, Receivable Updates Then, select the navigation to the appropriate component.	View item information, including amounts, entry type and reason, payment terms, and discount data.
Pending Item 2 or Payment 2	GROUP_ENTRY2B_DSP	Accounts Receivable, Receivable Updates Then, select the navigation to the appropriate component.	View assigned support personnel, correspondence information, cash forecasting information, and draft information.
Pending Item 3 or Payment 3	GROUP_ENTRY2C_DSP	Accounts Receivable, Receivable Updates Then, select the navigation to the appropriate component.	View user-defined fields.
VAT Header	GRP_ENT_VATHDR_DSP	Click the VAT Header link on the Pending Item 1 page.	View VAT header defaults.
VAT Detail	GRP_ENT_VAT_LN_DSP	Click the VAT Line link on the VAT Header page.	View VAT line defaults, including the VAT amounts.

Page Name	Definition Name	Navigation	Usage
Accounting Entries	GROUP_ENTRY3_DSP	Accounts Receivable, Receivable Updates Then, select the navigation to the appropriate component.	View accounting entries for each item.
Group Entry Tax Ds	GROUP_ENTRY_TAX_DSP	Accounts Receivable, Pending Items, Online Items, Group Entry, Group Entry Tax, Group Entry Tax Ds	(IND) View excise duty and sales tax amounts for India.
Tax Detail	GROUP_ENTRY_TAX_DT	Click the Tax Detail Link on the Group Entry Tax Ds page to view India tax detail information.	(IND) Display excise duty and sales tax detail information for India.

Correcting Posting Errors

When the Receivable Update multiprocess job finds errors, the job updates the Error Code field (AR_ERROR_CD) on the Pending Item table (PS_PENDING_ITEM) with an error code. The job creates and balances your accounting entries before editing occurs. If the process does not create your accounting entries or they are incorrect, the AR_ERROR_CD field contains a value of *ACTOB*.

Once accounting entries are correct and balanced, the Receivable Update multiprocess job continues with two types of edits. The Receivable Update multiprocess job edits the Pending Item (PS_PENDING_ITEM) table through a series of editing update statements which only edit pending items created by systems external to PeopleSoft Receivables such as PeopleSoft Billing or an external billing system, and then all groups are edited through other specific program logic.

When it detects an error condition on a pending item, it sets a value in the AR_ERROR_CD field on the Pending Item record. After the pending item passes the editing sections, the system checks for additional conditions within the SQL that is executed by the Receivable Update multiprocess job. The system reports only one error condition at a time per pending item, so even if it detects more than one error, it stores only one error code.

Error Correction

You can edit any error detected by Receivable Update using an error correction page. The system reedits the pending item and highlights the fields that are in error for you to correct.

To edit an error:

1. Click the Error Info (error information) button to view a summary description of the error.

2. If you need more details, click the Explain button.

For combination edit (combo edit) errors, when you click the Error Info (error information) button, a summary description of the error appears. However, to view more details, you must select the Action page to select the posting action. Then the system validates the combo edits again and the combo edit error details appear in the grid.

3. After you review an explanation, click OK.
4. Correct the error for the pending item or correct some aspect of either your setup tables or your interface tables.

In most cases, you must correct your setup.

5. Use the Action page to select the posting action again.

Note. When you set the posting action, the online combo edit validation occurs, but Receivable Update does not run again as part of this process.

If more than one error exists, then the next error message appears. Otherwise, you return to the Error Correction page.

Error Messages

The edit updates statements that the Receivable Update multiprocess job executes. This table lists the conditions it edits. Use PeopleSoft Application Designer to view the Receivable Update edit SQL that identified the error. This table provides a list of the error messages and a description of the action to take:

<i>Value</i>	<i>Error Code and Long Description</i>
1GBU	<i>Pending Item Group Business Unit Invalid</i> Action: Verify that the group business unit used on the pending item has been created in PeopleSoft Receivables and PeopleSoft General Ledger.
1PBU	<i>Pending Item Business Unit Invalid</i> Action: Verify that the business unit used on the pending item has been created in PeopleSoft Receivables and PeopleSoft General Ledger.
1CUST	<i>Customer does not exist</i> Action: Verify that the customer exists on the General Info page. Verify that the customer's status is <i>Active</i> and the customer level is not set to <i>Prospect</i> . Also verify that the Bill to Customer field is selected on the Bill to Selection page.
1DISP	<i>Dispute Reason Invalid</i> Action: Verify the status and effective date of the dispute reason on the Dispute Reason page.
1COLL	<i>Collection Code Invalid</i> Action: Verify the status and effective date of the collection code on the Collection Code page.

Value	Error Code and Long Description
2SLS	<i>Salesperson Invalid</i> Action: Verify that the default support team defined for this customer has a team member defined as a salesperson with a priority greater than zero.
2CRD	<i>Credit Analyst Invalid</i> Action: Verify the status and effective date of the credit analyst on the Credit Analyst page.
2COLL	<i>Collector Invalid</i> Action: Verify the status and effective date of the collector on the Collector page.
3PYTR	<i>Payment Terms Invalid</i> Action: Verify the status and effective date of the payment terms code on the Payment Terms page.
3DST	<i>AR Distribution code Invalid</i> Action: Verify the status of the distribution code on the Distribution Code page.
4ENT	<i>Entry Type Invalid</i> Action: Verify the status of the entry type on the Entry Type page.
4ENR	<i>Entry Reason required</i> Action: This entry type requires an entry reason. Enter an entry reason or deselect the Require Reason check box on the Item Entry Type - Selection page or Automatic Entry Type - Selection page.
4ERI	<i>Entry Reason Invalid</i> Action: Verify the status of the entry reason on the Entry Reason page.
4ETS	<i>Entry amount Invalid for this Entry Type</i> Action: Verify the entry amount for this entry type. Entry types require either positive or negative amounts based on the entry type.
5ADIS	<i>Incorrect Value for Allow Discount Flag</i> Action: The Always Allow Discount check box on Pending Item 1 page has an incorrect value. Please select or deselect the check box.
5PSTD	<i>Incorrect Value for Posted Flag</i> Action: This pending item is flagged as having already been posted. Contact Oracle/PeopleSoft Support.

Value	Error Code and Long Description
5SUBC	<i>SubCustomer Invalid</i> Action: Verify that a subcustomer exists for this customer on the SubCustomer page.
5SCI	<i>SubCustomer Use Invalid</i> Action: Verify SubCustomer usage at the installation level setup. Specify that you use one or both subcustomer fields.
6BCUR	<i>Customer Options Error</i> Base Currency Invalid for Pending Item. Action: Verify that the base currency of the pending item equals business unit base currency.
6CURI	<i>Entry Currency Invalid</i> Action: The entry currency code must be active based on the pending item accounting date. Verify the status and effective date on the Currency Code page.
6RTI	<i>Rate Type Invalid</i> Action: Verify the rate type specified is valid for this multicurrency pending item.
6RMDI	<i>Exchange Rates Missing</i> Action: The currency exchange rate values RATE_MULT and RATE_DIV are missing on a multicurrency pending item. Contact Oracle/PeopleSoft Support.
6CCUR	<i>Entry Currency Invalid</i> Action: Verify that the pending item entry currency equals the group control currency.
7VENT	<i>VAT Entity Missing</i> Action: Verify that the VAT entity is populated for a VAT business unit.
7VATM	<i>In-Use Cust</i> Action: The customer is unavailable because it is being used by another background process. The process may be running or it may have terminated abnormally.
8PTAX	<i>Sales Tax and Excise Duty</i> Action: Verify pending tax information is correct on the pending item Group Entry Tax page.
ACTPD	<i>Accounting Period Not Open</i> Action: Verify in PeopleSoft General Ledger that the accounting period is open for the transaction type specified on Group Type page. Refer to the transaction type for the group type being posted.

Value	Error Code and Long Description
ACTOB	<i>Accounting Entries Out of Balance</i> Action: Verify the accounting entry setup, for example: entry type, reason code definitions, item entry types, and automatic entry types.
ALTAC	<i>Alternate Account Error</i> Action: Verify whether the Alternate Account ChartField is missing or invalid for the item on the Correct Posting Errors, Accounting Entries page.
CFINH	<i>ChartField Inheritance Error</i> Action: Verify Chartfields marked as inherited do not have the same value across lines or do not match chart field values for existing lines for the same Item.
COMBO	<i>Item(s) contain Combination Edit Errors</i> Action: Verify the ChartField combination on the accounting lines is a valid combination. Modify the ChartField values online or modify the appropriate distribution code, item entry type or automatic entry type accounting template, or bank accounting entry setup. Alternatively, modify the combination editing rules.
CRDR	<i>Entry Amount Error</i> Action: A negative debit or positive credit has been entered. Credits must be less than zero and debits greater than zero.
CURXI	<i>Currency Exchange Rate Invalid</i> Action: Verify the pending item exchange rate. Pending item transactions for existing items must match the exchange rate of the original item.
CUSOM	<i>Customer Options Missing</i> Action: Verify that customer options have been defined, are active, and are properly effective dated for this customer and accounting date in the Customer - General Information component (CUSTOMER_GENERAL).
DDPRF	<i>Direct Debit Profile Missing</i> Action: Pending item has a payment method of direct debit but is missing a direct debit profile. Verify that a profile has been defined on the General Information - Bill To Options page for the customer.
DDPRM	<i>Direct Debit Profile Invalid Error</i> ACTION: Pending Item has a payment method of direct debit but the direct debit profile indicated is invalid. Either add this direct debit profile to the direct debit profile table or change the indicated direct debit profile to a valid value. INACC - Inactive Account

Value	Error Code and Long Description
DOCSQ	<i>Document Sequencing Error</i> Action: Document Sequencing has been enabled at the installation and general ledger business unit level. The accounting entries for this pending item are missing a document sequencing date. Verify document sequencing setup.
INACC	<i>Inactive Account Error</i> Action: Change the inactive account by an active one or activate the inactive account.
INHRT	<i>Chartfield Inheritance Error</i> Action: Verify that ChartField inheritance is setup is on the ChartField Inheritance page for the setIDs being edited.
ITDUP	<i>Duplicate Item</i> Action: This pending item is a duplicate of a pending item in another group that is being posted. If the Don't Post Duplicate Entries check box is selected on the Entry Type page, clear it, or delete the duplicate entry on the Pending Item 1 page.
ITMIU	<i>In-Use Item</i> Action: The item has been locked by another background process that is processing transactions for the same item. Please try again later after the other application completes.
IECI	<i>Entry Currency Invalid</i> Action: Verify that the pending item entry currency is the same as the existing item's balance currency. Any additional pending items for existing items must be entered in the item's balance currency.
MCSI	<i>Multiple Entry Currencies for same Item</i> Action: Verify that the pending items (for the same item in different groups) being posted share the same entry currency.
OOBG	<i>Group Out of Balance</i> Action: Verify the sum of the entry amounts equals the control amount, the total count of pending items in the group equals the control count, and the group status is balanced on the Group Control page.
OOBM	<i>Maintenance Group Out of Balance</i> Action: Verify that the sum of control base amount equals the control amount and the total count of pending items.
OPITM	<i>Open Item Key Missing</i> Action: The account in the AR line requires an open item key. Enter the open item key for the line.

Value	Error Code and Long Description
PCBU	<i>Invalid PC Business Unit for the Distribution Line GL Business Unit</i> Action: Verify the PeopleSoft Project Costing business unit is valid for the general ledger business unit associated with the accounting lines.
PMTRM	<i>Payment Terms Invalid</i> Action: Verify status and effective date of payment terms on the Payment Terms page.
PMTDI	<i>Default Payment Terms Invalid</i> Action: Verify status and effective date of the default payment terms specified on the business unit and customer on the Payment Terms page.
SALES	<i>Default Salesperson not defined</i> Action: Verify that a default support team has been assigned to this customer. If so, verify that the support team has a team member defined as a salesperson with a priority greater than zero.
VATID	<i>VAT Registration ID Invalid</i> Action: Verify the VAT registration ID.

Error Correction Components

PeopleSoft Receivables provides several components for correcting posting errors. The components all use the same pages, but they have a different search record to filter the groups that you select.

This table provides the navigation to each component, lists the pages in the component, and describes the usage for the component. The pages in these components are the same as the pages that you use to enter pending items.

Note. The pages that display tax information for India are available only if you enabled sales tax and excise duty for a receivable business unit type on the Business Unit Tax Applicability page.

This table provides the navigation for all the error correction components and describes how to use them:

Menu Navigation	Pages	Usage
Accounts Receivable, Receivables Update, Correct Posting Errors, Online Items	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Group Entry Tax • VAT Header • VAT Detail • Accounting Entries • Group Action	Use to correct errors in online pending item groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, External Items	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Group Entry Tax • VAT Header • VAT Detail • Accounting Entries • Group Action	Use to correct errors in pending item groups entered in another application.
Accounts Receivable, Receivables Update, Correct Posting Errors, Overdue Charge Items	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct pending items in overdue charge groups.

Menu Navigation	Pages	Usage
Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet	• Worksheet Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in maintenance worksheet groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, Transfer	• Transfer Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in transfer groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, Unpost	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in unpost groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, Direct Debit	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in direct debit groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, Direct Debit Acctg Entries	• Worksheet Control • Accounting Entries	Use to correct errors in direct debit groups.

Menu Navigation	Pages	Usage
Accounts Receivable, Receivables Update, Correct Posting Errors, Draft	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in draft groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, Draft Accounting Entries	• Worksheet Control • Accounting Entries	Use to correct errors in draft groups.
Accounts Receivable, Receivables Update, Correct Posting Errors, Payment	• Payment Control • Payment 1 • Payment 2 • Payment 3 • Accounting Entries • Payment Action	Use to correct errors in payment worksheet groups.

See Also

[Chapter 18, "Entering Pending Items," page 515](#)

Unposting Groups

This section provides an overview of unposting and the unpost components, lists a prerequisite, and discusses how to:

- Select groups to unpost.
- Review group control information.
- Specify unpost options.
- Select an unpost action.

Understanding Unposting and the Unpost Components

You can only unpost groups if the Receivable Update multiprocess job has successfully processed them. *Unposting* creates a new group that is the exact opposite of the original group. The unpost group creates a new unpost item activity and new accounting entries for each item that it is unposting.

If the Receivable Update multiprocess job has not run, groups for which you selected the *Batch Standard* or *Batch Priority* posting action are not actually posted. In that case, select the *Do Not Post* posting action on the Action page to prevent the groups from posting. You do not need to unpost the groups.

Unpost Components

PeopleSoft Receivables provides several components to unpost groups. The components all use the same pages with one exception (the control page for draft groups is different), but they have a different search record to filter the groups that you select based on the type of group. PeopleSoft Receivables also provides a page where you can search for groups based on a combination of group control information, item information, and ChartField values in the distribution lines.

This table provides the navigation to each component that filters groups by the type of group, lists the pages in the component, and describes the usage for the component:

Menu Navigation	Pages	Usage
Accounts Receivable, Receivables Update, Unpost Groups, Online Group	• Group Control • Options • Action	Unpost online pending item groups.
Accounts Receivable, Receivables Update, Unpost Groups, External Group	• Group Control • Options • Action	Unpost pending item groups from another application.
Accounts Receivable, Receivables Update, Unpost Groups, Overdue Charge Group	• Group Control • Options • Action	Unpost items in overdue charge groups.
Accounts Receivable, Receivables Update, Unpost Groups, Maintenance Group	• Group Control • Options • Action	Unpost maintenance groups.

Menu Navigation	Pages	Usage
Accounts Receivable, Receivables Update, Unpost Groups, Transfer Group	• Group Control • Options • Action	Unpost transfer groups.
Accounts Receivable, Receivables Update, Unpost Groups, Pending Unpost Group	• Group Control • Action	Unpost an unpost group.
Accounts Receivable, Receivables Update, Unpost Groups, Payment Group	• Payment Control • Options • Action	Unpost a payment group.
Accounts Receivable, Receivables Update, Unpost Groups, Draft Group	• Draft Control • Options • Action	Unpost a draft group.

Prerequisite

Before you unpost groups, define reason codes for unpost groups if you want to assign unpost reasons to your unpost groups.

See Also

[Chapter 5, "Defining Additional Processing Options," Setting Up Unpost Reason Codes, page 128](#)

Pages Used to Unpost Groups

Page Name	Definition Name	Navigation	Usage
UnPost Group Query	UNPOST_QRY	Accounts Receivable, Receivables Update, Unpost Groups, Group Search for Unpost, UnPost Group Query	Review groups that are posted based on a combination of search criteria and link to the appropriate unpost page.

Page Name	Definition Name	Navigation	Usage
Group Control, Payment Control	GROUP_ENTRY1_DSP	- Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Group Control - Accounts Receivable, Receivables Update, Unpost Groups, Payment Group, Payment Control - Several other navigation paths are available for the Group Control page.	Review group control information, such as the group type, accounting date, group totals, and posting status.
Options	GRP_UPST_PNL	Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Options Several other navigation paths are available for this page.	Specify a reason for unposting a group or change the accounting date. Define document sequencing options for the unpost group.
Unpost Action	UNPOST_ACTION	Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Action Several other navigation paths are available for this page.	Select an action for an unpost group.
Draft Control	DR_UNPOST_GRP	Accounts Receivable, Receivables Update, Unpost Groups, Drafts Group, Draft Control	Review group control information for a draft for a specific draft event.

Selecting Groups to Unpost

Access the UnPost Group Query page (Accounts Receivable, Receivables Update, Unpost Groups, Group Search for Unpost, UnPost Group Query).

UnPost Group Query

Search Criteria

Group Unit:
Group ID:
Type:
Origin ID:
Assigned:

Date Type:
Date Operand:
Date Query Value:
Date Query Value:

Customer:
Item ID:
Entry Type:

Chartfield Type:
Chartfield Value:

Groups										
	Group Unit	Group ID	Type	Origin ID	Entered	Posted	Assigned	Count	Total	Unpost
	US001	100	B	PS_BI	06/08/2006	08/07/2006	SAMPLE	1	100.000	Unpost
	US001	101	B	PS_BI	06/08/2006	08/07/2006	SAMPLE	1	10540.000	Unpost
	US001	102	B	PS_BI	06/09/2006	08/07/2006	SAMPLE	4	55766.000	Unpost
	US001	103	B	PS_BI	07/06/2006	08/07/2006	SAMPLE	1	4200.000	Unpost
	US001	104	B	PS_BI	07/06/2006	08/07/2006	SAMPLE	1	62.500	Unpost
	US001	105	B	PS_BI	07/06/2006	08/07/2006	SAMPLE	1	-800.000	Unpost

UnPost Group Query page

Search Criteria

Enter any combination of search criteria to retrieve the groups to unpost, and click Search Groups for Unposting.

Group Unit, Group ID, Type, Origin ID, and Assigned Select fields from the group control record to identify groups.

Date Type, Date Operand, and Date Query Value Select a type of date on the group control record. Values are: *Accounting Date*, *Posted Date*, and *Entry Date*. Select an operator to identify the date, such as < (less than) or *Between*, and enter a specific date or a date range.

Customer, Item ID, and Entry Type Select a value for a customer, item ID, or entry type for the items in the group.

Chartfield Type and Chartfield Value Enter the ChartField type and value to select groups that contain distribution lines for a specific ChartField value.

Groups

The Groups grid displays the groups that match your search criteria.



Click the Show Group Detail button to access pages to view group control information, item details, and distribution lines.

Unpost

Click the Unpost link to access the appropriate unpost page for the group type, where you can unpost the group.

Reviewing Group Control Information

Access the Group Control, Payment Control, or Draft Control page (Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Group Control, or Accounts Receivable, Receivables Update, Unpost Groups, Payment Group, Payment Control).

Review the control information and group status.

Specifying Unpost Options

Access the Options page (Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Options).

Keep Original Document Type

Select to use the document type of the original group. Deselect to use the default document type for the group type. This field is available only if you have enabled document sequencing.

Unpost Reason

Select an unpost reason code to indicate your purpose for unposting.

Selecting this value is optional unless you selected the Enable Unpost Reason check box on the Installation Options – Receivables page. If you selected this check box, then you must select a reason code for this field.

You can select a reason code, for example, to indicate that you are unposting a payment group because a check was returned due to insufficient funds. You can view the reason on the Item Activity and Payment Status pages.

Edit Accounting Date

Select if you want to change the Accounting Date field. The new accounting date must be in an open accounting period for the PeopleSoft Receivables business unit.

Note. Overriding the accounting date changes the accounting date for the unposted payment. Also, the system issues a warning when you select the Edit Accounting Date check box and enter a date that precedes the original accounting date of the unposted payment group.

Important! Overriding the accounting date for payment unpost groups uses the specified date for the unpost payment group and changes the accounting date for the payment (PS_PAYMENT.ACCOUNTING_DT) to the selected date. This accounting date is used for the subsequent payment application group.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing," Defining Document Types

Selecting an Unpost Action

Access the Unpost Action page (Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Action).

Delete Unpost

This option is available after you select a posting action. Click to delete the unpost group that you created.

Action

Select a posting action for the group and click OK to execute the action. Values are:

Do Not Post: Saves the changes for the unpost group, but no posting takes place.

Post Now: Runs the Receivable Update multiprocess job immediately. If the user enabled the notification feature, the system displays a message when the job completes.

Post Now to GL: Runs the Receivable Update multiprocess job immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the job completes.

Batch Priority: Runs the Receivable Update multiprocess job the next time a priority scheduled job runs or the next time a standard scheduled job runs, if that occurs first. This option is not intended for large jobs.

Batch Standard: Runs the next time a standard scheduled batch jobs runs. This run may occur once a day, depending on how often the organization schedules standard jobs to run.

Note. The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when a transaction must be posted immediately. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time.

See Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378.

Review Unpost Now

Click to display a page where you can review the details of the unpost group. This option is available after you select a posting action.

Running the AR Rebate Notification Process

This section provides an overview of the AR Rebate Notification process and lists the page used to run the Payment Notification process.

Understanding the AR Rebate Notification Process

If your vendor rebate claims and reversals from PeopleSoft Purchasing or claimbacks from PeopleSoft Order Management interface with your system, you must update the balances for these claims in the claim management workbench in PeopleSoft Purchasing and PeopleSoft Order Management by running the AR Rebate Notification process. The process updates the Claims Incoming Payments staging table (VRBT_CLAIM_PMTI) when one of these activities occurs for claim items whose group type is *R* (vendor rebates) or *C* (claimbacks):

- WS-01 (Pay an Item).
- WS-08 (Create a Deduction).
- WS-09 (Write off an Item).
- DM-01 (Pay an Item).
- DM-06 (Create a Deduction).
- DM-07 (Write off an Item).
- DD-XX (Any direct debit activity that changes the item's balance).
- MT-01 (Create an Offset).
- MT-02 (Write off a Credit).
- MT-03 (Write off a Debit).
- FC-01 (Create an Overdue Charge).
- TR-01 (Transfer Item From Customer).
- TR-03 (Transfer Item to Doubtful Receivable Account).

The process also updates the Claims Incoming Payments staging table when:

- A draft or direct debit activity that paid for a claim item is voided or canceled.
- A payment or offset activity against a claim is unposted.

The process adds the following information to the Claims Incoming Payments staging table for each claim:

- Claim setID.
- Claim ID (item ID in PeopleSoft Receivables).
- Payment date and time (post date for the activity in PeopleSoft Receivables).

- Current payment method for the item in PeopleSoft Receivables.
- Claim amount (amount of the payment or offset activity).

PeopleSoft Receivables sends the amount in the original currency of the claim item, which is the currency for the rebate agreement or the claimback contract. If a gain or loss occurs due to currency conversion (when the payment is in a different currency than the original claim item currency), the process includes the gain or loss in the amount.

- Base amount (amount of the payment or offset activity less the VAT amount).
- VAT amount (VAT amount of the payment or offset activity).
- Agreement or contract currency code.
- Document ID.

This user-defined reference value is entered on the maintenance, payment, or draft worksheet to help identify the claim in the claim management workbench.

The process also sets the Process Flag field to *N* and the value in the Process Instance field to the process instance that the Process Scheduler assigned to the run of the AR Rebate Notification process.

After the process completes, run the Incoming Payment Reconciliation Application Engine process (PO_CLMRECON) in PeopleSoft Purchasing or PeopleSoft Order Management to load the payment and offset activity in the Claims Incoming Payments staging tables into the claim management workbench.

See Also

[Chapter 18, "Entering Pending Items," PeopleSoft Purchasing and PeopleSoft Order Management Interface, page 516](#)

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Defining Entry Reasons, page 79](#)

PeopleSoft Purchasing 9.1 PeopleBook, "Understanding Vendor Rebates"

PeopleSoft Order Management 9.1 PeopleBook, "Working with Claimbacks"

Page Used to Run the AR Rebate Notification Process

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Receivables Rebate Notification	REBATE_RUN_CNTL_AR	Accounts Receivable, Receivable Update, Request Rebate Process, Receivables Rebate Notification	Run the AR Rebate Notification process.

Chapter 29

Using Commitment Control Processing in PeopleSoft Receivables

This chapter provides an overview of revenue estimate processing, lists prerequisites, and discusses how to perform commitment control processing in PeopleSoft Receivables.

Understanding Revenue Estimate Processing

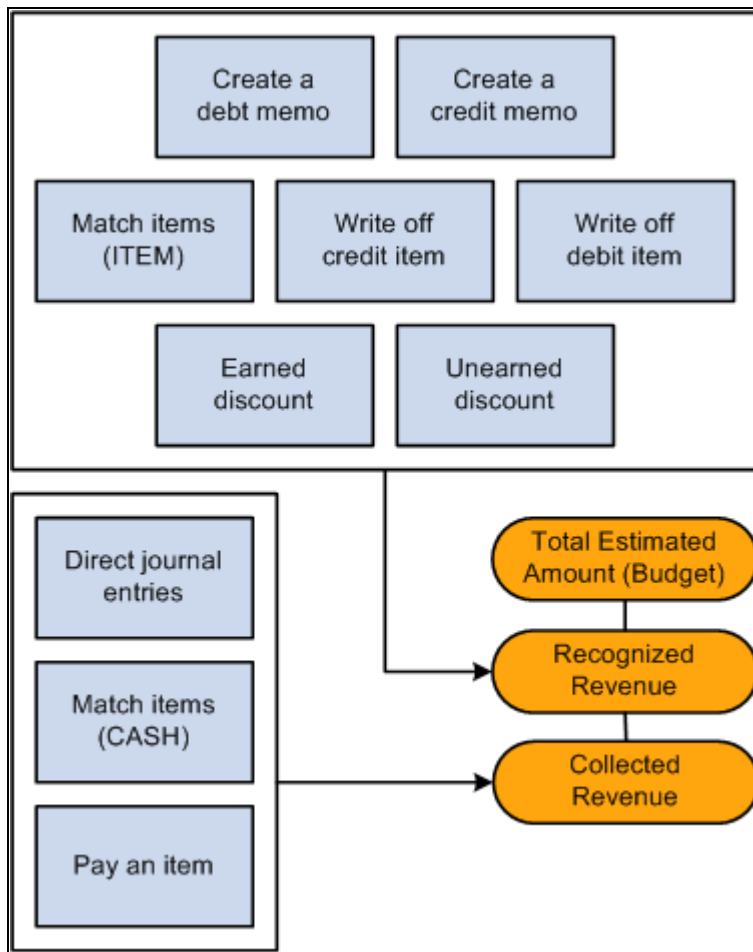
This section discusses:

- Revenue estimate processing.
- The Revenue Estimate Application Engine process (AR_REV_EST).
- Special condition handling during the Revenue Estimate process.

Revenue Estimate Processing

The role of PeopleSoft Receivables in the commitment control process is to create source transactions for the revenue entries in the control budgets. A budget in PeopleSoft Receivables is a fixed income allocation (that is, a revenue estimate) with two monetary buckets: a recognized revenue bucket and a collected revenue bucket. *Recognized revenue* is revenue that has been billed to the customer but for which payment has not yet been received. It is open receivables. *Collected revenue* is cash that has been received as payment. The combined amounts should eventually match the total estimated amount, which is your budget.

Most receivable functions that you perform update one of the two revenue buckets. In some cases, they update both. This diagram demonstrates that the functions create a debit memo, a credit memo, ITEM match items, a write-off credit item, a write-off debit item, an earned discount, and an unearned discount, all of which update the recognized revenue bucket. Direct journal entries, match cash items, and item payments update the collected revenue bucket.



Recognized and collected revenue bucket updates by Receivables functions

You run the following processes to update the control budgets:

- The Revenue Estimate process, which creates the source transactions for the control budget ledger for all activity except direct journals.
- The Budget Processor Application Engine process (FS_BP), which updates the revenue buckets and creates the commitment control budget lines.

The Receivable Update Application Engine process (ARUPDATE) automatically runs the Revenue Estimate process and Budget Processor when it completes if you enabled commitment control for PeopleSoft Receivables. If you have errors in the source transaction or budget checking errors, then you must run the Budget Processor after you correct the errors. If you choose to delete the activity's source transactions, then you must rerun the Revenue Estimate process before you run the Budget Processor again. You only need to rerun these processes if you have corrected errors.

Note. The Revenue Estimate process does not change the distribution of PeopleSoft Receivables accounting entries in PeopleSoft General Ledger. If you enabled commitment control for PeopleSoft Receivables and for the general ledger business unit associated with the receivables business unit, then you must budget check the entries before you distribute them to PeopleSoft General Ledger.

See Also

PeopleSoft Commitment Control 9.1 PeopleBook, "Processing Source Transactions Against Control Budgets"

The Revenue Estimate Application Engine Process

The Revenue Estimate process uses the revenue accounting lines in the Item Distribution (PS_ITEM_DST) table to generate the source transactions for the control budget ledger. It generates one source transaction for each revenue line. If the activity does not generate a revenue line, the Revenue Estimate process searches the preceding activity for a revenue account and follows these rules:

- If the activity is a Create a Debit Memo (IT-01), Create a Credit Memo (IT-02), or Create an Overdue Charge (FC-01) activity, the process uses the revenue account for that activity.

If it cannot find a revenue account, then the transaction causes an error. Enter the revenue account manually on the Revenue Estimate Correction page.

- If the activity is a Transfer Item to Customer (TR-02) activity and the item was transferred to a customer in the same business unit, the process uses the revenue account of the *from* item.
- If the item is system-generated (for example, an underpayment or an overpayment), then no revenue account exists and the process does not generate a source transaction.

When you create the write-off for an underpayment or overpayment, the system updates the revenue buckets.

Special Condition Handling During the Revenue Estimate Process

This section describes how the Revenue Estimate process generates source transactions for these special conditions:

- Overpayments.
- Underpayments.
- Prepayments.
- Draft processing.
- Write-offs on maintenance worksheets and in automatic maintenance.
- Source transactions for PeopleSoft Billing and PeopleSoft Contracts items.
- Directly journaled payments.
- Realized gains and losses.
- Unpost groups.
- Items with value-added tax (VAT).
- Multiple revenue lines.

Overpayments

If you have an overpayment (MT-05, WS-04, WS-05, or WS-06 item activities) and you leave the cash or credit on-account, the process does not create source transactions for the overpayment amount. When you apply the remaining cash or credit to an item, it updates the collected revenue bucket. However, if you write off an overpayment, the process updates both the recognized and collected revenue buckets.

Here is an example of revenue estimate entries for on-account overpayments:

<i>Transaction</i>	<i>Recognized</i>	<i>Collected</i>
Original 100.00 item	-100.00	
110.00 payment		-100.00

Here is an example of revenue estimate entries for writing off an overpayment:

<i>Transaction</i>	<i>Recognized</i>	<i>Collected</i>
Original 100.00 item	-100.00	
110.00 payment		-100.00
Write-off of 10.00	-10.00	-10.00

Note. You cannot combine cash and a credit memo when you create an overpayment. If you have an overpayment, the entire amount should come from cash or the entire amount should come from a credit memo. This is necessary because the system updates the buckets differently depending on whether the overpayment is from cash or a credit memo. If you combine them, it cannot determine how to update the buckets.

Underpayments

If you have an underpayment and you pay off the item and create an adjustment item, the process updates the collected revenue bucket with the full item amount at that time. When you pay for the adjustment of the item, the system does not create any further source transactions.

Here is an example of revenue estimate entries for an underpayment with an adjustment:

<i>Transaction</i>	<i>Recognized</i>	<i>Collected</i>
Original 100.00 item	-100.00	

Transaction	Recognized	Collected
90.00 payment and 10.00 adjustment		-100.00
Apply 10.00 payment to the adjustment	No entries	

When you have an underpayment and you write off the remainder of the item, the process creates one source transaction that updates the collected revenue bucket for the amount of the payment. It also creates another source transaction that debits the recognized bucket for the write-off.

Here is an example of revenue estimate entries for an underpayment and a write off:

Transaction	Recognized	Collected
Original 100.00 item	-100.00	
90.00 payment		-90.00
10.00 write-off item	10.00	

Prepayments

When you create the prepayment item (WS-04), the Revenue Estimate process does not create source transactions for the control budget. When you create the IT-01 item for the prepayment, the Revenue Estimate process generates the source transactions that update both the collected and the recognized bucket. It uses the accounts from the new item to create the entries.

Here is an example of revenue estimate entries for a prepayment:

Transaction	Recognized	Collected
100.00 Prepayment (WS-04)		
100.00 Item (IT-01)	-100.00	-100.00

If you create prepayments using the draft worksheet, the process is the same except that it does not create the source transactions when you create the IT-01 item if the cash for the draft has not been recognized yet. When the cash is recognized at the discount date or at the due date, the process looks to see if an IT-01 item already exists for the prepayment and generates the source transactions. If you void, dishonor, or cancel the remittance for a draft with prepayments, the process reverses transactions only if the prepayment was already applied to an item.

Draft Processing

When the process creates source transactions for the Pay an Item (DM-01), Write-off an Overpayment (DM-08), and Write-off an Underpayment (DM-09) activities on the draft worksheet, it places them in two holding tables (PS_ARCC_HLDTRN_HDR and PS_ARCC_HLDTRN_TBL) until the cash is recognized for the draft. When the cash is recognized either at the discount date or at the due date, it moves the source transactions from the holding tables to the application tables (PS_AR_CC_TRAN_HDR and PS_AR_CC_TRAN_TBL) that hold the source transactions for budget processing.

The process also uses the holding tables when you void or dishonor a draft or when you cancel a draft remittance.

Write-offs on Maintenance Worksheets and in Automatic Maintenance

If you write off an item on a maintenance worksheet or if the Automatic Maintenance Application Engine process (AR_AUTOMNT) writes off an item, the system uses the reason for the write-off item to determine which bucket to update. You define which buckets to update in the automatic entry type for the write-off system functions for maintenance groups.

Source Transactions for PeopleSoft Billing and PeopleSoft Contracts Items

If you enter your invoices (IT-01 or IT-02 items) in PeopleSoft Billing, PeopleSoft Receivables creates the source transactions for them in the recognized revenue bucket as long as PeopleSoft Receivables generates the accounting entries. When PeopleSoft Billing creates the accounting entries, PeopleSoft Receivables does not create the source transactions to update the recognized bucket. You must create the source transactions in PeopleSoft Billing.

If PeopleSoft Billing is creating the accounting entries, to enable PeopleSoft Receivables to process payments against items coming from PeopleSoft Billing or PeopleSoft Contracts/Projects, you must run the Load GL Accounting Entries process (BILDGL01) in PeopleSoft Billing, which performs budget checking. If the invoice is not budget checked prior to coming into PeopleSoft Receivables, then PeopleSoft Receivables issues an error message on the payment worksheet indicating that the item has not successfully passed budget checking.

When you apply payment to an item interfaced from PeopleSoft Billing that has been budget checked, the Revenue Estimate process uses the revenue lines in the PeopleSoft Billing accounting entry table (PS_BI_ACCT_ENTRY) to generate the source transactions for the collected bucket.

When an invoice comes from PeopleSoft Contracts/Projects and PeopleSoft Contracts manages the revenue, even if the invoice was budget checked successfully, if you did not run the Load GL process in Billing then the PeopleSoft Receivables Revenue Estimate process will skip the transaction when processing a payment.

When an item has an associated contract line in PeopleSoft Contracts, then the Revenue Estimate process uses the revenue lines that reside on the PeopleSoft Contracts accounting line tables. PeopleSoft General Ledger updates and budget checks the recognized revenue lines for the budget when you post the PeopleSoft Contracts journals in PeopleSoft General Ledger. The process looks for the revenue lines in these tables to populate the revenue collected bucket:

1. Contracts Accounting Line Projects table (PS_CA_ACCTG_LN_PC), which contains the revenue lines for rate-based contracts.

2. Contracts Accounting Line table (PS_CA_ACCTG_LINE), which contains the revenue lines for amount based contracts.

The process uses the most recent revenue entry that was posted for the contract line in the Contracts Accounting Line table (PS_CA_ACCTG_LINE). You should use the same revenue distribution lines for amount-based contracts throughout the life of the contract. At least one revenue event must be posted in PeopleSoft Contracts before you apply the first payment to the item associated with the contract line. If there are no posted revenue lines for the contract line, the process does not update the collected revenue bucket and the process generates an error message.

If you receive an error, you should post some revenue lines for the contract line in PeopleSoft Contracts and then rerun the Revenue Estimate process.

Directly Journalled Payments

When you journal a payment directly to the general ledger, the system uses the information in the PS_PAY_MISC_DST table to update the recognized and collected buckets. No source transactions for direct journals will appear in the revenue estimate tables: PS_AR_CC_TRAN_HDR and PS_AR_CC_TRAN_TBL. Therefore, you do not need to run the Revenue Estimate process for directly journalled payments.

Realized Gains and Losses

If you apply a payment to an item in a foreign currency and either a realized gain or loss exists, then the process creates an additional transaction to adjust the amount in the collected bucket.

Here is an example of revenue estimate entries for a transaction with realized gain or loss:

<i>Transaction</i>	<i>Recognized</i>	<i>Collected</i>
Original Item	-100.00	
Payment		-100.00
Realized Gain or Loss		2.00

Unpost Groups

When you unpost a group, the Revenue Estimate process creates source transactions to reverse the original entries in the revenue budget.

Items with VAT

If an item contains a VAT amount or sales tax, only the base amount of the transaction updates the revenue buckets. For example, if the total item is 108.00 EUR and the VAT amount is 8.00 EUR, then the process updates the revenue budgets with 100.00 EUR.

Multiple Revenue Lines

If an item has multiple revenue lines and it is completely paid by one payment, the system uses the same amounts for each revenue account as the original revenue lines.

If an item has multiple revenue lines and you make a partial payment, the system provides a page in the worksheet components where you can specify how to distribute the revenue amount. This page is available only if you selected *Allow Manual Distribution* in the Multiple Revenue Line field for the business unit. If you do not enable manual distribution, the system automatically prorates the payment amount across the remaining revenue balances.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Item and Automatic Entry Types for Revenue Estimate Processing, page 95

Prerequisites

Before you can run the revenue estimate processes, you must perform the following tasks:

1. Enable commitment control accounting for PeopleSoft Receivables on the Installation Options - Installed Products page.
2. Set up the system for commitment control accounting.
3. Review the source transaction definition for the commitment control transactions for the Revenue Estimate process and for direct journal payments.
4. If the system function for an item entry type specifies that the revenue estimate bucket is user-defined, specify which bucket to update for each entry reason.
5. If the system function for an automatic entry type specifies that the revenue estimate bucket is user-defined, specify which bucket to update for each entry reason.
6. Make sure the user-defined accounting lines (revenue lines) contain ChartFields in the control budget ledger.
7. Define the defaults for revenue estimate processing for each business unit by TableSet on the Receivables Options - General 2 page.
8. Disable PeopleSoft Billing and PeopleSoft Contracts on the Installed Products page if you do not have those products installed on your system.

Disabling these products improves performance because the Revenue Estimate process does not search records in PeopleSoft Billing or PeopleSoft Contracts for revenue lines.

See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Additional General Options, page 28](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Options for Installed PeopleSoft Applications

PeopleSoft Commitment Control 9.1 PeopleBook, "Setting Up Basic Commitment Control Options"

PeopleSoft Commitment Control 9.1 PeopleBook, "Setting Up Commitment Control Source Transaction Types"

Performing Commitment Control Processing

This section provides overviews of the commitment control process flow and of budget checking error correction and warnings, lists common elements, and discusses how to:

- Review revenue estimate entries.
- Correct revenue estimate errors.
- Run the Revenue Estimate process.
- Run the Budget Processor.
- View budget checking exceptions for revenue estimate source transactions.
- View direct journal exceptions.

Understanding the Commitment Control Process Flow

Perform these tasks for revenue estimate and budget checking processing:

Note. These steps do not apply to direct journal payments.

1. Run the Receivable Update process to post groups, create accounting entries, create the source transactions, and budget check the source transactions.

Note. The Receivables Update process runs the Revenue Estimate process and budget checks the transactions only if you have enabled commitment control for PeopleSoft Receivables and the general ledger business unit associated with the receivables business unit.

2. (Optional) Review the source transactions.
3. Correct errors in the source transactions if needed.

For example, you might post some revenue lines for a contract line in PeopleSoft Contracts.

4. Run the Revenue Estimate process again if you corrected errors in source transactions.

In some cases, you need to unpost the original group and correct the accounting lines. If this is the case, you run the Receivable Update process to post the group again and it automatically runs the Revenue Estimate process.

See [Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Understanding Budget Checking Error Correction and Warnings, page 936.](#)

Note. You can run the Budget Processor process at the same time if you do not want to review the source transactions before you budget check the transactions.

5. Run the Budget Processor process again if you corrected errors in the source transactions.
6. View budget checking errors and warning exceptions and resolve them.
7. Run the Budget Processor again if you corrected errors or overrode the exceptions.

See Also

[Chapter 12, "Setting Up Receivable Update and Pending Group Generator," page 375](#)

[Chapter 19, "Entering Payments," Journaling Payments Directly to the General Ledger, page 588](#)

Understanding Budget Checking Error Correction and Warnings

Transactions typically fail the budget checking process because the amount of the source transactions exceeds the amount in the control budget and the commitment control option for the budget. If this occurs, you have two options:

- Credit the revenue estimate budget amount.
- Mark the entire transaction to bypass budget checking on the Commitment Control, Revenue Estimate Exceptions, or Misc Payment Exceptions page for the transaction.

After you mark it, you must run the Budget Processor process again.

A transaction could also fail because you provided a revenue account that is not in the revenue estimate budget. If this is the case, you need to perform the following tasks:

1. Set the group that included the source transactions to unpost.
2. Run the Receivable Update process, which reruns the Revenue Estimate process and the Budget Processor.

The Revenue Estimate process deletes the source transactions and does not create new sources transactions.

3. Recreate the items with the correct data.
4. Run the Receivable Update process again, which reruns the Revenue Estimate process and the Budget Processor.

If you run the Budget Processor when you run the Receivable Update process or from the Budget Processor page, use the message log to see if you have received any warnings. Alternatively, go directly to the budget exception pages to see if you have any warnings. Select *Only Warnings Exist* in the Process Status field, when you search for exceptions to display only transactions with warnings.

If you budget check transactions from an online page, such as the Direct Journal Payments - Accounting Entries page or the Corrections page for the Revenue Estimate process, the system displays a warning message for any type of warning including the warning for negative expense budgets. Users must go to the appropriate budget exceptions page to determine the type of warning. If there is a warning status at the line level, you can drill directly down to the warning on the exception page by clicking the Budget Check Options button.

Note. You receive the warning message when you budget check transactions online only if you selected the Pop Up Error/Warning Message check box on the Installation Options - Commitment Control page.

See Also

- [Chapter 28, "Posting and Unposting Groups," Unposting Groups, page 917](#)
 - [Chapter 28, "Posting and Unposting Groups," Running Receivable Update, page 901](#)
 - [Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)
 - [Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Running the Revenue Estimate Process, page 944](#)
 - [Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Running the Budget Processor, page 945](#)
- PeopleSoft Commitment Control 9.1 PeopleBook, "Entering and Posting Commitment Control Budget Journals"*

Common Elements Used in This Section

	Click the Revenue Line Source button to access the accounting entries inquiry page, where you can review the original accounting entries for the item activity.
	Note. This option is not available for transactions with errors on the Revenue Estimate Correction page.
Accounting Date	Displays the accounting date for the item activity.
Amount and Base Amount (for all source transactions)	Displays the total amount of the source transactions for the item in the entry currency and the base currency.
Amount (for a single source transaction)	Displays the entry amount and currency of the item activity.
Base Amount (for a single source transaction)	Displays the base amount and currency of the item activity.

Budget Date	Displays the default budget date for entries to the recognized bucket is the accounting date for the item. Although you can change the budget date, we recommend that you do not in order to keep the entries in the control budget ledger synchronized with the entries to the actual ledger. For entries to the collected bucket, the default varies based on your selection on the Receivables Options - General 2 page for synchronizing budget dates. If you selected <i>Yes</i> , the date for entries to the collected bucket matches the date for entries to the recognized bucket for the item. Otherwise, it is the accounting date for the current transaction. We recommend that the budget date for entries to the two buckets be the same so that the entries fall in the same budget period.
Budget Status (for all activity source transactions)	Displays the status of all the source transactions in the budget checking process. Values are: <i>Error</i>: At least one of the source transactions failed to pass budget checking. <i>Not Chk'd</i> (not checked): The Budget Processor has not processed the source transactions. <i>Valid</i>: All the source transactions passed budget checking and the process created the journal lines in the ledger.
Budget Status (for a single source transaction)	Displays the status of a single budget line entry. Values are: <i>Error</i>: The budget line failed to pass budget checking. <i>Not Chk'd</i> (not checked): The Budget Processor has not processed the line. <i>Valid</i>: The budget line passed budget checking and the process created the journal line in the ledger. <i>Warning</i>: The Budget Processor issued a warning for a line, but also updated the control budget ledger.
Entry Type and Reason	Displays the entry type and reason that you assigned to the item activity.
GL Unit	Displays the general ledger unit that is linked to the receivables business unit for the item.
Group Unit, Group ID, and Group Type	Displays the business unit and ID for the group, and the group type for the item activity.
Ledger Grp (ledger group) and Ledger	Displays the General ledger group and ledger for the entries. These values appear only if the process created multibook entries.
Posted Date	Displays the date that you posted the item activity.
Rev Estimate (revenue estimate)	Indicates whether the source transactions for the item activity updated the <i>Collected</i> , <i>Recognized</i> , or <i>Both</i> buckets.
Sequence	Displays the sequence number for the item in the item group.

Status

Indicates whether source transactions passed the revenue estimate process successfully or if they were in error. If an error exists, the Status field displays the reason. Values are:

Corrected: You corrected the source transactions on the Revenue Estimate Correction page.

Error: A source transaction has an unknown error.

Gen by BI (generated by billing): The process did not find revenue lines for invoices, credit memos, debit memos, or overdue charge invoices (IT-01, IT-02, or FC-01 activities) in the PS_ITEM_DST table, but it found them in the PS_BI_ACCT_ENTRY table. The process does not need to generate the source transactions because PeopleSoft Billing generates them for the recognized revenue bucket.

Out of BU (out of business unit): The process could not create the source transactions because the item was transferred out of the business unit. The accounts were not available to update.

Processed: The process successfully generated source transactions for the item.

No Itm Rev (no item revenue lines): The process could not create the source transactions because no item revenue lines were associated with the current item activity or with the previous item activity.

Transferred: The process could not create the source transactions because it could not find the *from* item for a transferred item. (The process obtains the revenue accounts from the *from* item.)

No Rev: The process could not create the source transactions because no user-defined revenue lines were set up for the item entry type or automatic entry type that you associated with the system function.

Skip: The system skips the request when the process runs.

Err Exists (error exists): The process could not create the source transactions because an error exists in a previous activity that affects the current activity. Correct the errors and run the process again.

View/Update Conversations

Click this link to access the Conversations page, where you can view and update existing conversations associated with the item. If there are multiple conversations, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Pages Used for Commitment Control Processing

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Revenue Estimate Review	AR_CC_TRAN	Accounts Receivable, Receivables Update, Revenue Estimates, Review Transactions by Item, Revenue Estimate Review	View source transactions that the Revenue Estimate process created for all activities for an item. You can view both completed transactions and transactions with errors. However, you can change only the budget date for the transactions.
Revenue Estimate by Activity	AR_CC_TRAN_ACT	Accounts Receivable, Receivables Update, Revenue Estimates, Review Trans by Activity, Revenue Estimate by Activity	View source transactions that the Revenue Estimate process created for a single item activity. You can view both completed transactions and transactions with errors. However, you can change only the budget date for the transactions.
Revenue Estimate Correction	AR_CC_TRAN_ERROR	Accounts Receivable, Receivables Update, Revenue Estimate, Correct Transactions, Revenue Estimate Correction	Correct source transactions for the commitment control ledger that have errors. You can also flag the transactions to bypass budget checking before you process them or if they fail budget checking.
Revenue Estimate	REV_EST_REQUEST	Accounts Receivable, Receivables Update, Revenue Estimates, Create Transactions, Revenue Estimate	Recreate the source transactions for the control budget and optionally budget check the transactions.
Budget Processor	AR_CC_REQUEST	Accounts Receivable, Receivables Update, Revenue Estimates, Budget Check Transactions, Budget Processor	Rerun the Budget Processor process independently of the Revenue Estimate process.
Revenue Estimate Exceptions	KK_XCP_HDR_AR1	Commitment Control, Review Budget Check Exceptions, Revenues, Revenue Estimate, Revenue Estimate Exceptions	View budget checking errors or warning exceptions for receivables source transactions. Users who have authority can also override the budget error exceptions.

Page Name	Definition Name	Navigation	Usage
Refine Inquiry Criteria (transaction exceptions)	KK_XCP_TR_ADV_SEC	Click Advanced Budget Criteria on the Revenue Estimate Exceptions or Misc Payment Exceptions pages.	Refine selection criteria for budgets to view.
Commitment Control	KK_XCP_TRAN_SEC	 Click the Budget Check Details button on the Revenue Estimate Exceptions or the Misc Payment Exceptions pages.	View details about a source transaction with exceptions, including the amount type and override information.
Receivables Revenue Estimate Line Drill Down	KK_DRL_AR1_SEC	 Click the View Exception Details button on the Revenue Estimate Exception page for a specific budget line.	View line details for receivables items with budget exceptions.
Line Exceptions	KK_XCP_LN_AR1	Commitment Control, Review Budget Check Exceptions, Revenues, Revenue Estimate, Line Exceptions	View individual transaction lines in a receivables source transaction with budget checking errors or warning exceptions.
Exception Details (lines)	KK_XCP_TRAN_SEC3	 Click the View Exception Details button on the Line Exceptions page for the source transaction.	View budget and exception details for a transaction line.
Misc Payment Exceptions	KK_XCP_HDR_AR2	Commitment Control, Review Budget Check Exceptions, Revenues, Direct Journal, Misc Payment Exceptions	View individual transaction lines in a source transaction for a direct journal payment with budget checking errors or warning exceptions.
Receivables Miscellaneous Payment Line Drill Down	KK_DRL_AR2_SEC	 Click the View Exception Details button on the Misc Payment Exception page for a specific budget line.	View line details for direct journal payments with budget error exceptions.
Direct Journal Exceptions - Line Exceptions	KK_XCP_LN_AR2	Commitment Control, Review Budget Check Exceptions, Revenues, Direct Journal, Line Exceptions	View individual transaction lines in a source transaction for a direct journal payment with budget checking errors or warning messages.

Reviewing Revenue Estimate Entries

Access the Revenue Estimate Review page or the Revenue Estimate by Activity page (Accounts Receivable, Receivables Update, Revenue Estimates, Review Transactions by Item, Revenue Estimate Review).

Revenue Estimate Review

Unit:GBR01Customer:GBR02UK 2 Bike Mfg and Equip Intl

Item ID:AR606Line:Days Late:

Status:OpenView/Update Conversations

Item Balance:-3,525.00Currency:EURBase:-2,175.63Base Currency:GBP

Item ActivityFind | View All First1 of 1Last

Sequence:1Accounting Date:06/13/2000Posted Date:08/09/2000

Entry Type:CRReason:Amount:-3,525.00Currency:EUR

Group Unit:GBR01Group ID:AR606Group Type:BillingBase Amount:-2,175.63Currency:GBP

Revenue EstimateFind | View All First1 of 1Last

Status:ProcessedBudget Status:ValidRev Estimate:Recognized

RevenuesCustomize

AmountsChartfields

	Budget Date	Budget Status	GL Unit	Account	Alt Acct	Oper Unit	Fund	Amount	Currency	Base Amount	Base Currency
1	06/13/2000	Valid	GBR01	430000				3,000.00	EUR	1,851.60	GBP

Revenue Amount:3,000.00Currency:EURBase Rev Amount:1,851.60Base Currency:GBP

Revenue Estimate Review page

Use the Item Activity scroll area to view each activity for an item on the Revenue Estimate Review page. Use the Revenue Estimate scroll area to see source transactions for an item activity. The Revenues grid displays information for each source transaction.



Click the Budget Check button to run the Budget Processor, which checks the source transactions and creates the entries in the revenue bucket for the budget. This button is available only if the transactions have no revenue estimate errors. It is not available if you already ran the Budget Processor.

Note. The system displays a warning message if transactions passed budget checking but receive a warning status.

Correcting Revenue Estimate Entries

Access the Revenue Estimate Correction page (Accounts Receivable, Receivables Update, Revenue Estimate, Correct Transactions, Revenue Estimate Correction).

Revenue Estimate Correction

Unit: FRA01

Customer: FRA01

ITN Wholesale, France

Item ID: AR669

Line:

Days Late:

Status: Open

[View/Update Conversations](#)

Item Balance:

5,000

Currency: ESP

Base:

197.12

Base Currency: FRF

Item Activity

Sequence: 1

Accounting Date: 06/13/2000

Posted Date: 08/11/2000

Entry Type: IN

Reason:

Amount: 5,000

Currency: ESP

Group Unit: FRA01

Group ID: AR669

Group Type: Billing

Base Amount: 197.12

Currency: FRF

Revenue Estimate

Status: Processed

Budget Status: Error

Rev Estimate: Recognized

☐ Correction Complete

Max/Min Rev Amt: -5,000

Currency: ESP

Revenues

Amounts

Chartfields

	Budget Date	Budget Status	GL Unit	Account	Alt Acct	Oper Unit	Fund	Amount	Currency	Base Amount	Base Currency
1	06/13/2000	Error	FRA01	400000	701000			-4,020	ESP	-158.48	FRF

Revenue Amount:

-4,020

Currency: ESP

Base Rev Amount:

-158.48

Base Currency: FRF

Revenue Estimate Correction page

The page shows the source transactions for a single item activity. It shows only transactions with errors from the Revenue Estimate process or the Budget Processor.

Revenue Estimate

The Revenue Estimate group box displays information about the source transactions that the Revenue Estimate process generated.



Click the Delete Revenue Estimates button to delete all the source transactions for the item activity. This action resets the Revenue Estimate process so that it can process the activity again. This button is not available if the Correction Complete check box is selected.

Note. If you delete an individual line, it will not update the control budget.



Click the Budget Check button to run the Budget Processor, which checks the source transactions and creates entries in the revenue bucket for the budget. This button is available only after you correct the errors and select Correction Complete. It is not available if you have already run the process.

Note. The system displays a warning message if transactions passed budget checking but received a warning status.



Click the Budget Check Options button to open the Commitment Control page, where you can flag the source transactions in error to bypass budget checking. You must have authority to override budget checking. Click the Go to Transaction Exception link on the Commitment Control page to go to the budget exception page to view details about the budget checking error or warning. This button appears only if the item activity has a budget checking error.

Correction Complete

Select after you correct the errors so that the Budget Processor will check the source transactions the next time you run the process.

Max/Min Rev Amount
(maximum or minimum revenue amount)

Displays the minimum or maximum amount permitted for the activity. You receive an error message when you save the page if the total of the revenue estimate lines exceeds the maximum or minimum revenue amount. If the activity credits revenue, the amount cannot exceed the maximum amount. If the activity debits revenue, the amount cannot exceed the minimum amount.

Revenues

The Revenues grid displays information for each source transaction. Change information in this grid as needed to correct the transaction.

The Revenue Estimate process may generate errors for several reasons. The following table lists the reasons and the corresponding resolutions:

Error	Resolution
You transferred the item from one business unit to another. Since different business units might use different revenue accounts, the process does not know which revenue accounts to use.	Enter the revenue accounts manually.
The system could not find revenue lines for the current item activity or in a previous activity for the item.	Enter the revenue lines manually.
The process could not find the From transfer information for a transferred item.	Enter the revenue lines manually.
You applied a payment to an item that was interfaced from PeopleSoft Billing and the item has an associated contract line in PeopleSoft Contracts for an amount-based contract. The process could not find any revenue lines for the contract in the PeopleSoft Contracts PS_CA_ACCTG_LINE table.	You must first post some revenue lines for the contract line in PeopleSoft Contracts and then run the Revenue Estimate process again.

Running the Revenue Estimate Process

Access the Revenue Estimate page (Accounts Receivable, Receivables Update, Revenue Estimates, Create Transactions, Revenue Estimate).

From Date and To

Enter the beginning and ending accounting date of the item activities to include in the run.

- Send Transactions Generated** Select to run the Budget Processor automatically immediately following the revenue estimate process.
- Specify Transaction Type** Select the source transaction type that the budget processor uses to read the source data and to perform budget checking. The page displays the default source transaction type specified on the Receivables Options - General 2 page. This check box is available only if you select the Send Transactions Generated check box.

Running the Budget Processor

Access one of the following pages to run the Budget Processor:

- The Budget Processor page (Accounts Receivable, Receivables Update, Revenue Estimates, Budget Check Transactions, Budget Processor) to run the process for all source transactions that were processed successfully after correcting the errors.

Also run it for transactions that the Revenue Estimate process created for direct journals.

- The Revenue Estimate page to run the Budget Processor process along with the Revenue Estimate process.

If you run it with the Revenue Estimate process and you have errors in the source transactions, then you must run it again after you correct the errors.

- The Revenue Estimate Review page to run the process for all source transactions for a single item.
- The Revenue Estimate Correction page or the Revenue Estimate by Activity page to run the process for all source transactions for a single item activity.

See Also

Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Running the Revenue Estimate Process, page 944

Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Reviewing Revenue Estimate Entries, page 942

Chapter 29, "Using Commitment Control Processing in PeopleSoft Receivables," Correcting Revenue Estimate Entries, page 942

Viewing Budget Checking Exceptions for Revenue Estimate Source Transactions

Access the Revenue Estimate Exceptions page (Commitment Control, Review Budget Check Exceptions, Revenues, Revenue Estimate, Revenue Estimate Exceptions).

Use the pages in the Revenue Estimate component (KK_XCP_AR1) to review the budget exceptions and, if you have authority, to override specific budgets for a failed transaction as well as all budgets for a failed transaction.



Click the View Related Links button at the top of the page to open a page that has the following options:

Go to Source Entry and *Go to Source Adjustment*: Open the Revenue Estimate - Correction page, where you can change the source transaction and run the Budget Processor.

Go to Source Inquiry: Opens the Revenue Estimate - Review page, where you can view the source transaction and run the Budget Processor.

The process to use the Revenue Estimate component is similar to using the Generic Exceptions component (KK_XCP_GEN).

See Also

PeopleSoft Commitment Control 9.1 PeopleBook, "Managing Budget Exceptions," Viewing and Handling Budget Transaction Exceptions

Viewing Direct Journal Exceptions

Access the Misc Payment Exceptions page (click the View Exception Details button on the Misc Payment Exception page for a specific budget line).

Use the pages in the Direct Journal component (KK_XCP_AR2) to review the budget exceptions. If you have authority, use the pages to override specific budgets for a failed transaction as well as all budgets for a failed transaction.



Click the View Related Links button at the top of the page to open a page that has links to the Directly Journalled Payments page, where you can change the source transaction and run the Budget Processor process.

The process to use the Direct Journal component is similar to using the Generic Exceptions component.

See Also

PeopleSoft Commitment Control 9.1 PeopleBook, "Managing Budget Exceptions," Viewing and Handling Budget Transaction Exceptions

Chapter 30

Processing Multiple Currencies in PeopleSoft Receivables

This chapter provides overviews of multicurrency processing in PeopleSoft Receivables, multicurrency processing for items, multicurrency processing for payments, realized gain and loss processing, multicurrency processing for statements, dunning letters, and overdue charges, multicurrency processing in history and aging, and accounting entries for multicurrency transactions and discusses how to revalue transactions.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Processing Multiple Currencies"

Understanding Multicurrency Processing

Multicurrency processing is fully integrated into PeopleSoft Receivables. It supports the common currency of the European Union (the euro), as well as currency conversions, remeasurement, revaluation, and translation. It also provides a complete audit trail of all multicurrency processing.

This section discusses:

- Types of currency
- Currency calculations

Types of Currency

PeopleSoft applications use a currency code to identify and track individual currencies. Although the system does not require it, we suggest that you use the International Standards Organization (ISO) currency codes supplied with the application. You may use an unlimited number of currencies in PeopleSoft applications.

Base Currency

A business unit can have only one *base currency*. This is generally the local currency for the organization. Accounting rules or other circumstances may dictate that it be different.

In PeopleSoft Receivables, you assign a base currency to each business unit on the general ledger Definition page. PeopleSoft Receivables business units use the base currency of their associated general ledger business units. Once established, the base currency of a general ledger business unit cannot be changed.

The system stores all customer-level accounting data in the business unit base currency. This includes balance information stored on the Customer Information and Balances table (PS_CUST_DATA), aging information stored on the Customer Aging table (PS_CUST_AGING), and history information maintained on the Customer History table (PS_CUST_HISTORY).

Entry and Payment Currency

Any currency in which a business unit conducts business—other than its base currency—is a foreign currency. In PeopleSoft Receivables, we refer to a foreign currency as the *entry currency* when describing the currency in which customers are billed and as the *payment currency* when describing the currency in which customers pay.

The system stores all item-level accounting data in both the business unit base currency and the entry currency. Maintaining accounting data in this parallel form enables you to view item-level information in either currency.

Currency Calculations

The system performs several calculations when it works with multicurrency transactions.

Conversion

Conversion is the exchange of one currency for another. In PeopleSoft Receivables, this refers to expressing the value of foreign currency transactions in terms of the base currency. Conversion occurs in many places in your PeopleSoft Receivables system.

When you receive items from a billing system, you can supply an entry amount in a foreign currency. The system uses an exchange rate to convert the entry amount to the business unit base currency amount. When you apply payments in one currency to items in a different currency, the system performs currency conversion as necessary to enable payment application. During the revaluation of your current receivables balance, the process revalues open items based on business unit base currency.

Exchange Rate

An exchange rate is the value of one currency expressed in terms of another. Actual exchange rates vary based on the currency rate type that you use. There are several recognized currency rate types, including *spot* (immediate), *current*, *negotiated* (discount and premium forward rates), *average*, and *historical* rates. The system supports any number of exchange rates.

Unrealized Gains and Losses

An *unrealized gain or loss* represents the difference between the amount you would receive in your base currency if your outstanding foreign currency accounts receivable balance were paid now, and the amount you would have received if payment was made when the items were created. If the exchange rate is more favorable now than when the items were created, you have an unrealized gain. If the exchange rate is less favorable now, you have an unrealized loss.

Realized Gains and Losses

A *realized gain or loss* represents the actual increase or decrease, due to exchange rate fluctuations, in the amount of money received in the base currency. The system determines realized gain or loss at payment time and when you offset items on the maintenance worksheet or by running the Automatic Maintenance Application Engine process (AR_AUTOMNT).

Understanding Multicurrency Processing for Items

This section discusses:

- Item entry.
- Maintenance worksheets.
- Automatic maintenance.
- Transfer worksheets.

Every item is associated with two amounts:

- An entry amount.
- A converted base amount.

Many pages that contain item amounts display (or offer the option to display) both of these amounts.

At any time, you can revalue open items and generate adjusting entries for the general ledger.

If an item is entered with a currency that is different from that of the business unit, then the system handles currency conversion automatically. The currency conversion is based on the rate type, the exchange rate, and the base currency of the business unit.

See Also

Chapter 30, "Processing Multiple Currencies in PeopleSoft Receivables," Revaluing Transactions, page 959

Item Entry

When you enter pending items online, you provide an entry amount and currency for each pending item. If the entry currency is different from the business unit base currency, the system calculates the conversion and displays both amounts. Conversion uses the currency rate type from the customer or from the business unit. For groups of pending items, you can constrain all pending items to a selected currency; or you can leave multicurrency items in a single group with the totals represented by hash marks (#). Group balancing is based on the entry amount.

Billing systems may produce groups that contain invoices in multiple currencies, so you have the option to specify a currency for the group or to leave the currency code blank and then specify the currency code on the individual item. Currency conversion can occur before the interface or when you run the Receivable Update Application Engine process (ARUPDATE).

Maintenance Worksheets

Worksheet totals are in the anchor currency. The system calculates realized gain or loss information for partially and completely offset items using the items' entry and base currencies.

You can select items on the maintenance worksheet in any currency. When the first item is selected, that item's currency becomes the anchor currency for the worksheet. Optionally, you can establish an anchor currency before the first item is selected on the worksheet.

On a maintenance worksheet with multiple currencies, if a rounding difference exists when the system converts amounts, the Receivable Update process posts any leftover amounts using the rounding account code that you assigned to the business unit on the Receivables Definition - Accounting Options 1 page.

Automatic Maintenance

The Automatic Maintenance process converts item amounts to a common currency and uses that currency for the anchor currency for maintenance worksheets that it creates. The system calculates realized gain or loss information for partially and completely offset items using the items' entry and base currencies.

If a rounding difference exists when the process converts amounts, the Receivable Update process posts any leftover amounts using the rounding account code that you assigned to the business unit on the Receivables Definition - Accounting Options 1 page.

Transfer Worksheets

Transfers can involve more than one currency, so the actual totals that display at the bottom of the worksheet are represented by hash marks (#). The system uses the original exchange rate and rate type for transfers when the base currency is the same. No realized gain or loss occurs as the result of a transfer.

Understanding Multicurrency Processing for Payments

This section discusses:

- Deposit and payment entry
- Payment worksheets
- Payment Predictor
- Draft worksheets

Payments carry both the payment amount and the converted base amount. The system handles conversion automatically based on rate types, exchange rates, and the base currency of the business unit. You can apply payments to items in different currencies. When an item is paid, the system calculates realized gain or loss and generates accounting entries to reflect the gain or loss.

The deposit and payment status pages reflect the currency of the payment. Other pages that contain payment amounts show both currencies—payment and base.

Deposit and Payment Entry

You can perform deposit entry using either of these methods:

- Limiting the deposit to only one currency.
- Entering a currency code for each payment.

If the deposit currency and the business unit base currency are different, the system stores both amounts in the system.

Payment Worksheets

When you apply a payment to items, the items do not have to have the same currency, and the payment does not need to have the same currency as the items.

Worksheet totals appear in the payment currency. The system converts the sum of the selected items to the payment currency to match the deposit and payment totals at the bottom of the worksheet. When an item is partially or completely paid off on the payment worksheet, the system calculates realized gain or loss and generates the adjusting accounting entries.

If a rounding difference exists when the system converts the amount, the Receivable Update process posts the leftover amount using the rounding account code that you assigned to the business unit on the Receivables Definition - Accounting Options 1 page.

Example

Suppose that you have an invoice that is 12,565.39 USD, and you receive a EUR payment that converts to 12,565.40 USD. The Receivable Update process would post the .01 USD difference to the rounding account.

Note. If the transaction involves a realized gain or loss, the rounding account is not updated.

When the system calculates a realized gain or loss amount for an item, it includes in the calculation any gain or loss amount that results from a difference in exchange rates.

See Also

Chapter 30, "Processing Multiple Currencies in PeopleSoft Receivables," Understanding Realized Gain and Loss Processing, page 952

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining the Accounting Options 1 Page, page 46

Payment Predictor

The Payment Predictor Application Engine process (ARPREDCCT) applies payments to items, including items that do not share a single currency. Also, the payment may be in a different currency from the currencies of the items. For VAT-related transactions, we recommend that you route Payment Predictor results that contain remaining balance amounts to the payment worksheet.

Payment Predictor calculates the realized gain or loss on items for all applied payments, even when the entry currency for a payment differs from the item's base currency.

See Also

Chapter 9, "Setting Up Payment Predictor Processing," Payment Predictor and Multicurrency Processing, page 272

Draft Worksheets

When you apply a draft to items, the items do not have to have the same currency, and the draft does not need to have the same currency as the items.

Worksheet totals display in the draft currency. The system converts the sum of the selected items to the draft currency to match the draft totals at the bottom of the worksheet.

Understanding Realized Gain and Loss Processing

Realized gains and losses are the actual increases and decreases, due to exchange rate fluctuations, in the amount of money received in the base currency.

The system determines and generates realized gain or loss at payment time when you apply a payment on the payment worksheet or when the Payment Predictor process applies payments. The system also determines and generates realized gain or loss when you offset items using the Automatic Maintenance process or on the maintenance worksheets. If an item is not paid in full or offset in full, the system calculates realized gain or loss for a portion of the item at the time of partial payment or partial offset. All realized gain or loss figures appear in the period in which the item is paid.

If PeopleSoft Payables is installed on your system, PeopleSoft Receivables does not create realized gain or loss entries in the primary or secondary ledgers for a refund. PeopleSoft Payables generates any realized gain or loss entries for the refund. If PeopleSoft Payables is not installed on your system, PeopleSoft Receivables creates a real gain or loss entry in both the primary and secondary ledgers for a refund if required.

The Receivable Update process creates the realized gain or loss accounting entries and the Journal Generator Application Engine process (FS_JGEN) summarizes them.

Note. If you pay for items using drafts, the system calculates the realized gain or loss for the item when the cash is recognized at either the due date or the discount date when the draft status is *Complete*.

PeopleSoft Receivables calculates the realized gain or loss for discounts taken. The system performs the calculation for discounts taken automatically in Payment Predictor or manually on a payment worksheet. The system updates the Realized Gain/Loss account.

Example

Suppose that you pay an item whose entry currency was 100.00 EUR and whose base currency was USD 90.00. The exchange rate at the time of entry was .9 USD equals 1 EUR. When the payment is made, the exchange rate is .8 USD equals 1 EUR. A 2 percent discount was taken when the payment was made.

When the payment is made, the accounting entries would look like this:

<i>Transaction</i>	<i>Entry Currency Debit</i>	<i>Entry Currency Credit</i>	<i>Base Currency Debit</i>	<i>Base Currency Credit</i>
Cash (debit)	98.00 EUR		78.40 USD	
Discount expense (debit)	2.00 EUR		1.60 USD	
Discount realized gain/loss (debit)			.20 USD	
Receivables realized gain/loss (debit)			9.80 USD	
Receivables account * (credit)		100.00 EUR		90.00 USD

* For drafts, the receivables account is the last updated debit account in the draft life cycle (for example, remitted draft receivables or draft cash control). For all other payments, the receivables account is the AR account.

Understanding Multicurrency Processing for Statements, Dunning Letters, and Overdue Charges

Customer statements, dunning letters, and overdue charge invoices display the foreign currency information for an item and calculate customer totals by foreign currency. If a correspondence customer has open items in more than one foreign currency, the items are grouped and totaled by foreign currency. However, you may also choose to generate the correspondence in a single display currency by choosing a currency from the respective correspondence request on the Display Currency page.

Understanding Multicurrency Processing in History and Aging

The Aging Application Engine process (AR_AGING), which updates summary aging information, uses the base currency amount for items. The Receivable Update process also uses the base currency amounts to update user-defined history, payment performance history elements, and days sales outstanding.

Because the base currency balance of open items can vary due to currency fluctuations, you can generate aging reports using different values. The item balance can be the business unit base value, the value based on a specified rate, or the balance in the entry currency.

Understanding Accounting Entries for Multicurrency Transactions

If you enter pending items or payments in a currency other than the business unit base currency, accounting entries carry currency information. PeopleSoft Receivables displays accounting entries as follows:

<i>Entry Type</i>	<i>Currency Type</i>
Receivables entries.	Entry and business unit base currencies.
Cash entries.	Payment and business unit base currencies.
User-defined entries.	Entry and business unit base currencies.
Realized or unrealized gain/loss entries.	Base currency.

You can display the totals on the Accounting Entries page in the entry, payment, or base currency.

You create accounting entries for unrealized gain or loss when you run the Receivables Revaluation Application Engine process (AR_REVAL). Accounting entries are also created when you run the Receivable Update process.

The accounting entries generated show both realized gain or loss, and unrealized gain or loss. The system creates accounting entries for realized gain or loss based on the items paid on the maintenance or payment worksheets.

For a partial payment, the system calculates realized gain or loss based on the payment amount.

The system stores realized gain and loss accounting entries in the Item Distribution (PS_ITEM_DST) table along with other accounting entries generated by the system. It stores unrealized gain or loss accounting entries in their own table (PS_RVL_ACCTG_LN_AR). The Journal Generator process creates and writes journal entries to the Journal Line table (PS_JRNL_LN) and the Journal Header (PS_JRNL_HEADER) table in the process of selecting and summarizing accounting entries in general ledger journal entries.

Note. The Journal Generator processes unrealized gain or loss accounting entries as a separate request.

Multibook Processing

If you select the multibook option on the Installation Options - Overall page, the Receivable Update process creates accounting entries for both the primary ledger and secondary ledgers, including translation ledgers. Each ledger may have a different currency. Secondary ledgers have the same foreign amount currency as the primary ledgers. Translation ledgers create accounting differently than primary and secondary ledgers. When a translation ledger is created, the base currency of the primary ledger becomes the transaction or foreign currency of the translation ledger. This amount is then converted to the base currency of the translation ledger.

Example

Suppose that you enter an item in EUR for a business unit whose base currency is CAD. The base currency for the secondary ledger is EUR. The base currency for the translation ledger is USD. In this case, the process would create entries in these currencies:

Ledger	Foreign Currency (Transaction Currency)	Base Currency
Primary Ledger	EUR	CAD
Secondary Ledger	EUR	EUR
Translation Ledger	CAD	USD

Note. Multibook functionality does not apply to direct journal payments. Therefore, secondary lines are not created for direct journals.

Rate Types for Secondary Ledgers

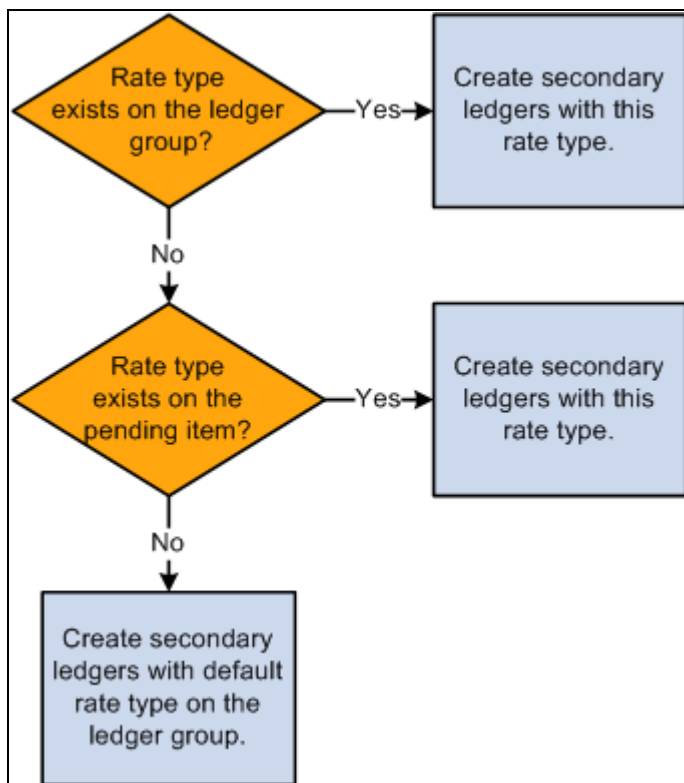
The method that the system uses to obtain the rate type for secondary ledgers varies based on the type of transaction. This table shows how it obtains the rate types for the different types of transactions.

Transaction Type	Method
Online pending item entry	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type on the pending item. • If the pending item has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for the pending item based on the value assigned to the customer. If the customer has no rate type, it uses the rate type for the business unit as defined on the Receivables Options - Payment Options page.

Transaction Type	Method
Payment worksheets	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type entered for the deposit on the Totals page. • If the deposit has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for the deposit based on rate type for the business unit as defined on the Receivables Options - Payment Options page.
Maintenance worksheets	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type entered for the maintenance worksheet on the Worksheet Selection page. • If the worksheet has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for the worksheet based on rate type for the business unit as defined on the Receivables Options - Payment Options page.
Transfer worksheets	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page.

Transaction Type	Method
Customer-initiated drafts	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type entered for the draft on the Draft Entry page. • If the draft has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for draft creation based on rate type for the business unit as defined on the Receivables Options - Payment Options page.
Vendor-initiated drafts	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page.
Direct debits	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If the ledger group does not have a rate type, the system uses the default rate type for the ledger group.

This flowchart shows how the system obtains the rate type for the secondary ledger entries. If the rate type exists in the ledger group, then secondary ledgers are created with that rate type. If the rate type exists in a pending item, then secondary ledgers are created with that rate type. If the rate type does not exist in the ledger group or in the pending item, then secondary ledgers are created with the default rate type of the ledger group.



Creation of secondary ledgers using rate types

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Processing Multiple Currencies," Multibook

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Up Ledgers," Multibook Ledgers

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Up Ledgers," Defining a Ledger Group

Prerequisites

The pages used to define the currency codes, rate types, and exchange rates for currency conversion are common to all PeopleSoft Financials Management Solutions and Supply Chain Management applications. You set up the currency tables once for all applications.

In addition to setting up currency tables, you must assign the currency codes to business units and setIDs. Currency controls include the base currency for each business unit, the default currency and rate types for customers and origins, and the accounting entry templates for realized and unrealized gain or loss.

Before you can process items and payments in multiple currencies, you must perform these tasks:

- Confirm that the currencies you use in your organization are already defined on the Currency Code page.

- Assign a base currency to the general ledger business units with which your PeopleSoft Receivables business units are associated on the PeopleSoft General Ledger Definition page.

Note. You cannot change the base currency associated with a PeopleSoft Receivables business unit.

- Set the default rate type for business units on the Receivables Options - Payment Options page.

Note. You can override the default rate type for individual customers when you set them up, and you can override the default for individual items during pending item entry.

- Set up distribution codes for unrealized gains and losses.
- Set up a distribution code for the AR account for translation ledgers if you enabled the multibook option.
- Link the distribution codes that you created to business units on the Receivables Definition - Accounting Options 1 page.
- Assign a rounding account for leftover amounts from currency conversion on worksheets to each business unit on the Receivables Definition - Accounting Options 1 page.
- Specify the journal template to use when the system transfers revaluation information to the general ledger for each PeopleSoft Receivables business unit on Receivables Definition - Accounting Options 1 page.

See Also

[Chapter 3, "Defining PeopleSoft Receivables Business Units," page 19](#)

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Distribution Codes, page 80](#)

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Processing Multiple Currencies," Maintaining Currency Tables

Revaluing Transactions

This section provides an overview of the Revaluation Application Engine process (AR_REVAL) and discusses how to:

1. Run the Revaluation process.
2. Review revaluation accounting entries.

Understanding the Revaluation Application Engine Process

Revaluation restates the current receivables balance in the base currency, generating figures for unrealized gain or loss. As exchange rates fluctuate between the base currency and foreign currencies, the current value of open items changes. Companies generally revalue accounts at the end of each accounting period, resulting in adjusted entries that recognize unrealized gain or loss.

Note. If you use drafts to pay for items, the revaluation process also includes items paid by drafts until the draft status is *Complete*. The status for remitted drafts is complete when the cash is recognized on the due date, the discount date, or during bank reconciliation.

Some companies perform revaluation within their general ledger system. Others revalue in the source system and send resulting journals to the general ledger. The revaluation option is designed for companies that revalue in PeopleSoft Receivables and then send the results to their general ledger.

The Receivables Revaluation process performs revaluation and generates unrealized gain or loss information by currency based on a specified rate type. You can use the unrealized gain or loss information to create an accrual entry for the general ledger that is reversed when you revalue again and make the next accrual.

Accounting Entry Summarization

You can summarize accounting entries at three levels:

- Business unit level.
- Customer level.
- Item level.

You make this choice on the Receivables Options - Payment Options page.

If you choose to summarize at the business unit level, the values for customer ID and item ID will be zero. If you choose to summarize at the customer level, the values for the item ID will be zero. If you summarize at the item level, each field contains a value.

The following examples show the accounting entries that the process would create using different summarization levels on the Receivables Options - Payment Options page for the following scenario:

- The business unit FRA01 has a base currency of EUR.
- The unrealized gain account is 68001.
- The unrealized loss account is 68002.

- The revaluation process includes the following invoices:

<i>Customer</i>	<i>Invoice Number</i>	<i>AR Account</i>	<i>Unrealized Gain or Loss</i>
A111	A1	12000	+10.00
A111	A2	22000	-40.00
A111	A3	12000	+50.00
B222	B1	22000	+20.00
B222	B2	12000	-80.00

If you summarize at the business unit level, the process creates the following accounting entries:

<i>Business Unit</i>	<i>Customer</i>	<i>Invoice</i>	<i>Currency</i>	<i>Account</i>	<i>Debit</i>	<i>Credit</i>
FRA01	0	0	EUR	68002	40.00	
FRA01	0	0	EUR	12000		20.00
FRA01	0	0	EUR	22000		20.00

If you summarize at the customer unit level, the process creates the following accounting entries:

<i>Business Unit</i>	<i>Customer</i>	<i>Invoice</i>	<i>Currency</i>	<i>Account</i>	<i>Debit</i>	<i>Credit</i>
FRA01	A111	0	EUR	68001		20.00
FRA01	B222	0	EUR	68002	60.00	
FRA01	A111	0	EUR	12000	60.00	
FRA01	A111	0	EUR	22000		40.00
FRA01	B222	0	EUR	12000		80.00

Business Unit	Customer	Invoice	Currency	Account	Debit	Credit
FRA01	B222	0	EUR	22000	20.00	

If you summarize at the item level, the process creates the following accounting entries:

Business Unit	Customer	Invoice	Currency	Account	Debit	Credit
FRA01	A111	A1	EUR	68001		10.00
FRA01	A111	A1	EUR	12000	10.00	
FRA01	A111	A2	EUR	68002	40.00	
FRA01	A111	A2	EUR	22000		40.00
FRA01	A111	A3	EUR	68001		50.00
FRA01	A111	A3	EUR	12000	50.00	
FRA01	B222	B1	EUR	68001		20.00
FRA01	B222	B1	EUR	22000	20.00	
FRA01	B222	B1	EUR	68002	80.00	
FRA01	B222	B1	EUR	12000		80.00

Prerequisites

Before you run the Receivables Revaluation process, perform these tasks:

- Determine how you want to view unrealized gains and losses on financial statements.

If you want to view them separately, create one distribution code for unrealized gains and another for unrealized losses. Otherwise, create one distribution code for both unrealized gain and unrealized loss.

- Determine at what level you want to summarize the accounting entries for each business unit on the Receivables Options - Payment Options page.
- Run the Receivable Update process for all business units whose transactions you want to revalue.

See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Distribution Codes, page 80](#)

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining Payment Options, page 32](#)

[Chapter 28, "Posting and Unposting Groups," Running Receivable Update, page 901](#)

Pages Used to Revalue Transactions

Page Name	Definition Name	Navigation	Usage
Receivables Revaluation (process)	RVL_RUN_CNTL_AR	Accounts Receivable, Receivables Update, Revaluation, Request Revaluation, Receivables Revaluation	Run the Revaluation process.
Receivables Revaluation (inquiry)	RVL_AR_ACCTG_ENTS	Accounts Receivable, Receivables Update, Revaluation, Review Receivables Revaluation, Receivables Revaluation	View the accounting entries that the Revaluation process created for unrealized gain or loss.

Running the Revaluation Application Engine Process

Access the Receivables Revaluation (process) page (Accounts Receivable, Receivables Update, Revaluation, Request Revaluation, Receivables Revaluation).

Check Only

Select to run the Revaluation process without distributing the accounting entries to the general ledger. The accounting entries are created, but are marked *Hold*, and are not available for distribution to the general ledger.

If this check box is selected, you can run this process as many times as needed to evaluate results using various rate types. Each time you run the process, it deletes any entries marked *Hold* from the previous run and creates new entries.

Rate Type

Select the exchange rate type for revaluation.

Entry Currency Code

Select a currency code to revalue a single currency. Use a single currency to evaluate your exposure to certain unstable currencies without running the whole report.

To revalue all currencies, leave this field blank.

Account

Override the default receivables account for the item, if needed.

Accounting Date

Enter the accounting date for the revalued amount of each item.

Note. The Receivables Revaluation process revalues only the items that you select to revalue. By default, the system revalues all items. You can override the default for a single item on the View/Update Item Details - Detail 1 page or on the detail information pages linked to a worksheet. You view a detail information page from any worksheet, but you can change the revalue flag only from the maintenance, payment, or draft worksheets.

See Also

Chapter 23, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information, page 729

Reviewing Revaluation Accounting Entries

Access the Receivables Revaluation (inquiry) page (Accounts Receivable, Receivables Update, Revaluation, Review Receivables Revaluation, Receivables Revaluation).

Currency	The page displays one row for each currency that you revalued.
Accounting Date	Displays the date that the Journal Generator process uses when creating journals for the general ledger.
Distribution Status	Indicates if accounting entries with the specified currency have been incorporated in journals generated for the general ledger. Values are: <i>H</i> (hold): You selected the Check Only check box on the run control request. <i>D</i> (distributed): The Journal Generator process created journals that include revaluation entries in the currency. In this case, the general ledger Journal ID and Journal Date fields appear. When you run the Revaluation process, the system deletes all existing entries in the currency that have not yet been distributed to the general ledger.

Note. If entries are unbalanced, look for a missing distribution code or journal template. Because the Journal Generator process selects accounting entries based on their journal template, each line must have a journal template associated with it when it is created. The system uses the journal template specified on the Receivables Definition - Accounting Options 1 page and creates unbalanced entries if the template is missing.

Chapter 31

Using Document Sequencing in PeopleSoft Receivables

This chapter provides overviews of document sequencing and document sequencing with PeopleSoft Receivables transactions, and discusses how to:

- Change document types and document sequence numbers.
- Change or delete documents with document sequence numbers.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing"

Understanding Document Sequencing

Some countries legally require that all financial transactions or documents be classified into different transaction types, and that within each transaction type, all documents be numbered sequentially. The document sequencing feature helps maintain established business practices by ensuring that the following requirements are met:

- You can create documents online or through background (batch) processing.
- When you activate the document sequencing feature, the PeopleSoft system assigns a sequence number to each document, such as an item or journal.
- You can manually enter document sequence numbers.
- The system adjusts document sequence numbering when you delete, change, or unpost a document.

This section discusses:

- PeopleSoft Receivables document types.
- PeopleSoft Receivables group types and document types.
- Document types and PeopleSoft Receivables accounting entries.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing," How the System Assigns Sequence Numbers

PeopleSoft Receivables Document Types

After you set up the system for document sequencing, you can define the receivables document types, such as AR-CASH and AR-MAINT, by using the Document Type page.

Use the Sequence Range field to set up sequence ranges. Select the Automatic Numbering field if you want the system to generate document sequence numbers automatically.

PeopleSoft Receivables Group Types and Document Types

Documents in PeopleSoft Receivables include billing (items or invoices), overdue charges, payments, direct debits, drafts, transfer worksheets, and maintenance worksheets. Each document is associated with a group type. For example, the group type for payment is *P*.

You create document types and assign a document type to each group type. The system determines whether to assign a document sequence number automatically to an item in a group based on the document type that is assigned to the group type. You assign a document type to a group type on the Group Types page.

Note. For group types that the system creates in background processing, you must assign a document type that is set up for automatic numbering.

Because you enable the document sequencing option at the installation and the general ledger business unit level, all or none of the documents in the group have document sequence numbers.

See Also

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Setting Up Group Types and Group Origins, page 112

Document Types and Receivables Accounting Entries

Use the Journal Generator Template - Defaults and Summarization pages to assign a document type to the accounting entries that PeopleSoft Receivables generates. The Journal Generator Application Engine process (FS_JGEN) uses this information to assign document sequence numbers to journals.

To retain and pass the document sequence numbers to PeopleSoft General Ledger, access the Summarization page and then select the Retain Detail in the How Default Specified field.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Journal Generator," Setting Up for Journal Generator

Understanding Document Sequencing with PeopleSoft Receivables Transactions

This section describes how document sequencing affects the following transactions and activities in PeopleSoft Receivables processing:

- Overdue charges.
- Payments.
- Drafts.
- Direct debits.
- Maintenance worksheets and transfer worksheets.
- Posting and unposting.
- Interunit accounting entries.

Overdue Charges

Because the system creates overdue charges in a background process, you must assign a document type to the overdue charge group type that is set up for automatic numbering.

Payments

When you receive payments, the transaction may or may not have a document sequence number. If document sequencing is enabled for the business unit, either the Payment Predictor Application Engine process (ARPREDCCT) or the payment worksheet automatically assigns a number.

Because the Payment Predictor process and payment worksheets generate items and assign document sequence numbers by using background processes, you must assign a document type, which is set up for automatic numbering, to the payment group type to get the proper next sequential number assigned.

Payment Worksheets

If you want to enter a document sequence number manually for a payment worksheet, you can assign a document type that is set up for manual numbering when you build the worksheet and then assign a document sequence number. If the worksheet uses the default document type, the system assigns a document sequence number when you save the worksheet.

The document sequence number is at the worksheet level. Accounting entries for all items that are created or selected by the worksheet have the same document sequence number as the payment.

Payment Predictor

The Payment Predictor process assigns a document sequence number to payments that do not already have the document sequence number assigned when it generates worksheets or when it creates a payment group.

Direct Journal Accounting Entries

Direct journal accounting entries have the same document sequence information as the payment.

Cash Control Accounting

For cash control payments that are entered in a payment interface, such as a lockbox, a bank statement, or an Electronic Data Interchange (EDI) transmission, the system assigns the document sequence number when it creates the payment and accounting entries.

Cash control accounting entries have the same document sequence information as the payment.

Drafts

The system automatically assigns a document sequence number for each draft accounting event. The setup for each draft event on the Business Events page for document sequencing determines whether you assign a document type to the Draft group type or to an event that is associated with a bank account that has a Draft payment method.

Because the process that creates the drafts must be able to assign a document sequence number automatically, you must assign a document type to the group type or the draft event that is set up for automatic numbering.

The Receivable Update Application Engine process (ARUPDATE) assigns the document sequence number to drafts each time that it processes a draft event.

The system provides the default document type when you approve a draft on a draft worksheet. If you want to change the document type, you click the Document Sequence button to access the Document Sequence page. If you select a document type that is set up for manual numbering, you must enter a document sequence number before you save the draft. If you select a document type that is set up for automatic numbering, the system assigns a number when you save the draft.

See Also

Chapter 11, "Setting Up Draft Processing," Reviewing Business Events and Subevents, page 349

Direct Debits

Because the background process that creates the direct debits must be able to assign a document sequence number automatically, you must assign a document type to the direct debit group type that is set up for automatic numbering.

If you select a document type that is set up for manual numbering, you must enter a document sequence number before you submit the request. If you select a document type that is set up for automatic numbering, the system assigns a number when you submit the request.

Maintenance Worksheets and Transfer Worksheets

You should assign a document type to the maintenance and transfer group types that is set up for automatic numbering. If you want to enter a document sequence number manually, you can assign a document type that is set up for manual numbering when you build the worksheet, and then assign a document sequence number. If the worksheet uses the default document type, the system assigns a document sequence number when you save the worksheet.

The document sequence number is at the worksheet level. All accounting entries that result from the items that you create or that the worksheet selects have the same document sequence number.

Posting and Unposting

The Receivable Update process verifies that all accounting entries (except interunit entries) have a document sequence date. If a value is in only one of these fields—document sequence number and document sequence date—on the pending item distribution table (PS_PENDING_DST), the system issues a document sequencing error for the item and the process does not post the item. If both fields are blank, the process automatically assigns both numbers. The document sequencing date is the system date and the sequencing number is assigned based on the accounting date of the item.

For example, if you created an item on January 22, 2004 and the item accounting date is December 19, 2003:

- The document sequencing date is January 22, 2004.
- The document sequence number is assigned by the system in the December 2003 range for the default document type for these transactions.

When you unpost a group and document sequencing is enabled, the system creates an unpost group with accounting entries that have a new document sequence number using the original document type. However, the system uses the document type that you define for the Unpost group type on the Group Type page if:

- The Keep Original Document Type check box is *not* selected on the Options page of the appropriate unpost group component.
- The Keep Original Document Type check box is selected and the document type is a manual type.

If you unpost a group that has transactions with both interunit accounting entries and document sequencing, the system uses a different document type for the interunit transactions. The system uses the document type that is assigned to the business unit for interunit accounting entries on the Business Unit Definition page.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Establishing General Ledger Business Unit Defaults, page 44

Interunit Accounting Entries

When you create accounting entries by using the Pending Group Generator Application Engine process (AR_PGG_SERV) for interunit transactions, the accounting entries that are for the general ledger business unit that initiates the interunit entries inherit the document type from the transaction itself. For interunit accounting entries, the posting process automatically assigns document sequence numbers by using this document type.

However, the accounting entries for the other general ledger business units that are involved in the interunit transaction have blank values in the document type, document sequence number, and document sequence date fields. The Journal Generator process fills in the document sequence values for entries in the other general ledger business units.

Changing Document Types and Document Sequence Numbers

If you generate documents online, use the Document Sequence page to specify document sequence values for documents. Use this page to override the default document type for a receivable transaction. If you enter document sequence numbers manually, use this page to manually enter a document sequence number.

Because you assign a document type to each group type, the system automatically assigns a default document type to each item when you enter the item.

Suppose that the AR-CASH document type is set to automatic numbering. On the Document Sequence page, the document sequence number changes to *Next* by default. If you do not select automatic numbering, you cannot edit the Document Sequence Number field. When you save the group, the system assigns the document sequence number to the item.

Note. Invoices that come from PeopleSoft Billing should already have document sequence numbers. The system handles their document sequencing the same way that it handles other PeopleSoft Receivables items.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing," Entering Document Sequence Numbers Online

Changing or Deleting Documents with Document Sequence Numbers

The system assigns a document sequence number when you save an entered item. After you save an item, you enter a reason for the deletion for the audit trail.

If you change the accounting date or document type after the system assigns a document sequence number, you may need to assign a new number depending on local laws and regulations. If you assign a new number or change a manually entered number, the system deletes the original number and records the change for the audit trail. It also validates the new number based on the setup options.

If you delete a document sequence number, you must specify a reason for the audit trail. If you try to delete the whole group and more than one item in the group has a document sequence number, the system displays an error message asking you to delete each item one by one. You then must delete items row by row and enter the reason for the deletion. If only one item is in the group, you can delete the whole group and the system prompts you to enter the reason for the deletion.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Defining Document Sequencing," Modifying a Document

Chapter 32

Understanding Tax Processing in PeopleSoft Receivables

This chapter discusses:

- Value-added tax (VAT) in PeopleSoft Receivables.
- PeopleSoft Billing integration for VAT processing.
- VAT calculation types and declaration points.
- VAT calculations for advance payments and on-account payments.
- VAT adjustment for advance payments and on-account payments.
- VAT calculations for drafts and direct debits.
- VAT calculations for discounts.
- VAT calculations for write-offs.
- VAT calculations for credits that offset debits.
- VAT calculations for credit item refunds.
- Prerequisite setup for VAT processing.
- (IND) Excise duty, sales tax, and VAT processing for India.
- (IND) Prerequisite setup for excise duty, sales tax, and VAT processing in India.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Working with VAT"

VAT in PeopleSoft Receivables

PeopleSoft Receivables enables you to record and report VAT information associated with items.

Important! Although PeopleSoft Receivables records and verifies VAT amounts, it does not derive the original tax amounts unless you enter items directly in PeopleSoft Receivables. Your billing system or manual billing process is responsible for calculating VAT.

The system calculates VAT based on the information that you enter during setup (for example, VAT codes, which determine the VAT rates that the system uses).

The system loads the VAT information on your transactions into the VAT transaction table and then into the VAT reporting tables, which you can use to create VAT returns and other VAT reports.

This section provides an overview of VAT and discusses:

- VAT information and defaults.
- VAT accounting entries.
- VAT validation.
- Transaction processing and reporting.
- VAT transaction table.
- VAT reports.

VAT Information and Defaults

As in all PeopleSoft applications that process VAT transactions, you set up VAT defaulting in PeopleSoft Receivables in one common VAT defaults table using VAT drivers, which control the VAT settings at the various levels of the VAT defaulting hierarchy. You access the VAT Defaults Setup pages either from the application pages (for example, the customer General Information component (CUSTOMER_GENERAL) or the Receivables Options component (BUS_UNIT_OPT_AR1) for business units or by means of the VAT Defaults setup component (VAT_DEFAULT_SEARCH), in which case you specify the driver that you want to define.

The VAT drivers make up all of the levels of the defaulting hierarchy, and the common default records store the hierarchical default data in such a way as to make retrieval of the appropriate defaults efficient. For example, a VAT default specified for a customer address sequence is used before a default for a receivables business unit. Furthermore, within each VAT driver, defaults specified by country and state are more specific and come before defaults by country only, which in turn are more specific and come before defaults in which both the country and state are omitted.

If you need to establish default values for the additional VAT treatment determinants that are specific for services, you can do this using the Services VAT Treatment Defaults Setup component (VAT_DEF_SER_SEARCH). Like the VAT Defaults setup component, this component uses VAT drivers to supply the default values at various levels of the hierarchy. For any applicable driver, you can define the usual place of supply of the service, or the place where the VAT is liable, whether it is the supplier's location, customer's location, or the place where the service is actually performed, depending on the type of service. You can also specify whether the service is freight transport or other.

The following table lists the VAT drivers and associated VAT driver keys used by PeopleSoft Receivables in the VAT default hierarchy sequence from most specific to least specific for the VAT Defaults component. The table lists the drivers that control defaults for the services VAT treatment:

VAT Driver	VAT Driver Keys	Country	State	Applicable to Regular VAT Defaults	Applicable to Services VAT Treatment Defaults
CUST_ADDR_SEQ Customer Location	Customer SetID Customer ID Address Sequence Number	Optional	Optional	Yes	Yes
CUSTOMER Customer	Customer SetID Customer ID	Optional	Optional	Yes	Yes
BUS_UNIT_OPT_AR AR Options	SetID	Optional	Optional	Yes	Yes
VAT_ENT_RGSTRN VAT Entity Registration	VAT Entity Country	Required	Optional	Yes	No
COUNTRY_VAT_TBL VAT Country	Country	Not applicable	Optional	Yes	No

The detailed description of the fields set at the various levels is discussed in the *PeopleSoft Global Options and Reports PeopleBook*.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Working with VAT," Establishing VAT Defaults

VAT Accounting Entries

The Receivable Update Application Engine process (ARUPDATE) creates both regular accounting entries and VAT accounting entries.

For general ledger purposes, the system bases the VAT entries on the accounting date. For tax reporting purposes, the system also records and uses the tax declaration date, which may be the same as the accounting date. The declaration date is set during pending item entry, either on the VAT Header page or in your billing interface.

Note. The system does not fully support VAT processing and multiple offset accounting lines when ChartField inheritance is in use. If you are processing items with VAT and multiple accounting lines (for example, multiple user-defined lines entered on accounting templates or by means of online pending item entry), and you have defined any ChartField inheritance options as *Always Inherit*, that ChartField may be out of balance due to the VAT amount. The amounts can be allocated across the accounting entries to make the entries balance. The ChartField may not balance in PeopleSoft General Ledger.

VAT Validation

Here is how the system validates VAT information:

- It compares the totals of the entered VAT lines with the control totals on the pending item.
- It compares the VAT transaction amount and the VAT amount to the total item amount for items entered in PeopleSoft Receivables.

If an item is interfaced from PeopleSoft Billing, PeopleSoft Billing calculates the amounts.

- It validates and tracks the VAT registration IDs of some countries.

Note. The system automatically calculates the VAT amount if you enter pending items online.

You cannot post a pending item unless the first validation is successful. The sum of the transaction amounts for each VAT line must equal the control transaction amount, and the VAT amounts total must equal the control VAT amount. Also the VAT transaction amount and VAT amount for each item must equal the total amount of the item.

The system receives VAT information for external groups and edits both the entered and calculated totals for validity. If the calculated totals and the entered totals do not match, the system first checks the VAT tolerance percentage. If the difference exceeds the percentage, the system checks the tolerance amount. If both the percentage and the tolerance amount are exceeded, the system assigns the status *Calc Error* (calculation error). If the percentage is exceeded but the amount is not, the tolerance is met and the system assigns the item the status *No Error*. If you receive an error, you can review the VAT entries for the group and make corrections, as necessary.

Note. PeopleSoft Receivables allows a within-tolerance difference because the Receivable Update process, reporting, and journals are always based on the VAT amount shown on the invoice as sent to the customer.

You can enter a VAT Registration ID for an item online, receive an ID from an external billing system, enter an ID on the Identification page of the VAT Entity component, or enter an ID on the Customer VAT Info page of the General Information component as long as the country associated with the VAT Registration ID has been set up on the VAT Country Options page.

When you set up a VAT entity for a country, you must enter a VAT Registration ID. If you do not enter a Registration ID, the system displays a message informing you that this is a required field. Once you have entered a VAT Registration ID, the system validates whether the Registration ID is correct. If it is incorrect, the system displays another message, which instructs you to enter a correct ID.

You are not required to enter a VAT Registration ID for a country on the Customer VAT Info page. When you select the country on this page, a 2-character country code appears, as needed, next to the VAT Registration ID field. If you choose to enter a VAT Registration ID on this page for a country that has been set up on the VAT Country Options page, the system does not validate the VAT Registration ID that you enter for every country. The system will only validate the VAT Registration ID for the countries on this list:

- Australia — AUS
- Belgium — BEL
- Canada — CAN
- France — FRA
- Germany — DEU
- Ireland — IRL
- Italy — ITA
- Netherlands — NLD
- New Zealand — NZL
- Spain — ESP
- United Kingdom — GBR

Note. Use the VAT Header page to review VAT information for external groups or to enter VAT information for internal groups that have not been posted.

Transaction Processing and Reporting

PeopleSoft Receivables has the following transaction processing and reporting capabilities:

- Supports multiple VAT accounting entries per pending item.
- Moves VAT liability from an intermediate VAT account to a final VAT account at payment time (when using a *Payment* declaration point).
- Adjusts VAT liabilities at the time of payment for write-offs, discounts, drafts, direct debits, and bank receipts.
- Adjusts VAT liabilities, as needed, for advance payments and on-account payments.
- Rounds VAT amounts based on rules that you define.

You can apply different rounding rules for each VAT country and override the default rounding options for each VAT entity, customer, or transaction. The rounding options are:

- Normal rounding (to the nearest unit).

For example, the system rounds down all values less than .49 and rounds up all values greater than or equal to .50.

- Rounding up.
- Rounding down.

The rounding options apply to VAT amounts in both the item VAT header and the individual VAT lines. The system adjusts any discrepancies between the VAT header amount and the total of the VAT lines in the larger of the two amounts.

The Payment Predictor process (ARPREDCCT) calls the common VAT defaulting routines to update the VAT default values for prepayments and on-account items that it creates. If an error occurs, the process creates a payment worksheet so that you can correct the invalid information online.

VAT Transaction Table

You should run the VAT Transaction Loader Application Engine process (FS_VATUPDFS) periodically to update the VAT transaction table. Each time that the VAT Transaction Loader process runs, it picks up all VAT, regardless of the tax declaration date, that you have not already posted to the VAT transaction table. The system posts information to the VAT transaction table at a detail level to retain a complete history of VAT transactions.

VAT Reports

From the VAT transaction table, you can run the VAT Reporting SQR process (VAT1001) to copy VAT transaction information to the VAT reporting tables. For each VAT report instance, you can then use the PeopleSoft VAT reporting capabilities to view the status of your VAT liabilities and prepare your VAT returns.

Domestic Reverse Charge Goods VAT

In the United Kingdom, specified categories of goods being traded between businesses are subject to a VAT accounting provision called the *domestic reverse charge*, which is applicable above a certain sale amount. The reverse charge only applies to sales within the United Kingdom where specified goods are purchased by a VAT-registered business for business purposes – sales to non-business customers are unaffected by the change and normal VAT rules continue to apply. For additional information about VAT domestic reverse charges see the *PeopleSoft Global Options and Reports PeopleBook*.

To identify a transactions that includes a domestic reverse charge, PeopleSoft Receivables includes fields to record domestic reverse charges, including:

Domestic Reverse Charge Goods	Select this check box if the country requires the use of the domestic reverse charge provision.
Customer VAT Code	Enter the customer VAT code used to calculate a domestic reverse charge VAT amount. When the Domestic Reverse Charge Goods check box has been selected, the regular VAT code is replaced by a zero-rate VAT code and the customer VAT code is used instead.
Customer VAT Rate	Displays the rate from the customer VAT code.
Customer Amount	Displays the customer VAT amount for domestic reverse charges that are calculated using the Customer VAT Code.

Treatment For the sale of goods when the domestic reverse charge provision is required enter the value of *Domestic Reverse Charge Sale* in the Treatment field.

The following pages and components within PeopleSoft Receivables contain fields to record domestic reverse charges:

- The Receivables Options - VAT Defaults page defines the default values for VAT processing. Click the VAT Default link to access the VAT Defaults Setup page. This page includes the Domestic Reverse Charge field (enter a yes or no value to indicate the use of the domestic reverse charge provision) and the Domestic Reverse Charge Sales field to enter a VAT Transaction Type code for domestic reverse charges.

See [Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining VAT Defaults, page 35.](#)

- Pending Item components. Several domestic reverse charges fields are located within the Pending Items components on the VAT Summary Information page and the VAT Lines page.

See [Chapter 18, "Entering Pending Items," Understanding Pending Item Components, page 522.](#)

- The VAT Detail page located within the Payment Worksheet component.

See [Chapter 21, "Applying Payments," Pages Used to Apply Payments Using Payment Worksheets, page 648.](#)

- The Item VAT Entries page within the View/Update Item Details component contains the Domestic Reverse Charge Goods check box, the Customer VAT Code field, the Customer VAT Rate field, and the Customer Amount field.

See [Chapter 23, "Maintaining and Reviewing Item Information," Reviewing VAT Entries, page 740.](#)

- The VAT Detail page located within the Draft Worksheet component.

See [Chapter 26, "Managing Drafts," Pages Used to Approve or Reject Drafts, page 819.](#)

- The Correct Posting Errors components for online items, external items, and payments.

See [Chapter 28, "Posting and Unposting Groups," Correcting Posting Errors, page 908.](#)

PeopleSoft Billing Integration for VAT Processing

The PeopleSoft Billing interface to PeopleSoft Receivables consists of the Load AR Pending Items Application Engine process (BILDAR01) that inserts entries into PeopleSoft Receivables tables.

PeopleSoft Billing passes VAT account types to PeopleSoft Receivables as either *VO* for output or *VOI* for output intermediate. It passes *VO* when the VAT declaration point is set to invoice, delivery, or accounting date, and it passes *VOI* when the declaration point is set to payment. If PeopleSoft Billing sends transactions that originated in PeopleSoft Asset Management as an asset reinstatement, the type is *VORE*.

In the Pending Distribution table (PENDING_DST) for VAT accounting entries, if the declaration point is invoice, delivery, or accounting date, the accounting entry line type in the SYSTEM_DEFINED field is set to *V (VAT-Final)*. If the declaration point is payment, the SYSTEM_DEFINED field is set to *W (VAT-Intermediate)*.

See Also

PeopleSoft Billing 9.1 PeopleBook, "Calculating VAT in PeopleSoft Billing," Passing VAT Entries to PeopleSoft Receivables

VAT Calculation Types and Declaration Points

This section discusses:

- Gross or net calculation type.
- Invoice, delivery, accounting date, or payment declaration point.
- Calculation type with declaration point combinations.

Gross or Net Calculation Type

The calculation type that you select determines the basis for calculating the VAT amount. You can select either gross or net as the calculation type. For example, assume that you have a sales amount of 100.00 EUR with early payment terms of 2 percent discount and a VAT rate of 8 percent. In this case, you would enter a VAT transaction amount of 100.00 EUR.

For a calculation type of gross, the system calculates a VAT basis of 100.00 EUR. The VAT amount would be 8.00 EUR and the total amount would be 108.00 EUR.

For a calculation type of net, when the customer has the opportunity to pay early and take a discount, the system calculates a VAT basis of 98.00 EUR. The VAT amount would be 7.84 EUR and the total amount would be 107.84 EUR.

Invoice, Delivery, Accounting Date, or Payment Declaration Point

Declaration point refers to when you report VAT to the tax authorities—at the accounting date, at invoice time, at delivery, or at the time of payment.

PeopleSoft Receivables maintains two amount fields for recording the two stages of VAT liabilities—an *intermediate* amount and a *final* amount. The Intermediate VAT field tracks VAT amounts that are owed by various customers but are not yet ready to be reported to the tax authorities. The Final VAT field contains all VAT that is ready to be reported to the tax authorities by placing it in the VAT transaction table.

For a declaration point of accounting date, invoice, or delivery, the system creates entries to final VAT during pending item entry. For a declaration point of *Payment*, the system creates entries to intermediate VAT during pending item entry. The default value for the declaration point comes from either the setting for the customer location, customer, and business unit, or the VAT entity. These settings are defined using the VAT Defaults component. The setting for the customer location overrides the setting for the customer; the setting for the customer overrides the setting for the business unit; and the setting for the business unit overrides the setting for the VAT entity.

The system stores pending information in the Pending VAT table (PS_PENDING_VAT). The system stores VAT information for each item in PeopleSoft Receivables on the Item VAT Activity table (PS_ITEM_ACT_VAT). Separate VAT accounting entries are created for each item activity. On each item activity VAT line, the amount is identified as either intermediate VAT or final VAT. When you run the VAT Transaction Loader, it looks for both intermediate and final VAT amounts that have not yet been recorded on the VAT transaction table.

The default declaration date is based on the declaration point, which determines when you must report VAT to the government. The system uses the accounting date, delivery, or invoice date as the default declaration date. For an Accounting Date declaration point, the user cannot override the declaration date during item entry.

For a *Payment* declaration point, the system handles partial payments in the same manner, regardless of recalculation. The percentage of VAT that the system moves from intermediate status to final status equals the percentage of the item being paid. For example, if the system receives a payment for 50 percent of an item's balance, it moves 50 percent of the VAT amount from intermediate to final.

Calculation Type and Declaration Point Combinations

This table lists the calculation and declaration point combinations that PeopleSoft Receivables supports. Recalculation occurs only when a discount is available:

<i>Combination</i>	<i>VAT Calculation Type</i>	<i>Declaration Point</i>	<i>Recalculation</i>
1	Gross	Payment	N
2	Gross	Payment	Y
3	Gross	Accounting Date, Invoice, Delivery	N
4	Gross	Accounting Date, Invoice, Delivery	Y
5	Net	Payment	
6	Net	Accounting Date, Invoice, Delivery	

Combination 1: Calculation Type Gross and Payment Declaration Point Without Recalculation

When you post the pending item that creates the receivable, the system creates accounting entries. These accounting entries record the VAT liability on the gross amount of the item in the ChartField combination that you designated for output intermediate VAT on the VAT Code - Accounting Information page. At payment time, the system creates accounting entries that:

- Offset the intermediate VAT liability.
- Create the final VAT liability.

The system makes no adjustments to the amount of the liability—the status simply changes from intermediate to final.

Combination 2: Calculation Type Gross and Payment Declaration Point with Recalculation

This scenario is almost the same as the gross calculation type with a payment declaration point *without* recalculation. In this scenario, however, the system creates a PENDING_VAT record to adjust the VAT liability if you take a discount.

Combination 3: Calculation Type Gross and Accounting Date, Invoice, or Delivery Declaration Point Without Recalculation

If you declare VAT at accounting date, invoice, or delivery, PeopleSoft Receivables places the VAT amounts directly into the Final VAT field. The VAT accounting entries that you provide (or that the system creates) record the VAT liability based on the gross item amount in the ChartField combination that you designated for output use on the VAT Code - Accounting Information page. Subsequent processing does not create any VAT accounting entries.

Combination 4: Calculation Type Gross and Accounting Date, Invoice, or Delivery Declaration Point with Recalculation

This scenario is nearly the same as the preceding one, but the system creates a PENDING_VAT record to adjust the VAT liability if you take a discount.

Combination 5: Calculation Type Net and Payment Declaration Point Without Recalculation

When you post the pending item that creates the receivable, the system creates accounting entries that record the VAT liability on the net amount of the item in the ChartField combination that you designated for output intermediate VAT on the VAT Code - Accounting Information page. At payment time, the system creates accounting entries that:

- Offset the intermediate VAT liability.
- Create the final VAT liability.

No adjustments are made to the amount of the liability—the status simply changes from intermediate to final.

Combination 6: Calculation Type Net and Accounting Date, Invoice, or Delivery Declaration Point Without Recalculation

If you choose to declare VAT at accounting date, invoice time, or delivery, PeopleSoft Receivables places the VAT amounts directly into the Final VAT field. The VAT accounting entries that you provide (or that the system creates) record the VAT liability based on the net item amount in the ChartField combination that you designate for output on the VAT Code - Accounting Information page. Subsequent processing does not create any VAT accounting entries.

VAT Calculations for Advance Payments and On-Account Payments

The system calculates VAT for advance payments and on-account payments and creates accounting entries if you enabled VAT for advance payments on the VAT Defaults Setup page for the VAT Entity Registration driver.

You can override the default as needed for each VAT entity and declaration point combination on the VAT Header page when you apply payments.

If the Receivable Update process generates VAT output entries for an advance payment, it performs the following tasks:

- Records the final output VAT.
- Reverses the VAT entries for the advance payment when you apply the advance payment to an item.

If the advance payment is recorded in a foreign currency, the system does not revalue the VAT amount when you apply an item to the payment. When you enter the item, the system converts the remaining VAT amount to the base currency of the item's business unit using the exchange rate for the item.

The system also calculates the correct VAT amount and creates the correct accounting entries when you apply a discount to an advance payment. You must apply the discount when you apply the payment to the item.

This section provides the following examples, which demonstrate different VAT scenarios for creating accounting transactions for advance payments:

- VAT declaration point set to Payment, prepayment applied on payment worksheet.
- VAT declaration point set to Payment, prepayment offset on maintenance worksheet.
- VAT declaration point set to Payment, prepayment applied on direct debit worksheet.
- VAT declaration point set to Payment with VAT rate changes.
- VAT declaration point set to Accounting Date.
- VAT declaration point set to Invoice.
- VAT declaration point set to Delivery.

Note. The Payment Predictor process (ARPREDCCT) processes VAT for prepayments and on-account payments in the same manner as the payment worksheet.

VAT Declaration Point Set to Payment, Prepayment Applied on Payment Worksheet

This example applies when the VAT declaration point is set to payment, the final payment is applied on the payment worksheet, and VAT transactions must be generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- An invoice with the total 3,588.00 EUR, including 19.6 percent VAT, is sent to the customer.

- The prepayment is cleared against the invoice on the payment worksheet.
- The final payment of 2,392.00 EUR is received and applied on the payment worksheet.

Here are the accounting entries:

1. When advance payment is created:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

3. When advance payment is applied against the invoice on the payment worksheet:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Accounts Receivable (AR)		1,196.00
VAT Output Intermediate (VOI)	196.00	
VAT Output Final (VO)		196.00

- These are the prepayment distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash		1,196.00
Advance Payments Received	1,000.00	
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the payment worksheet:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	2,392.00	
Accounts Receivable		2,392.00
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

VAT Declaration Point Set to Payment, Prepayment Offset on Maintenance Worksheet

This example applies when the VAT declaration point is set to payment, the advance payment is offset on the maintenance worksheet, and VAT transactions must be generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- An invoice with the total 1196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is offset against the invoice on the maintenance worksheet.

Here are the accounting entries:

1. When advance payment is created:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Intermediate (VOI)		196.00

3. When advance payment is matched against the invoice on the maintenance worksheet:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
VAT Output Intermediate (VOI)	196.00	
Maintenance Control	1,000.00	
Accounts Receivable (AR)		1,196.00

- These are the prepayment distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Advance Payments Received (AR)	1,196.00	
Maintenance Control		1,000.00
Advance Payments Received (AR)		196.00

VAT Declaration Point Set to Payment, Prepayment Applied on Direct Debit Worksheet

The examples in this section apply when the VAT declaration point is set to payment, the prepayment is applied on a direct debit worksheet, and VAT transactions must be generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- An invoice with the total 3588.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is applied to items in direct debit on the direct debit worksheet.

The accounting entries vary based on the selected cash clearing method for the direct deposit business unit.

Cash Clearing Method: None

Here are the accounting entries:

1. When advance payment is created:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

3. When the advance payment is applied against the invoice in a direct debit that is approved on a direct debit worksheet and remitted to the bank:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	3,588.00	
Accounts Receivable (AR)		3,588.00
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received		196.00

- These are the prepayment distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash		1,196.00
Advance Payments Received	1,196.00	

4. When the Receivable Update process is run on or after the due date:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

5. When you reconcile the bank statement, the system does not generate any accounting entries.

Cash Clearing Method: Payment Entry

Here are the accounting entries:

1. When a deposit is saved or received electronically:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Cash Clearing		1,196.00

2. When advance payment is identified as a prepayment on the payment worksheet:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash Clearing	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

3. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

4. When the advance payment is applied against the invoice in a direct debit that is approved on a direct debit worksheet and remitted to the bank:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash Clearing	3,588.00	
Accounts Receivable (AR)		3,588.00
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received		196.00

- These are the prepayment distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash Clearing		1,196.00
Advance Payments Received	1,196.00	

5. When the Receivable Update process is run on or after the due date:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	3,588.00	
Cash Clearing		3,588.00
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

- These are the prepayment distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash		1,196.00
Cash Clearing	1,196.00	

6. When you reconcile the bank statement, the system does not generate any accounting entries.

Cash Clearing Method: Bank Reconciliation

Here are the accounting entries:

1. When a deposit is saved or received electronically:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Cash Clearing		1,196.00

2. When advance payment is identified as a prepayment on the payment worksheet:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash Clearing	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

3. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

4. When the advance payment is applied against the invoice in a direct debit that is approved on a direct debit worksheet and remitted to the bank:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash Clearing	3,588.00	
Accounts Receivable (AR)		3,588.00
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received		196.00

- These are the prepayment distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash Clearing		1,196.00
Advance Payments Received	1,196.00	

5. When the Receivable Update process is run on or after the due date:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

6. When you reconcile the bank statement:

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	3,588.00	
Cash Clearing		3,588.00

- These are the item distribution lines:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash		1,196.00
Cash Clearing	1,196.00	

VAT Declaration Point Set to Payment with VAT Rate Changes

VAT rate changes—between the time that the advance payment is created and the time that the item is created—require additional activities and cause the accounting entries to differ. The accounting entries differ depending on whether the advance payment is less than or greater than the item.

Advance Payment Is Less Than the Item

This example applies when the VAT declaration point is set to payment, and the advance payment is less than the item. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- A 1200.00 EUR invoice with a 9.09 percent VAT rate is sent to the customer, and an item is created in PeopleSoft Receivables.
- The prepayment is cleared against the invoice on the payment worksheet.
- The final payment of 4.00 EUR is received and applied on the payment worksheet.

Here are the accounting entries:

1. When the prepayment is created:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advanced Payments Received (AR)		1000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	1,200.00	
User-defined (Revenue)		1,100.00
VAT Output Intermediate (VOI)		100.00

3. When the prepayment is applied to the item:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received (AR)	1,000.00	
Accounts Receivable		1,196.00

4. When the final payment is applied against the invoice on the payment worksheet:

Accounting Entry	Debit	Credit
Cash	4.00	
Accounts Receivable		4.00
VAT Output Final (VO)	96.00	
VAT Output Intermediate (VOI)		96.00

Advance Payment Is Greater Than the Item

This example applies when the VAT declaration point is set to payment, and the advance payment is greater than the item. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- A 720.00 EUR invoice with a 20 percent VAT rate is sent to the customer, and an item is created in PeopleSoft Receivables.
- The prepayment is applied to the 720.00 EUR item.
- A second invoice for 840.00 EUR with a 20 percent VAT rate is sent to the customer, and an item is created in PeopleSoft Receivables.
- The original prepayment is applied to the 840.00 EUR item.
- A final payment of 364.00 EUR is applied to the 840.00 EUR item.

Here are the accounting entries:

1. When the prepayment is created:

Accounting Entry	Debit	Credit
Cash	1,196.00	
Advanced Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	720.00	
User-defined (Revenue)		600.00
VAT Output Intermediate (VOI)		120.00

3. When the prepayment is applied to the item:

Accounting Entry	Debit	Credit
VAT Output Intermediate (VOI)	118.00	
Advance Payments Received (AR)	602.00	
Accounts Receivable		720.00

4. When the second invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	840.00	
User-defined (Revenue)		700.00
VAT Output Intermediate (VOI)		140.00

5. When the original prepayment is applied to the second item:

Accounting Entry	Debit	Credit
VAT Output Intermediate (VOI)	78.00	
Advance Payments Received (AR)	398.00	
Accounts Receivable		476.00

6. When the final payment is applied to the second invoice on the payment worksheet:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	364.00	
Accounts Receivable		364.00
VAT Output Intermediate (VOI)	64.00	
VAT Output Final (VO)		64.00

VAT Declaration Point Set to Accounting Date

This example applies when the VAT declaration point is set to accounting date. The example has the following conditions:

- An advance payment of 1,160.00 EUR is received, and the standard VAT rate is 16 percent.
- An invoice with the total 4,640.00 EUR, including 16 percent VAT, is sent to the customer.
- The advance payment is applied against the invoice.
- The final payment is received from the customer.

Here are the accounting entries:

1. When advance payment is received:

Note. Although the amount posted under advance payments received is 1,000.00, the customer's total balance must be decreased by 1,160.00.

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,160.00	
Advance Payments Received (AR)		1,000.00
VAT Output on Advance Payments (VOAP)		160.00

2. When invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

3. When advance payment is applied against the invoice:

Accounting Entry	Debit	Credit
Advance Payments Received (AR)	1,000.00	
VAT Output on Advance Payments (VOAP)	160.00	
Accounts Receivable		1,160.00

4. When the final payment is received:

Accounting Entry	Debit	Credit
Cash	3,480.00	
Accounts Receivable		3,480.00

VAT Declaration Point Set to Invoice

This example applies when the VAT declaration point is set to invoice. The example has the following conditions:

- An advance payment of 1,160.00 EUR is received, and the standard VAT rate is 16 percent.
- An invoice with the total 4,640.00 EUR, including 16 percent VAT, is sent to the customer.
- The advance payment is applied against the invoice.
- The final payment is received from the customer.

Here are the accounting entries:

1. When advance payment is received:

Note. Although the amount posted under advance payments received is 1,000.00, the customer's total balance must be decreased by 1,160.00.

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,160.00	
Advance Payments Received (AR)		1,000.00
VAT Output on Advance Payments (VOAP)		160.00

2. When invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

3. When advance payment is applied against the invoice:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Advance Payments Received (AR)	1,000.00	
VAT Output on Advance Payments (VOAP)	160.00	
Accounts Receivable		1,160.00

4. When the final payment is received:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	3,480.00	
Accounts Receivable		3,480.00

VAT Declaration Point Set to Delivery

This example applies when the VAT declaration point is set to delivery and no intermediate VAT is generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the VAT rate is 19.6 percent.
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The advance payment is cleared against the invoice.

Here are the accounting entries:

1. When advance payment is received:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	1,196.00	
User-defined (Revenue)		1,000.00
VAT Output Final		196.00

3. When advance payment is applied against the invoice on maintenance worksheet:

Accounting Entry	Debit	Credit
Advance Payments Received (AR)	1,196.00	
Maintenance Control		1,196.00
Accounts Receivable		1,196.00
Maintenance Control	1,196.00	

VAT Adjustment for Advance Payments and On-Account Payments

This section discusses how to:

- Apply VAT adjustment for prepayments.
- Record the transfer of prepayments between business units.

Applying VAT Adjustment for Prepayments

This section provides an overview of applying a VAT adjustment on a prepayment (an advanced payment or on-account payment). For French business transactions, the VAT amount of a sale should be included in the accounts receivable pre-paid account. For most VAT countries the VAT portion of the prepayment is not included in the pre-paid account.

To enable the VAT adjustment for advanced payments and on-account payments:

- Enabled VAT for advance payments on the VAT Defaults Setup page (Set Up Financials/Supply Chain, Common Definitions, VAT and Intrastat, Value Added Tax, VAT Defaults) for the VAT Entity Registration driver.
- For each business unit using VAT adjustment (for example, French business units), select the VAT Adjustment on Advance Pymt check box on the Receivables Definition- Accounting Options 2 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 2). This check box enables the system to include the VAT amount of a prepayment in the Accounts Receivable Pre-Paid account.
- Enter an account for the new VAT accounting entry type, *Output Advance with Adjustment*, using the VAT Code- Accounting Information page (Set Up Financials/Supply Chain, Common Definitions, VAT and Intrastat, Value Added Tax, VAT Code, Value Added Tax Code, Accounting Information). This VAT adjustment account is used when recording an advanced payments within a business unit. To balance the prepayment transaction, a new accounting entry is made using this VAT adjustment account. When the prepayment is applied against an invoice or written off, the amount in the VAT adjustment account (and the accounts receivable pre-paid account) are reversed accordingly.

If the Receivable Update process generates VAT output entries for an advance payment, it performs the following tasks:

- Records the final output VAT.
- Reverses the VAT entries for the advance payment when you apply the advance payment to an item.
- Reverses the VAT adjustment entries for the VAT portion of the advance payment when you apply the advance payment to an item.

If the advance payment is recorded in a foreign currency, the system does not revalue the VAT amount when you apply an item to the payment. When you enter the item, the system converts the remaining VAT amount to the base currency of the item's business unit using the exchange rate for the item.

The system also calculates the correct VAT amount and creates the correct accounting entries when you apply a discount to an advance payment. You must apply the discount when you apply the payment to the item.

This section provides the following examples, which demonstrate different VAT scenarios for creating accounting transactions for advance payments:

- VAT adjustment for prepayment applied on a payment worksheet.
- VAT adjustment on a maintenance worksheet with invoice declaration point set to delivery or invoice.
- VAT adjustment on a maintenance worksheet with invoice declaration point set to payment.

Note. The Payment Predictor process (ARPREDCCT) processes VAT for prepayments and on-account payments in the same manner as the payment worksheet.

VAT Adjustment for Prepayment Applied on a Payment Worksheet

These are the expected accounting entries when using a payment worksheet to match an open invoice to a prepayment with a VAT adjustment. To make it simpler, the prepayment has the same amount as the invoice. In this example the declaration point can be any option (delivery, invoice, or payment).

The example has the following conditions:

- For this business unit, the VAT Adjustment on Advance Pymt check box on the Receivables Definition-Accounting Options 2 page has been selected.
- An account has been entered for the *Output Advance with Adjustment* VAT accounting entry type, using the VAT Code- Accounting Information page.
- An advance payment of 1,196.00 EUR is received. Merchandise totalling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is cleared against the invoice on the payment worksheet.
- The final payment of 1,196.00 EUR is received and applied on the payment worksheet.

Here are the accounting entries:

1. When advance payment is created:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Final (VO)		196.00

3. When advance payment is applied against the invoice on the payment worksheet:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash		1,196.00
Advance Payments Received (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the payment worksheet:

Accounting Entry	Debit	Credit
Cash	1196.00	
Accounts Receivable (AR)		1196.00

VAT Adjustment on a Maintenance Worksheet With Invoice Declaration Point Set to Delivery or Invoice

These are the expected accounting entries when using a maintenance worksheet to match an open invoice to a prepayment with a VAT adjustment. To make it simpler, the prepayment has the same amount as the invoice. In this example the prepayment can have any declaration point (delivery, invoice or payment) and the invoice has a declaration point of delivery or invoice (but not payment).

The example has the following conditions:

- For this business unit, the VAT Adjustment on Advance Pymt check box on the Receivables Definition-Accounting Options 2 page has been selected.
- An account has been entered for the *Output Advance with Adjustment* VAT accounting entry type, using the VAT Code- Accounting Information page.
- An advance payment of 1,196.00 EUR is received. Merchandise totalling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is offset against the invoice on the maintenance worksheet.
- The final payment of 1,196.00 EUR is received and applied on the maintenance worksheet.

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	Debit	Credit
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Final (VO)		196.00

3. When the prepayment is offset against the invoice on the maintenance worksheet:

Accounting Entry	Debit	Credit
Advance Payments Received (AR)	1,196.00	
Offset (control account)		1,196.00
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the maintenance worksheet:

Accounting Entry	Debit	Credit
Offset (control account)	1196.00	
Accounts Receivable (AR)		1196.00

VAT Adjustment on a Maintenance Worksheet With Invoice Declaration Point Set to Payment

These are the expected accounting entries when using a maintenance worksheet to match an open invoice to a prepayment with a VAT adjustment. To make it simpler, the prepayment has the same amount as the invoice. In this example the prepayment can have any declaration point (delivery, invoice or payment) and the invoice has a declaration point of payment (but not delivery or invoice).

The example has the following conditions:

- For this business unit, the VAT Adjustment on Advance Pymt check box on the Receivables Definition-Accounting Options 2 page has been selected.

- An account has been entered for the *Output Advance with Adjustment* VAT accounting entry type, using the VAT Code- Accounting Information page.
- An advance payment of 1,196.00 EUR is received. Merchandise totalling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is offset against the invoice on the maintenance worksheet.
- The final payment of 1,196.00 EUR is received and applied on the maintenance worksheet.

Here are the accounting entries:

1. When advance payment is created:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Intermediate (VOI)		196.00

3. When the prepayment is offset against the invoice on the maintenance worksheet:

Accounting Entry	Debit	Credit
Advance Payments Received (AR)	1,196.00	
Offset (control account)		1,196.00
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the maintenance worksheet:

Accounting Entry	Debit	Credit
Offset (control account)	1196.00	
Accounts Receivable (AR)		1196.00
VAT Output Intermediate (VOI)	196.00	
VAT Output Final (VO)		196.00

Recording the Transfer of Prepayments Between Business Units

This section provides an overview of transferring a prepayment (an advanced payment or on-account payment) between business units. This transfer can involve business units with VAT adjustments for prepayments or business units without the VAT adjustment. In addition, this transfer can be completed as an interunit transfer or without interunit processing.

When a prepayment is transferred between business units, the prepayment is completely reversed in the sending business unit and the prepayment is created in the receiving business unit as if it had been originally entered in the receiving business unit. For instance, if we are transferring from a business unit with a VAT adjustment to a business unit without a VAT adjustment, then:

- The accounting entry in the sending business unit reverses the original accounting entry for the item including the VAT amount in the Output Advance with Adjustment (VAT to Adjust) account. In this accounting entry, the Accounts Receivable account is the same amount as the prepayment (merchandise amount plus VAT amount).
- The accounting entry in the receiving business unit does not use the Output Advance with Adjustment (VAT to Adjust) account and the Accounts Receivable account does not include the VAT amount.

In the examples below we have all the combinations of business units with VAT adjustments and without VAT adjustments, and also interunit transfer and non-interunit transfer scenarios.

These examples have the following conditions:

- An advance payment of 1,196.00 EUR is received. Merchandise totalling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- The examples display the accounting entries recorded after the Receivables Update process has been run.

Before the transfer, these are the accounting entries after running the Receivables Update process in a business unit that uses VAT adjustment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1,196.00	
Accounts Receivable (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

Before the transfer, these are the accounting entries after running the Receivables Update process in a business unit that does not use VAT adjustment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	1196.00	
Accounts Receivable (AR)		1,000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units Using VAT Adjustment and no Interunit Transfer

In this example:

- Both sending and receiving business unit use the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1196.00
VAT Output Final (VO)		196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	

Transferring Between Business Units With Sending Business Unit Using VAT Adjustment and no Interunit Transfer

In this example:

- The sending business unit uses the VAT adjustment.
- The receiving business unit does not use the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	Debit	Credit
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	Debit	Credit
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1,000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units Without VAT Adjustment and no Interunit Transfer

In this example:

- Both sending and receiving business unit do not use the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	Debit	Credit
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	Debit	Credit
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units With Receiving Business Unit Using VAT Adjustment and no Interunit Transfer

In this example:

- The sending business unit does not use the VAT adjustment.
- The receiving business unit uses the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	Debit	Credit
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	Debit	Credit
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

Transferring Between Business Units With Sending Business Unit Using VAT Adjustment and Interunit Transfer

In this example:

- The sending business unit uses the VAT adjustment.
- The receiving business unit does not use the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	Debit	Credit
Interunit		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Interunit	1196.00	
Accounts Receivable (AR)		1,000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units Without VAT Adjustment and Interunit Transfer

In this example:

- Both sending and receiving business unit do not use the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Interunit		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Interunit	1196.00	
Accounts Receivable (AR)		1000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units Using VAT Adjustment and Interunit Transfer

In this example:

- Both sending and receiving business unit use the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Interunit		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Interunit	1196.00	
Accounts Receivable (AR)		1196.00
VAT Output Final (VO)		196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	

Transferring Between Business Units With Receiving Business Unit Using VAT Adjustment and Interunit Transfer

In this example:

- The sending business unit does not use the VAT adjustment.
- The receiving business unit uses the VAT adjustment.

- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	Debit	Credit
Interunit		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	Debit	Credit
Interunit	1196.00	
Accounts Receivable (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

VAT Calculations for Drafts and Direct Debits

For drafts and direct debits, the system calculates and records VAT information at payment time. For draft payments, the Receivable Update process generates accounting entries at the due date or discount date (depending on the selected system function). For direct debits, it generates the accounting entries at the due date, remittance date, or after bank reconciliation, depending on the cash clearing method.

If the associated item has a declaration point of payment, the following entries are generated:

Debit	Credit
VAT Output Intermediate (VOI)	VAT Output (VO)

VAT Calculations for Discounts

For discounts, the system uses the VAT calculation method at payment time to determine VAT adjustments.

You can apply prompt payment discounts if the advance payment is applied to the invoice before the discount due date, or if the final payment is received (and applied to the invoice) before the discount due date.

If you select *VAT Discountable Amount* for the basis amount for a payment term, the system calculates the discount amount on the net amount of the item after VAT. Otherwise, it calculates it on the gross amount.

Note. This scenario applies only to certain countries. For example, it is valid for Germany but not for France.

This section offers the following examples of discounts:

- VAT declaration point set to Invoice with the VAT recalculation flag on.
- VAT declaration point set to Invoice with the VAT recalculation flag off.

VAT Declaration Point Set to Invoice with the VAT Recalculation Flag On

This example assumes the following conditions:

- A 4,640.00 EUR invoice, including 16 percent VAT, is sent to the customer.
- The payment is applied against the invoice before the discount due date.

A 2 percent prompt payment is applied.

Here are the accounting entries:

1. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

2. When payment is received and applied against the invoice:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	4,547.20	
Accounts Receivable		4,547.20
Customer Discount (2 percent of 4,000.00)	80.00	
Accounts Receivable		92.80
VAT Output Discount (VOD)	12.80	

VAT Declaration Point Set to Invoice with the VAT Recalculation Flag Off

This example assumes the following conditions:

- A 4,640.00 EUR invoice, including 16 percent VAT, is sent to the customer
- The payment is applied against the invoice before the discount due date.

A 2 percent prompt payment is applied.

Here are the accounting entries:

1. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

2. When payment is received and applied against the invoice:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Cash	4,547.20	
Accounts Receivable		4,547.20
Customer Discount (2 percent of 4,000.00)	92.80	
Accounts Receivable		92.80

VAT Calculations for Write-Offs

This section provides the following examples of accounting entries for write-offs.

- VAT declaration point set to Invoice for debit and credit items.
- VAT declaration point set to Payment.
- VAT declaration point set to Invoice for underpayments and overpayments.

VAT Declaration Point Set to Invoice for Debit and Credit Items

This example has two scenarios:

- Writing off a debit item.
- Writing off a credit item.

Writing Off a Debit Item

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer, and then the item is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Final (VO)		5.50

2. When the item is written off:

Accounting Entry	Debit	Credit
Accounts Receivable		105.50
Write-Off	100.00	
VAT Output for Write Off (VOW)	5.50	

Writing Off a Credit Item

A 105.50 EUR credit, including 5.5 percent VAT, is written off.

Here are the accounting entries:

1. When the credit item is created:

Accounting Entry	Debit	Credit
Accounts Receivable		105.50
User-defined (Revenue)	100.00	
VAT Output for Credits (VOC)	5.50	

2. When the item is written off:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	105.50	
Write Off		100.00
VAT Output for Write Off (VOW)		5.50

VAT Declaration Point Set to Payment

This example has two scenarios:

- Writing off a debit item.
- Writing off a credit item.

Writing Off a Debit Item

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer and then the item is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Intermediate (VOI)		5.50

2. When the item is written off:

Accounting Entry	Debit	Credit
Accounts Receivable		105.50
Write-Off	100.00	
VAT Output Intermediate (VOI)	5.50	

Writing Off a Credit Item

A 105.50 EUR credit, including 5.5 percent VAT, is written off.

Here are the accounting entries:

1. When the credit item is created:

Accounting Entry	Debit	Credit
Accounts Receivable		105.50
User-defined (Revenue)	100.00	
VAT Output Intermediate (VOI)	5.50	

2. When the customer's credit item is written off:

Accounting Entry	Debit	Credit
Accounts Receivable	105.50	
Write-Off		100.00
VAT Output Intermediate (VOI)		5.50

VAT Declaration Point Set to Invoice for Underpayments and Overpayments

This example has two scenarios:

- Writing off an overpayment.

- Writing off an underpayment.

Writing Off an Overpayment

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer. The customer overpays the amount by 10.00 EUR, and the amount overpaid is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Final (VO)		5.50

2. When the customer overpays the amount:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	10.00	115.50
Cash	115.50	
Write Off		9.45
VAT Output Final (VO)		0.55

Writing Off an Underpayment

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer. The VAT declaration point is set to payment. The customer underpays the amount by 10.00 EUR, and the remaining amount due is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Intermediate (VOI)		5.50

2. When the customer underpays the amount:

Accounting Entry	Debit	Credit
Accounts Receivable		95.50
Cash	95.50	
VAT Output Intermediate VAT (VOI)	4.98	
VAT Output Final (VO)		4.98
Accounts Receivable		10.00
Write-Off	9.48	
VAT Output Intermediate VAT (VOI)	0.52	

VAT Calculations for Credits That Offset Debits

This section offers a scenario of credits used to offset debits when the VAT declaration point is set to Invoice and the VAT recalculation flag is set to *Y* or *N*, with no discount. The scenario has the following conditions:

- A 100.00 EUR invoice, including 5.5 percent VAT, is sent to the customer.
- The customer has a 100.00 EUR credit.
- The customer's credit is used to offset the amount of the debit.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	100.00	
User-defined (Revenue)		94.50
VAT Output Final (VO)		5.50

2. When the customer has a 100.00 EUR credit:

Accounting Entry	Debit	Credit
Accounts Receivable		100.00
User-defined (Revenue)	94.50	
VAT Output for Credits (VOC)	5.50	

3. When the customer's credit is used to offset the debit:

Accounting Entry	Debit	Credit
Accounts Receivable	100.00	100.00
Maintenance Control	100.00	100.00

VAT Calculations for Credit Item Refunds

This section offers examples of refunding a credit item under the following conditions:

- VAT declaration point is set to Invoice.
- VAT declaration point is set to Payment.

VAT Declaration Point Is Set to Invoice

This example has two scenarios:

- Refunding a credit item at the customer's request.

- Refunding a credit item when the customer overpays.

Refunding a Credit Item at the Customer's Request

A 150.00 EUR invoice, including 8.25 EUR VAT, is sent to a customer, and the full amount of the overpayment is put on account.

Here are the accounting entries:

1. When the credit item is entered:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable		150.00
User-defined (Revenue)	141.75	
VAT Output Final (VOC)	8.25	

2. When a customer requests a refund:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	150.00	
Refund		150.00

Refunding a Credit Item When the Customer Overpays

A 100.00 EUR invoice, including 5.50 EUR VAT, is sent to a customer. Then the following occurs:

- The customer overpays the invoice by 150.00 EUR.
The overpayment is put on account as a credit item, and no VAT is assessed to the money on account.
- The money placed on account is refunded.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	100.00	
User-defined (Revenue)		94.50
VAT Output Final (VO)		5.50

2. When an overpayment is put on account as a credit item:

Accounting Entry	Debit	Credit
Accounts Receivable		100.00
Cash	250.00	
AR (Charged to OA Account)		150.00

3. When the money placed on account is refunded:

Accounting Entry	Debit	Credit
Accounts Receivable	150.00	
Refund Control		150.00

VAT Declaration Point Is Set to Payment

This example has two scenarios:

- Refunding a credit item.
- Refunding a credit item put on account.

Refunding a Credit Item

A 150.00 EUR credit item, including 8.25 EUR VAT, is entered, and then the credit item is refunded.

Here are the accounting entries:

1. When a credit item is entered:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable		150.00
User-defined (Revenue)	141.75	
VAT Output Intermediate (VOI)	8.25	

2. When the customer requests a refund:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	150.00	
Refund Control		150.00
VAT Output Intermediate (VOI)		8.25
VAT Output Final (VOC)	8.25	

Refunding a Credit Item Put on Account

A credit was created using a payment worksheet as a result of an overpayment. Then the following occurs:

- The overpayment was put on account (OA item, which is a credit item).
- The on-account item is refunded.

Here are the accounting entries:

1. When an invoice is sent to the customer:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	100.00	
User-defined (Revenue)		94.50
VAT Output Intermediate (VOI)		5.50

2. When an overpayment is put on account as a credit item:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable		100.00
Cash	250.00	
OA Account		150.00
VAT Output Intermediate (VOI)	5.50	
VAT Output Final (VO)		5.50

3. When the item is refunded:

<i>Accounting Entry</i>	<i>Debit</i>	<i>Credit</i>
Accounts Receivable	150.00	
Refund Control		150.00

Prerequisite Setup for VAT Processing

Before you can process transactions using VAT in PeopleSoft Receivables, you must perform these steps:

1. Set up your VAT processing rules and defaults.
2. Use the Business Unit Definition page to define a location code and to associate the receivables business units with the general ledger (GL) business units that are linked to a VAT entity.

You establish the GL business unit and VAT entity relationship on the VAT Entity - Identification page.

3. On the Receivables Options - VAT Defaults page, click the VAT Defaults link to define the tolerances for groups and other VAT defaults.

These tolerances and other defaults can also be set directly using the VAT Defaults component for the receivables business unit options driver.

4. From the customer General Information component, click the VAT Defaults link to define VAT processing information for pending items for each customer.

These settings can also be set directly using the VAT Defaults component for the customer driver.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining VAT Defaults, page 35

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Working with VAT"

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Customer VAT Information

(IND) Excise Duty, Sales Tax, and VAT Processing for India

You can enter and calculate excise duty, sales taxes, and VAT on the Group Entry Tax page only if you are entering items directly in PeopleSoft Receivables or for transactions interfaced from a billing system for which you create accounting entries in PeopleSoft Receivables. You can calculate tax for excise duty only, sales tax only, both, or VAT. If you interface items from billing and your billing system generates the accounting entries, you cannot recalculate the tax. Instead, run the Receivable Update process to update the customer balances.

When you run the Receivable Update process, the system updates the tax information to populate the excise duty, sales tax, and VAT tables: Item Tax Activity (PS_ITEM_ACTTAX) and Item Tax Activity Detail (PS_ITEM_ACTTAX_DTL). The process also creates the following accounting entries if you entered the items in PeopleSoft Receivables or if your billing system does not generate the accounting entries:

Account	Debit	Credit
Accounts Receivable	100.00	
User-defined (Revenue)		90.00
Excise Duty Receivable		7.00
Sales Tax/VAT Liability		3.00

The customer and business unit for a transaction determine how to populate information on the tax transaction lines, such as the ship from country and state and the appropriate tax codes. If you enter an item directly in PeopleSoft Receivables, the system uses the default values for the receivables business unit. If you interface an item from billing, the system uses the following business units:

- If an order management business unit has been specified, the system uses the order management business unit.
- If *no* order management business unit has been specified, but a billing business unit has been specified, the system uses the billing business unit.
- If neither an order management business unit or a billing business unit have been specified, the system uses the receivables business unit.

If you change the default values in the tax transaction lines, you must run the tax determination routine again before you calculate the tax.

After you enter the amounts in the tax transaction lines and the control totals, you run the tax calculation routine to calculate the tax amounts. The system populates the Pending Tax (PS_PENDING_TAX) and Pending Tax Detail (PS_PENDING_TAX_DTL) tables.

(IND) Prerequisite Setup for Excise Duty, Sales Tax, and VAT Processing in India

Before you can process excise duty, sales tax, or VAT for India, you must perform these steps:

1. Enable excise duty, sales tax, and VAT processing for each business unit on the Business Unit Tax Applicability page.
2. Set up the tax structure for excise duty, sales tax, and VAT processing.

See Also

PeopleSoft Global Options and Reports 9.1 PeopleBook, "(IND) Setting Up Excise Duty, Customs Duty, Sales Tax, and VAT"

Chapter 33

Researching Customer Accounts

This chapter lists common elements and discusses how to:

- Maintain customer contact information.
- Review customer account information.
- Review additional customer account information.

Common Elements Used in This Chapter

Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
Display Currency	Click to access a page, where you can change the display currency and specify whether to use today's date, the accounting date, or a date that you specify to determine the exchange rate. This button is available only if you selected the Use an AR Display Currency field for the business unit.
Level	Select <i>N</i> (no customer relationships are considered), <i>C</i> (corporate customer), <i>P</i> (correspondence customer), or <i>R</i> (remit from customer).
Messages	Click to access the Customer Messages page, where you add or view a message for the customer.
SubCust 1 (subcustomer 1) and SubCust2 (subcustomer 2)	Enter the subcustomer identifier code that is assigned to a customer to record history and aging information for a subset of customers. For some pages, enter the identifier code to filter search results to the subset of items or payments for the customer.
Unit	Leave blank to view information across all business units.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.



Click the Balance BU (balance business units) button or Balance Breakdown by BU (balance breakdown by business unit) button to access the Balance Detail by BU (balance detail by business unit) page and view the balance amounts by business unit in the base currency of the business unit and the display currency for the business unit. This button is available if you select the Use AR Display Currency (use accounts receivable display currency) check box for the business unit when the balance for a customer includes business units with different base currencies.



Click the Next Customer button to view the action plan for the next customer that you selected on the Owner Action List page.



Click the Previous Customer button to view the action plan for the previous customer that you selected on the Owner Action List page.

Maintaining Customer Contact Information

When you establish a new customer account, you enter customer contact information. PeopleSoft Receivables users can update contact information as needed using the Contact Info component (CONTACT_INFO) on the Customers menu and on the Conversations menu under Customer Interactions.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Contacts"

Reviewing Customer Account Information

This section provides an overview of the Account Overview component (ITEM_OPEN_QUERY), lists common elements, and discusses how to:

- Review customer balances.
- Exclude exception and collection items from balances.
- View aging information in a chart.
- Review a customer's profile.
- Review customer trends.
- View trend information in a chart.

Understanding the Account Overview Component

The Account Overview component provides a central location to research information for each customer. The component enables you to analyze a customer's account at a high level. It shows a variety of balances, and it enables you to drill down to see what makes up the balance.

The amounts on the Account Overview - Balances page appear in the base currency for the business unit. If you select the Use an AR Display Currency field for the business unit on the Display Currency Options page, the Account Overview - Balances page also displays the amounts in the display currency for the business unit. You can override the display currency. When you drill down to view details for the balances, the amounts appear in the same currencies that they do on the Account Overview - Balances page.

The component also provides profile information for the customer.

Common Elements Used in This Section

Customer Name	Click to access the General Information component, where you view all setup information for the customer.
Item List	Click to access the Item List page, where you view a list of open items for the customer.

Pages Used to Review Customer Account Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Account Overview - Balances	CUST_BALANCES_HDR	Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Balances	View various customer balances, the most recent item and payment activity, and summarized aging information. Click links to view detailed credit data, such as the customer's risk code or dispute status.
Display Currency Conversion	EU_DSP_CUR_CNV	Click the Display Currency link on the Account Overview - Balances page (and several other inquiry pages).	Change the display currency and specify whether to use today's date, the accounting date, or a date that you specify to determine the exchange rate.
Balance Detail by BU	EU_BAL_DET_BU	 Click the Balance Breakdown by BU (balance breakdown by business unit) button on the Account Overview - Balances page (and several other inquiry pages).	View balance amounts by business unit in the base currency of the business unit and the display currency of the business unit.

Page Name	Definition Name	Navigation	Usage
Customer Messages	CUST_MSG_SEC_AR	Click the Bill Messages link on the Account Overview - Balances page (and several other pages).	View messages associated with a customer. See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i> , "Maintaining General Customer Information," Attaching Messages to Customers.
Item Activity From A Payment	ITEM_PAYMENT_SEC	Click the Payment link on the Account Overview - Balances page.	View items that were paid or created for the most recent payment.
Payment History	CUST_PROFILEB_SEC	Click the Pay History Days link on the Account Overview - Balances page.	View payment history, balance, and sales information.
Vouchers for a Vendor	CUST_VNDR_ITEM_SEC	Click the Vendor Balance link on the Account Overview - Balances page.	View a list of the customer's vouchers or invoices and their amounts.
Draft Receivables	CUST_DRAFTS_SEC	Click the Draft Amount link on the Account Overview - Balances page.	View a list of drafts that make up the customer's draft receivables balance.
Adjust Balance	ADJUST_BAL_SEC	Click the View Adjusted Balance button on the Account Overview - Balances page.	View an adjusted balance by excluding deduction, disputed, collection, and doubtful items.
Credit Card Details	AR_CRCARD_DETAILS	Click the Pay Balance by Credit Card link on the Account Overview - Balances page.	Access the Credit Card Details page where you can update credit card information and pay the balance by credit card.
Customer Aging Chart	CUST_AGCHRT_SEC	Click the Aging Chart link on the Account Overview - Balances page.	View a chart with the amount or count of a customer's items by aging category.
Account Overview - Profile	CUST_PROFILE_HDR	Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Profile	View customer profile information and use links to view in-process payments and outstanding items.
In Process Payments	CUST_PEND_PAY_SEC	Click the In Process Payments link on the Account Overview - Profile page.	View a customer's in-process payments.

Page Name	Definition Name	Navigation	Usage
Unapplied Payments	CUST_PEND_PAY_SEC	Click the Unapplied Payments link on the Account Overview - Profile page.	View a customer's unapplied payments.
Drafts Needing Approval	CUST_DRAFTS_SEC	Click the Drafts Needing Approval link on the Account Overview - Profile page.	View drafts needing approval.
Customer Pending Items	CUST_PEND_ITEM_SEC	Click the Customer Pending Items link on the Account Overview - Profile page.	View details for pending items.
Customer Trend 1	AR_CUST_TREND1	Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Trend 1	Review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.
Customer Trend 1 Chart	CUST_TRD1CHRT_SEC	Click the Customer Trend Chart link on the Customer Trend 1 page or the Customer Trend 3 page.	View a chart with a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.
Customer Trend 2	AR_CUST_TREND2	Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Trend 2	Review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.

Page Name	Definition Name	Navigation	Usage
Customer Trend 2 Chart	CUST_TRD1CHRT_SEC	Click the Customer Trend Chart link on the Customer Trend 2 page.	View a chart with a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.
Customer Trend 3	AR_CUST_TREND3	Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Trend 3	Review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to six history statistics for history IDs that track the number of days by period, for example, average days late.

Reviewing Customer Balances

Access the Account Overview - Balances page (Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Balances).

Balances Profile Customer Action Customer Trend 1 Customer Trend 2 Customer Trend 3

SetID: Unit: Customer: Apex Systems*Level: Search

[Add Conversation](#)

Most Recent Activity				
	Item ID	Date	Amount	Currency
Item ID:	RE-00006634	04/10/2009	66.38	USD
Payment:	12345	09/19/2003	3,000.00	USD

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		75,000.00	USD
Balance:	21	1,413,919.53	USD
Past Due:	21	1,413,919.53	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collections:	0	0.00	USD
Vendor Balance:	0	0.00	USD
Draft Amount:	0	0.00	USD
High Balance YTD:		1,413,919.53	USD
Sales YTD:		0.00	USD
Last Year Sales:		0.00	USD

[View Adjusted Balance](#) [Pay Balance by Credit Card](#)

Summary Aging			
06 121+	20	1,326,433.89	USD

Find | View All First 1 of 1 Last

Account Overview - Balances page

Enter search criteria for the customer, and click Search.

Item ID Displays the most recent item for the customer, the item date, and amount. Click to access the View/Update Item Details component (ITEM_MAINTAIN) for the item, and view or change the item details.

Payment Displays the most recent payment for the customer, the payment date, and amount. Click to view a list of items that were paid by the payment.

Pay History Days Displays the weighted average number of days late for payments from the customer. Click to access the Customer Payment History page, where you view the customer's weighted average payment history (the number of days and the basis amount) period by period. This link is available only if you entered a business unit.

Credit Limit	Displays the customer's credit limit. Click to open the Credit Profile page for the customer, where you view or enter customer credit profile information including credit limit review dates and dispute and collection status.
Corporate Credit Limit	Displays the corporate customer's credit limit. Click the link to access the Credit Profile page for the corporate customer, where you can update the credit limit.

Reviewing Customer Balances

The information that appears on the Account Overview - Balances page depends on the balances that you select to see on the AR Account Overview Balances page in installation options. The Balance and Past Due fields always appear. If there is no currency code and the balance is 0, the Amount field is blank.

Balance	Displays the total receivables balance and the number of items that make up the balance. Click to access the Item List page and view a list of items that make up the customer's balance.
Past Due	Displays the past due balance (all items with a due date before the current date) and the number of items. Click to access the Item List page and view a list of items that are past due.
Deductions	Displays the total balance for deductions and the number of deductions. Deductions are items that you create on the payment or draft worksheet for short payments or items that you mark as deductions on the Detail 1 page. Click the link to access the Item List page and view a list of deductions.
Disputed	Displays the disputed balance and the number of disputed items. Use the Detail 1 page to indicate that an item is in dispute. Click the link to access the Item List page and view a list of disputed items.
Doubtful	Displays the doubtful balance and the number of doubtful items. A doubtful item is an item that you transferred to a doubtful receivable account using the transfer worksheet. Click the link to access the Item List page and view a list of doubtful items.
Collections	Displays the total balance for items in collection and the number of items. Use the Detail 1 page to indicate that an item is in collection. Click the link to access the Item List page and view a list of items in collection.
Customer Deposits	Displays the total amount of deposits that were made by the customer for orders and the number of deposits. Click the link to access the Customer Deposits page and view a list of all deposits that were made by the customer, the associated sales order for each deposit, and activity associated with each deposit.
Vendor Balance	Displays the amount of the vouchers that is owed to the customer and the number of vouchers. Click to view a list of the customer's vouchers or invoices and their amounts.

Draft Amount	Displays the total amount of drafts that are not complete. Click to view the actual debt for drafts that are past due, the grace amount (amount of the drafts that are not yet due), and the total amount due for approved, remitted, and dishonored drafts. The page displays a list of incomplete drafts.
High Balance YTD (high balance year-to-date)	Displays the high balance for the current fiscal year. Click the link to access the Customer History page, where you can view the customer's high balance history period by period.
Sales YTD (sales year-to-date)	Displays the year-to-date sales amount. Click the link to access the Customer History page, where you view the customer's sales history period by period.
Last Year Sales	Displays the amount of last year's sales. Click the link to access the Customer History page, where you view the customer's sales history period by period.
View Adjusted Balance	Click to access the View Adjusted Balance page and view an adjusted balance by excluding selected types of exception items and collection items.
Pay Balance by Credit Card	Click to access the Credit Card Details page where you can update credit card information and pay the balance by credit card. If any of the items that make up the customer balance are not available for payment by credit card, the system enables you to exclude these items and make a payment for any remaining items. Items are not available for payment by credit card if the items: • Have not successfully passed budget checking. • Are already selected in another group. • Do not have a payment method of Check or Credit Card. • Are vendor rebate or claimback items. • Have been settled by credit card in PeopleSoft Billing or eBill Payment. See Chapter 22, "Managing Credit Card Payments," Viewing and Updating Item Details, page 714.

Note. If the items in the category are in multiple currencies, the page displays ****Multiple Currencies**** for the category.

Reviewing Aging

The Summary Aging grid has one line for each aging category that is defined on the Aging page. Click the links to access the items in the selected aging category.

Click the Aging Chart link to display a chart that shows a customer's aging information. The chart contains the same data that appears in the Summary Aging grid.

Note. You must run the Aging Application Engine process (AR_AGING) to view the data in this grid.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Selecting Receivables Balance Display Options

Excluding Exception and Collection Items from Balances

Access the Adjust Balance page (click the View Adjusted Balance button on the Account Overview - Balances page).

Exclude Dispute Items, Exclude Deduction Items, Exclude Doubtful Items, and Exclude Collection Items	Select the type of items to exclude from the balance.
Re-Calculate	Click to calculate the customer's balance, excluding the items that you selected.
Adjusted Amount	Displays the adjusted balance in the base currency of the business unit.
Adjusted Display Amount	If you selected the Use AR Display Currency check box for the business unit, this field shows the amount in the display currency for the business unit or in the display currency that you selected for the Account Overview - Balances page on the Display Currency Conversion page.

Viewing Aging Information in a Chart

Access the Customer Aging Chart page (click the Aging Chart link on the Account Overview - Balances page).

Chart Selection	Select the values to display in the chart. Values are: <i>Count</i> : Displays the number of items in each category. <i>Amount</i> : Displays the amount in each category.
Chart Type	Select the type of chart to display. Values are: <i>2D Bar Chart</i> , <i>2D Pie Chart</i> , <i>3D Bar Chart</i> , <i>3D Pie Chart</i> , <i>Line Chart</i> , and <i>Stacked Bar</i> .
Draw Chart	Click to redraw a chart based on the new selection criteria.
Previous Set and Next Set	Click to scroll through multiple sets of data in the chart. If the data fits into one single set, the links are not available.

Note. You must run the Aging process to view data in the chart.

Item Information

Click an aging category in the chart to view the items that make up the category in the Items for Category grid.

Reviewing a Customer's Profile

Access the Account Overview - Profile page (Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Profile).

BalancesProfileCustomer ActionCustomer Trend 1Customer Trend 2Customer Trend 3

SetID: Unit: Customer: Apex Systems*Level:

[Add Conversation](#) [Customer Pending Items](#) [Item List](#)

Customer Information

Address 1:2050 Gateway Place

Address 2:Suite 101

City:San JoseState:CA

Country:USAPostal:95110

Corporate ID:1001Apex Systems

Remit to Bank:USBNKRemit to Bank Account:CHCK

Terms:Collection Customer Group:☐ Credit Hold

Customer ID Number

CustomizeFindView AllFirst1 of 1Last

Type	ID Num

Customer Contacts

CustomizeFindView AllFirst1-5 of 9Last

Contact Name	Phone	Phone Extension	Phone Type
Anna Anderson	925/555-1212		BUSN
Anna Anderson	888/967-2234		FAX
MOM1	800/867-2253		BUSN
MOM1	800/867-2253		FAX
Mary Lewis	18005551212		BUSN

Account Overview - Profile page

Enter search criteria for the customer, and click Search.

Remit to Bank and Remit to Bank Account

Displays the bank and bank account to which you instructed the customer to send payments. The address for this bank account appears on correspondence. You assign the bank to the customer on the Correspondence Options page. If you do not assign one to the customer, you assign the default value to each business unit on the Receivables Options - General 1 page.

Terms	Displays the payment term ID that is assigned to the customer. The terms determine the rules for calculating item due dates and discount amounts and dates.
Collection Customer Group	Displays the code for the collection customer group to which the customer belongs. You can define collection and assessment rules for the Condition Monitor Application Engine process (AR_CNDMON) for customers in a specific collection group. You assign a customer to a collection group on the Customer Group Info (customer group information) page.
Credit Hold	If this check box is selected, the customer has been put on a credit hold. When you run the Condition Monitor process, the process searches for customers with credit holds and creates an action based on the rules that you define.

Most Recent Conversations

The Most Recent Conversations scroll area displays the comments for all conversation entries for the customer.

DateTime	Displays the date and time that the conversation entry was entered.
User ID	Displays the user ID of the individual who entered the conversation entry.
Visible	Indicates whether self-service users (customers, brokers, and salespeople) can view the conversation on the Receivables self-service pages. If this field is selected the conversation entry can be viewed.
Contact ID	Displays the customer contact information with whom the user spoke, including the Telephone number and Extension for the contact.
Comments	Displays the text that was recorded for the conversation entry.

Customer ID Number

Show DB Information (show Dun & Bradstreet information)	Click to access the Dun & Bradstreet component (CUSTOMER_DB) and view the details of the Dun & Bradstreet report.
Type and ID Number	Displays the type of reporting entity, such as Dun & Bradstreet, and the ID code, such as the Data Universal Numbering System (DUNS) number.

Customer Contacts

The Customer Contacts grid displays all contacts that are associated with the customer and contact information. Click a contact link to access the Contact page, where you view details for the contact.

Links to Additional Pages

- Drafts Needing Approval**
- Click to view a list of drafts needing approval.
- Unapplied Payments**
- Click to view unapplied payments for the customer.
- In Process Payments**
- Click to view a list of in-process payments for the customer.
- Customer Pending Items**
- Click to view a list of pending items for the customer.

Reviewing Customer Trends

Access the Customer Trend 1 page, the Customer Trend 2 page, or the Customer Trend 3 page (Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Trend 1, or Customer Trend 2, or Customer Trend 3).

BalancesProfileCustomer ActionCustomer Trend 1Customer Trend 2Customer Trend 3

SetID: SHAREUnit: US001Customer: 1001Apex SystemsSearch

Fiscal Year: 2009Item List

Trends

HIGH BALANCE AMOUNT

Trend DetailCustomize

Period	Amount	Currency
12		
11		
10		
9		
8		
7		
6		
5		
4	1,413,919.53	USD
3		
2		
1		

HIGH PAST DUE

Trend DetailCustomize

Period	Amount	Currency
12		
11		
10		
9		
8		
7		
6		
5		
4	1,326,433.89	USD
3		
2		
1		

HIGH CURRENT BALANCE

Trend DetailCustomize

Period	Amount	Currency
12		
11		
10		
9		
8		
7		
6		
5		
4		
3		
2		
1		

Account Overview - Customer Trend 2 page

The three pages that display customer trends work the same way.

Enter search criteria for the customer.

Fiscal Year

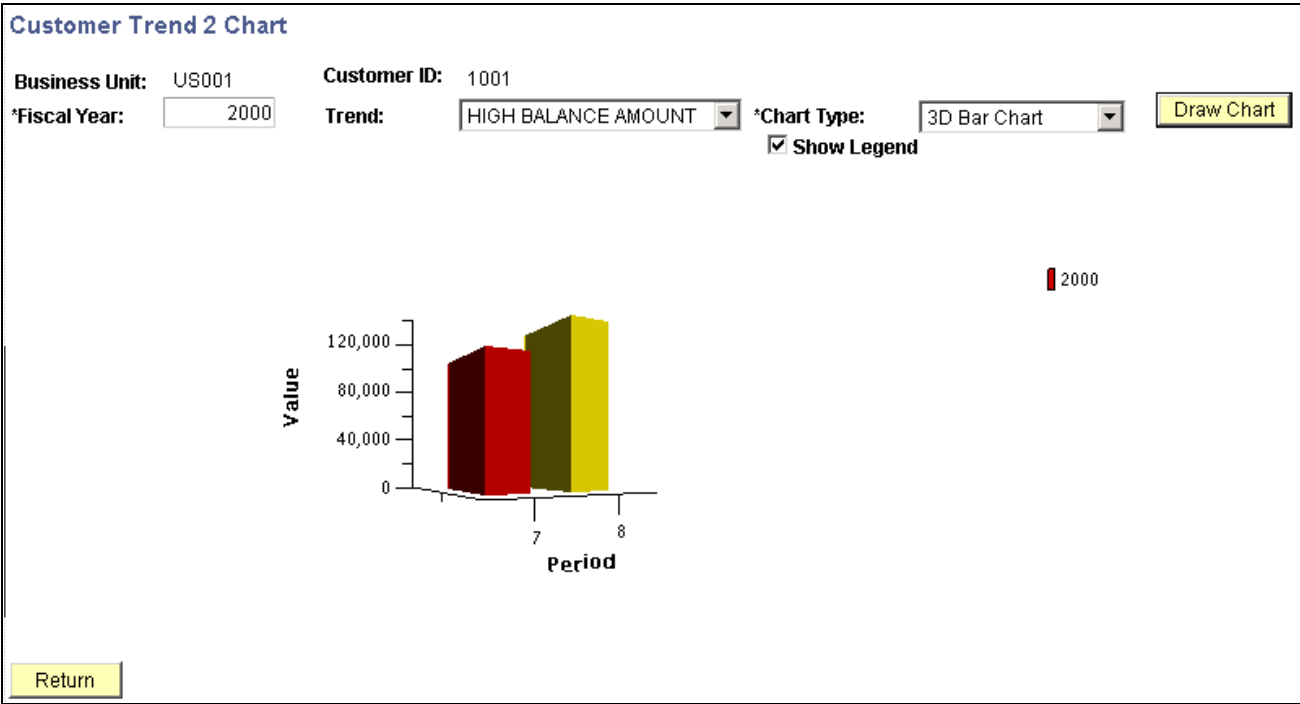
Enter the calendar year that contains the periods for which you want to compare data.

Customer Trend Chart

Click to access either the Customer Trend 1 Chart page or the Customer Trend 2 Chart page, where you view a chart with the historical statistics.

Viewing Trend Information in a Chart

Access the Customer Trend 1 Chart page or Customer Trend 2 Chart page (click the Customer Trend Chart link on the Customer Trend 1 page or the Customer Trend 3 page).



Customer Trend 2 Chart page

Trend

Select the history for the historical statistics that you want to view.

Chart Type

Select the type of chart for the statistics. Values are *2D Bar Chart*, *2 Pie Chart*, *3D Bar Chart*, *3 Pie Chart*, *Horizontal Bar*, *Line Chart*, and *Stacked Bar*.

Reviewing Additional Customer Account Information

PeopleSoft Receivables provides several inquiry pages that enable you to review specific information for a customer, such as a list of outstanding items and their balance. These pages display amounts in the base currency for the business unit. If you selected the Use an AR Display Currency check box for the business unit on the Display Currency Options page, the pages also display the amounts in the display currency for the business unit. You can override the display currency. If the items that make up the amounts are in different currencies, the system displays the note *****Multiple Currencies***** instead of an amount.

This section lists common elements and discusses how to:

- Review customer history.
- Review customer history in a chart.
- Review customer hierarchy.
- Review draft information.
- Review aged customer accounts.
- View activities for customers.
- View customers' direct journal payments.

Common Elements Used in This Section

Balance	Click to view a list of items that make up the balance on the Account Overview - Balances page.
Hi Balance (high balance)	Displays the highest balance for the customer since you last ran the Aging process.
Hi Past Due (high past due)	Displays the highest past due amount for the customer since you last ran the Aging process.
Past Due	Click to view past due items on the Item List page.

Pages Used to Review Additional Customer Account Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Outstanding Customer Items	CUST_PENDING_ITEM	Accounts Receivable, Customer Accounts, Customer Information, Customer Pending Items, Outstanding Customer Items	View information about pending items for all maintenance, billing, overdue charge, or transfer items.

Page Name	Definition Name	Navigation	Usage
Customer Balances	CUSTOMER_BALS	Accounts Receivable, Customer Accounts, Customer Information, Breakdown Balances, Customer Balances	View the customer's balance.
Customer Credit Profile	CUST_CREDIT_PROF	Accounts Receivable, Customer Accounts, Customer Information, Credit Profile, Customer Credit Profile	View customer balances and aging information in the currency that is associated with the customer's credit limit. The system converts all open items for the customer from the base currency to the credit limit currency using the currency code and the rate type on the Credit Profile page. This information is useful when you need to manage a customer's credit and the transactions in multiple currencies. The page also displays the customer credit limit information.
History	CUSTOMER_HISTORY	Accounts Receivable, Customer Accounts, Customer Information, Customer History, History	View both user-defined history and system-defined history. The system stores customer history based on the fiscal years and periods that you define on the Detail Calendar page.
History Chart	CUSTOMER_HISTCHRT	Accounts Receivable, Customer Accounts, Customer Information, Customer History, History Chart	View a chart with customer history information.
Customer Hierarchy	CUSTOMER_HIERARCHY	Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy, Customer Hierarchy	Review a customer hierarchy.
Customer Drafts	CUSTOMER_DRAFTS	Accounts Receivable, Customer Accounts, Customer Information, Customer Drafts, Customer Drafts	View customer draft balances and other draft information.
Aging	CUSTOMER_AGING	Accounts Receivable, Customer Accounts, Customer Information, Customer Aging, Aging	View or update aged accounts. You must run the Aging process to view information on this page.

Page Name	Definition Name	Navigation	Usage
Profile by Corporate Tree	CUST_PROF_CORPTREE	Accounts Receivable, Customer Accounts, Customer Information, Corporate Tree Profile, Profile by Corporate Tree	View customers in the corporate tree AR_CORPORATE_CUST, which you defined in PeopleSoft Tree Manager. You can also define a two-level customer relationship using the General Information page and the Corporate Customer page.
Customer Payments	CUSTOMER_PAYMENTS	Accounts Receivable, Customer Accounts, Customer Information, Payments, Customer Payments	View customer payments at a high or low level of detail.
Customer Payment History	CUSTOMER_PROFILEB	Accounts Receivable, Customer Accounts, Customer Information, Payment History, Customer Payment History	View payment history, balance, and sales information.
Outstanding Customer Payments	CUST_PENDING_PAY	Accounts Receivable, Customer Accounts, Customer Information, Outstanding Payments, Outstanding Customer Payments	View payments received, their identification, and their status in the processing cycle. View the number of outstanding payments and the total payment amount if the items are associated with multiple business units and have different currencies.
Item Activity	ITEM_ACT_QRY	Accounts Receivable, Customer Accounts, Customer Information, Customer Activity, Item Activity	View customer activity for a specific customer and date range.
Direct Journal	DIRECT_JRNL_QRY	Accounts Receivable, Customer Accounts, Customer Information, Review Customer Activity, Direct Journal	View all direct journal payments for a specific customer and date range.

Reviewing Customer History

Access the History page (Accounts Receivable, Customer Accounts, Customer Information, Customer History, History).

The Aging process and the Receivable Update Application Engine process (ARUPDATE) update the customer history elements. If you have not run these processes recently, the history figures that you see do not reflect up-to-date activity.

History ID Select either a system-defined or user-defined history ID. Use the percent sign (%) to group the IDs that begin or end with the same characters. For example, enter *DSO%* to display both DSO30 and DSO90 history IDs.

History Select the periods to display. Values are:

- *All*: Displays all available periods.
- *Most Recent*: Displays only the most recent period.

Reviewing Customer History in a Chart

Access the History Chart page (Accounts Receivable, Customer Accounts, Customer Information, Customer History, History Chart).

The default search parameters for the customer history information come from the History page. Override the values as needed.

Fiscal Year Enter the year for which you want to see the customer history. You can view history for only one year at a time.

Chart Type Select the type of chart to display. Values are *2D Bar*, *2D Pie*, *3D Bar*, *3D Pie*, *Horiz Bar* (horizontal bar) *Line Chart*, and *Stacked Bar*.

Reviewing the Customer Hierarchy

Access the Customer Hierarchy page (Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy, Customer Hierarchy).

Customer Hierarchy

SetID: Unit: Customer: *Level:

Customer SetID: SHARE
 Customer ID: 1001 Apex Systems
 Customer Balance: \$1,427,264.28 Currency: USD

Corporate Balances			
Customer Hierarchy	Item Balance	Past Due	Credit Limit
1 - 1001 - Apex Systems	\$1,427,264.28	\$1,427,264.28	
1.1 - 1001 - Apex Systems	\$1,413,919.53	\$1,413,919.53	\$75,000.00
1.2 - CWBUSD1001 - Apex Piping Inc.	\$8,938.94	\$8,938.94	
1.3 - CWBUSD1002 - Apex Specialty Alloys	\$4,405.81	\$4,405.81	

Customer Hierarchy page

The Correspondence, Remit From, and Corporate Customer Hierarchy are created from the Customer Information, General Information page.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Correspondence, Remit From, and Corporate Hierarchies.

Reviewing Draft Information

Access the Customer Drafts page (Accounts Receivable, Customer Accounts, Customer Information, Customer Drafts, Customer Drafts).

Enter search criteria and sort criteria in the Draft Selection group box.

Draft Amount Click to view the Draft Receivables page, which shows all of a customer's accepted drafts that have been posted but are not yet complete.

Risk Amount Click to view the Draft Receivables page, which shows the customer balance total and the draft amount for the customer.

Reviewing Aged Customer Accounts

Access the Aging page (Accounts Receivable, Customer Accounts, Customer Information, Customer Aging, Aging).

Search Criteria

Use the search fields at the top of the page to select the details about the customer.

Aging Information

The page displays *New Balance* if the customer's balance has changed since it was last aged. This indicates that you may want to rerun the Aging process.

Aged Date

Displays the system date from the beginning of the aging run. For example, if the Aging process starts at 11:58 p.m. on September 12 and ends at 12:01 a.m. on September 13, the aged date is September 12.



Click the Update Aging button to age the customer's items during the next run of the Aging process.

Customer Balances

The monetary amounts in the Customer Balances group box appear in either the base currency or the display currency for the business unit. To change from the base currency to the display currency, select the Use an AR Display Currency field for the business unit on the Display Currency Options page.

Customer Aging

The Customer Aging group box has one line for each aging category that is defined on the Aging page. Click the links to access the items in the selected aging category.

See Also

[Chapter 37, "Aging Receivables Items," page 1141](#)

Viewing Activities for Customers

Access the Item Activity page (Accounts Receivable, Customer Accounts, Customer Information, Customer Activity, Item Activity).

The system sorts the activities in the Item Activity grid by business unit, customer ID, accounting date, and entry type.

Item ID

Click an item ID link to access the View/Update Item Details component, where you can view details about the item, including accounting entries and all activity for the item.

Entry Type

Identifies the type of activity.

Viewing Customers' Direct Journal Payments

Access the Direct Journal page (Accounts Receivable, Customer Accounts, Customer Information, Review Customer Activity, Direct Journal).

The system sorts the direct journal payments in the list by accounting date, deposit business unit, deposit ID, and payment ID.

Payment ID

Click a payment ID to access the Directly Journalled Payments page, where you view the details for the direct journal payment, including the distribution lines.

Chapter 34

Researching Receivables

This chapter lists common elements and discusses how to:

- Review item information.
- Review item activity information.
- Review receivables activity for a business unit.
- Review the source accounting entries for journal lines.

Common Elements Used in This Chapter

Balance	Displays the open amount for an item.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations associated with the item. If there are multiple conversations, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Reviewing Item Information

This section provides an overview of item searches and item lists and discusses how to:

- Research a customer's items.
- Enter search criteria.

See Also

[Chapter 23, "Maintaining and Reviewing Item Information," Changing and Reviewing Item Information, page 725](#)

Understanding Item Searches and Item Lists

Use the Item List component (ITEM_LIST) to search for items for a specified customer or business unit. You can also generate a list of items spanning multiple customers based on the search parameters that you entered. Use the Advanced Search function to enter and save search criteria based on field values in the Item table (PS_ITEM).

Pages Used to Review Item Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Item List	ITEM_LIST	Accounts Receivable, Customer Accounts, Item Information, Item List, Item List	Build and view a list of items for a customer that matches your search criteria. Use links to view details for a specific item.
Advanced Search	ITEM_LIST_SEARCH	Accounts Receivable, Customer Accounts, Item Information, Item List, Advanced Search	Enter search parameters to generate a list of items based on field values in the Item table.

Researching a Customer's Items

Access the Item List page (Accounts Receivable, Customer Accounts, Item Information, Item List, Item List).

Item List

Advanced Search

SetID:

Unit:

Customer:

New World Outdoor Equipment, Inc.*Level:

Search

Advanced Search

*Status:

Add Conversation

Account Overview

Row Selection

Item Action

Range:

GO

Select All

Deselect All

Select Action...

GO

Item List

Customize | Find | View All |

First 1-8 of 51 Last

Detail 1

Detail 2

Detail 3

Detail 4

Detail 5

Detail 6

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	☐	0000678524			1 US001	USA01	Open	NET45	IN	OTHER	10/25/2009	-13	1,408.57	USD
2	☒	0000678528			1 US001	USA01	Open	NET45	IN	OTHER	11/23/2009	-42	359.97	USD
3	☒	0000678531			1 US001	USA01	Open	NET45	IN	OTHER	12/24/2009	-73	359.97	USD
4	☐	DMNV1-100			5 US001	USA01	Open	IMMED	IN		05/11/2000	3441	1,021.39	USD
5	☐	DMNV1-101			5 US001	USA01	Open	IMMED	IN		05/11/2000	3441	1,251.75	USD
6	☐	DMNV1-102			5 US001	USA01	Open	IMMED	IN		05/11/2000	3441	1,088.62	USD
7	☐	DMNV1-103			5 US001	USA01	Open	IMMED	IN		05/11/2000	3441	1,130.09	USD
8	☐	DMNV1-104			5 US001	USA01	Open	IMMED	IN		05/11/2000	3441	435.70	USD

Search Result Totals

Debits:	46	Debit Amount:	58,501.05	Currency:	USD
Credits:	5	Credit Amount:	-4,251.70	Currency:	USD
Total:	51	Total Amount:	54,249.35	Currency:	USD
Selected:				Selected Currency:	

Item List page

Add Conversation

Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.

Account Overview

Click to access the Account Overview - Balances page, where you can view various balances for the customer and access customer profile information, customer trend information, and the customer action list.

See [Chapter 33, "Researching Customer Accounts," Reviewing Customer Account Information, page 1034.](#)

Display Currency

Click to open a page where you can change the display currency. This button is available only if you selected the Use an AR Display Currency (use an accounts receivable display currency) option for the business unit on the Currency Display Options page.

Entering Search Criteria

Use the search fields at the top of the page to identify customers whose items you want to review, or use the Advanced Search page to enter detailed search parameters.

Unit	Leave blank to view items for the customer across all business units.
Customer	Enter the customer ID of the customer whose items you want to view, or leave blank to view all items in the business unit. Click the customer link to the right of this field to access the General Information component (CUSTOMER_GENERAL), where you can view and change customer information.
Level	Select <i>No Relationship</i> (no customer relationships are considered), <i>Corporate</i> (corporate customer), <i>Correspondence</i> (correspondence customer), or <i>Remit From</i> (remit from customer).
SubCust1 (subcustomer 1) and SubCust2 (subcustomer 2)	Enter the subcustomer identifier code assigned to a customer to record history and aging information for a subset of customers. These fields are available only if you set up the customer to include subcustomers.
Status	Select a value to see a subset of items in the list. Values are: <i>All</i> (all items), <i>Closed</i> (closed items), <i>Collections</i> (items in collection), <i>Deduction</i> (deduction items), <i>Dispute</i> (items in dispute), <i>Doubtful</i> (items marked as doubtful), <i>Last Conv</i> (items from the last conversation), <i>Open</i> (open items), or <i>Past Due</i> (items that are past due).
Search	Click to search for items for the customer or business unit. If you have saved search preferences, the system limits the list to items that match the search criteria.

Selecting Items

Range and Go	Enter the row numbers for the range of items to select and click Go.
Select All and Deselect All	Click to select or deselect the selections for all items in the list.

Working with Items

The Item List grid displays the results of the search criteria that you selected. It can display a limited number of items. The maximum number of items that appears in the Item List grid is known as a *chunk*. Use the *chunking* arrow buttons to move from chunk to chunk to find items. You define the maximum number of items in a chunk on the Installation Options - Receivables page by entering a number in the Max Number of Rows in Scrolls (maximum number of rows in scrolls) field.

Click the Customize link to sort by column, reorder, hide, and freeze columns. This enables you to put the key fields that you want to review on the Detail 1 tab and sort the data.

See the section on using grid and scroll area controls in the *PeopleTools PeopleBook: PeopleSoft Applications User's Guide*.

Item Action and Go

Select an option to perform an action, to generate a report, or to view information for all the selected items, and then click Go. Values are:

Generate A Dunning Letter: Create a dunning letter for the customer. If you select the option for printing dunning letters, the system runs the DUNITEM multiprocess job that creates all three reports (AR33001, AR33002, and AR33003). You must define a server for the job definition before you use this option. If you enabled acceptgiro processing for the item's business unit, the system prints these dunning letter with the acceptgiro stub: AR33A01/ARX33A01, AR33A02/ARX33A01, AR33A03/ARX33A03.

See [Chapter 38, "Generating Correspondence," \(NLD\) Understanding Acceptgiro Form Printing, page 1152.](#)

Generate An Open Item Report: Run the AR Customer Item Inquiry report (AR34003) for the customer. This report lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date.

Multi-Item Update: Access the Multi-Item Update page and change field values for all selected items.

Pay by Credit Card: Access the Credit Card Details page to authorize and settle the transaction.

Note. If an item cannot be selected the item is highlighted in red and an error message that explains why the item cannot be paid by credit card appears.

See [Chapter 33, "Researching Customer Accounts," Reviewing Customer Balances, page 1038.](#)

See [Chapter 22, "Managing Credit Card Payments," page 691.](#)

Reprint Invoices: Reprint invoices for selected items.

See [Chapter 38, "Generating Correspondence," Reprinting Invoices, page 1180.](#)

Tie To A New Conversation: Access the Conversations page and add a new conversation. The system associates the selected items with the conversation.

Tie To The Last Conversation: Access the Conversations page and add information to the most recent conversation for the customer. The system associates the selected items with the conversation.

View Items And Item Activity: Access the Selected Items page and view summarized item details and activity for selected items.

Sort All	Use to sort <i>all</i> items in the worksheet, not just the items that are displayed in the scroll area. This field is not available if the number of rows does not exceed the maximum chunk size. Options are <i>Due Date</i> or <i>Item</i>. Click Go to resort all items in the grid. Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. We recommend a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.
Item	Click the link for an item to access the View/Update Item Details component (ITEM_MAINTAIN), where you can view and update item details and view item activity and accounting entries. You can also access details for the sales order, invoice, contract, or promotion associated with the item in PeopleSoft Order Management, PeopleSoft Billing, PeopleSoft Contracts, or PeopleSoft Promotions Management.
Activities	Displays the numbers of activities for the item. For example, you could have two activities: one for the original item and one for a partial payment.
	Click the Conversation Exists button to access the Conversations page, where you can view conversations associated with the item. This button is available only if the item is associated with an existing conversation. If the item has multiple conversations associated with it, the system displays a list of conversations.
Conversation Exists?	Displays a Y in the field if the item has conversation entries associated with it. Use the option to sort the list by items that have associated conversation entries.

Viewing Search Total Results

Debits and Debit Amount	Displays the total number and amount of all retrieved debit items, not just the items in the current chunk.
Credits and Credit Amount	Displays the total number and amount of all retrieved credit items.
Total and Total Amount	Displays the total number and amount of all retrieved items.
Selected and Selected Amount	Displays the total number of selected items and the amount of the items. You must click Refresh before you can see these figures.

Note. The currency code and all amounts are blank if the items in the list contain multiple currencies.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Managing Conversations," Entering and Reviewing Conversations

Chapter 23, "Maintaining and Reviewing Item Information," Updating Multiple Items, page 746

Entering Search Criteria

Access the Advanced Search page (Accounts Receivable, Customer Accounts, Item Information, Item List, Advanced Search).

Item List

Advanced Search

SetID:

Unit:

Customer:

[New World Outdoor Equipment, Inc.](#)

*Level:

No Relationship

*Status:

Open

Search Preferences:

Search

Cancel

Clear

Save

Delete

Item Responsible Parties

AR Specialist:

Equal

Credit Analyst:

Equal

Broker ID:

Equal

Collector:

Equal

Sales Person:

Equal

Reference Data

Item Type

Balances

Dates

Search

Cancel

Clear

Save

Delete

Advanced Search page (1 of 3)

Reference Data

Item ID:	Equal	
Entry Type:	Equal	
Entry Reason:	Equal	
Invoice:	Equal	
Consol Inv:	Equal	
Order No:	Equal	
Document ID:	Equal	
Proof of Delivery:	Equal	
Bill of Lading:	Equal	
Purchase Order:	Equal	
PO Line:	Equal	
Claim Number:	Equal	
Aging Category:	Equal	
Contract:	Equal	
Promotion Code:	Equal	
Subrog Case No:	Equal	
Sold To Customer:	Equal	
Ship To Customer:	Equal	

Advanced Search page (2 of 3)

Item Type					
Collection Code:	Equal				
Collection Date:	Equal		31	Thru:	
Deduction Reason:	Equal				
Deduction Date:	Equal		31	Thru:	
Dispute Reason:	Equal				
Dispute Date:	Equal		31	Thru:	

Balances			
Item Balance:	Equal		
Original Amount:	Equal		
Balance - Base Currency:	Equal		
Balance Currency:	Equal		

Dates					
Accounting Date:	Equal		31	Thru:	
Discount Date:	Equal		31	Thru:	
Due Date:	Equal		31	Thru:	
Dunning Date:	Equal		31	Thru:	
As Of Date:	Equal		31	Thru:	
Statement Date			31	Thru	

Search Preferences:

Advanced Search page (3 of 3)

To limit items on the Item List page, enter search parameters. If you do not specify a value for a search parameter, the system retrieves all the records for the parameter. For example, if you do not enter a collector, the system retrieves items assigned to all collectors.

For some parameters, you can enter a range of values to include in the search. For example, you can search for all items with a due date that falls between January 1, 2005 and January 8, 2005. To search for a range, you must enter a value in the Thru field.

For each parameter, you enter the operator for the criteria, such as *Equal*, *Greater Than*, *Between*, or *Exists*. Select *Exists* for any non-date field to retrieve items with any value in the field.

Note. You can expand and collapse the sections to control the number of viewable fields.

Search Preferences

Select an existing search preference or enter the name for a new search preference.

Search

Click to populate the Item List page with items that match your search preference criteria.

Important! If you enter new search criteria that you want to reuse, you must click Save.

Clear

Click to remove values from all fields on the Advanced Search page.

Save

Click to save a new search preference. The name that you specify for the search preference is available in the Preference field for future searches.

Delete

Click to delete the selected search preference.

Reviewing Item Activity Information

This section lists the pages that you use to review item activity information.

Note. If the items associated with a document are in multiple currencies, the system displays the note *****Multiple Currencies***** instead of an amount.

Pages Used to Review Item Activity Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Item Accounting Entries	ITEM_DATA3	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Accounting Entries	View the accounting entries for each item activity.
Item Activity Summary	ITEM_DATA2_MULTI	Accounts Receivable, Customer Accounts, Item Information, Item Activity Summary, Item Activity Summary	View a single-line summary of each item-related activity.
Item Activity From A Group	ITEM_GROUP	Accounts Receivable, Customer Accounts, Item Information, Item Activity From a Group, Item Activity From A Group	View activity for all items in a group.

Page Name	Definition Name	Navigation	Usage
Item Activity From A Payment	ITEM_PAYMENT	Accounts Receivable, Customer Accounts, Item Information, Items Activity From a Payment, Item Activity From A Payment	View items that were paid by a single payment after the Receivable Update Application Engine process (ARUPDATE) processed the payment. After the payment has been posted, you cannot return to the payment worksheet to view how it was applied.
Item Activity From A Draft	ITEM_DRAFT	Accounts Receivable, Customer Accounts, Item Information, Item Activity From a Draft, Item Activity From A Draft	View activity for draft items.
Item Activity From A Match Group	ITEM_SUB_GROUP	- Click the link for the match group ID on the Item Activity page. - Accounts Receivable, Customer Accounts, Item Information, Match Group Activities, Item Activity From A Match Group	View all matched items in a match group from the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) as well as the amounts matched.

Reviewing Receivables Activity for a Business Unit

You can use inquiry pages to look up customer balances and various summaries of other receivable activity at the business unit level.

This section discusses how to:

- View activity by business unit.
- View business unit history in a chart.
- Generate the Receivables Activity report.

Pages Used to Review Receivables Activity for a Business Unit

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Out of Balance Customer	CUSTOMER_OOB	Accounts Receivable, Receivables Update, Out of Balance Customers, Out of Balance Customer	Determine whether a customer's balance matches the total amount of the customer's open items. This page is available only if the balance and the open item total do not match for a customer in the business unit. This situation should never occur but if it does, then your database is out of sync. Contact the system administrator for your organization. This page helps the system administrator investigate the problem.
Unit Activity	SYSTEM_ACTIVITY	Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit Activities, Unit Activity	View activity that you posted to a business unit. The system includes only payments that are completely posted in the totals.
Unit Cash	BUS_UNIT_CASH	Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit Cash, Unit Cash	View cash applied and cash received by a business unit.
Unit Draft	BUS_UNIT_DRAFT	Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit Drafts, Unit Draft	View draft summary information at the business unit level.
Unit Aging	BUS_UNIT_AGING	Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit Aging, Unit Aging	View aging summary information at the business unit level.
Unit Aging Chart	BUS_UNIT_AGINGCHRT	Accounts Receivable, Receivables Analysis, Review Receivables Information, Unit Aging, Unit Aging Chart	View a chart with aging information for a business unit. The types of charts are two-dimensional bar, horizontal bar, line chart, or stacked bar.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Business Unit History	BUS_UNIT_HISTORY	Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit History, Business Unit History	View history summary at the business unit level.
Business Unit History Chart	BUS_UNIT_HIST_CHRT	Accounts Receivable, Receivables Analysis, Review Receivables Information, Unit History, Business Unit History Chart	View a chart with history information for a business unit. The types of charts are two-dimensional bar, horizontal bar, line chart, or stacked bar.
Receivables Activity	RUN_AR20005	Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables Activity Report, Receivables Activity	Enter run parameters for the Receivables Activity report (AR20005). Use this report to view activities and amounts for items with the ChartField values in the receivables (AR) distribution line specified on the run control. Note. The AR20005 Receivable Activity report assumes that any manually created overdue charge items are designated by a user defined entry type that is equal to or prefixed with OC. System-generated overdue charges already satisfy this criteria and are included in the Overdue Charge Amount column.

Viewing Activity by Business Unit

Access the Unit Activity page (Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit Activities, Unit Activity).

Activity Type Use to select a business unit activity. Each activity is divided into different categories of related system functions that perform the calculations. You can modify these categories on the System Functions 1 page.

Display Amount Switch Choose to display either the base amount and currency or the entry amount and currency on this page.

This table lists the business unit activities, categories, and system functions that should be associated with the categories on the System Function 1 page:

Description	Categories	System Functions
Activity Type	Billing Cash Applied Discounts Draft Management Direct Debit Management Overdue Charges Maintenance Refunds Transfers Write-offs - Maintenance Write-offs - Payments	IT-01, IT-02 WS-01, -04, -05, -06, -07, -08 WS-02, WS-03 DM-01, -02, -03, -04, -05, -06 DD-01, -02, -03, -04, -05 FC-01 MT-01, -04, -05 MT-08, MT-09 TR-01, TR-02 MT-02, -03, -06, -07 WS-09, -10, -11
Activity Type/Origin/Bank Code	Billing Cash Applied Discounts Draft Management Direct Debit Management Overdue Charges Maintenance Refunds-Maintenance Transfers Write-offs - Maintenance Write-offs - Payments If you selected <i>Breakdown by Origin</i> in the Activity Type/Origin/Bank Code field on the System Function 1 page for a system function, the system displays one row per origin ID or bank code, depending on the system function. Draft and payment groups use bank codes; all other groups use origins.	IT-01, IT-02 WS-01, -04, -05, -06, -07, -08 WS-02, WS-03 DM-01, -02, -03, -04, -05, -06 DD-01, -02, -03, -04, -05 FC-01 MT-01, -04, -05 MT-08, MT-09 TR-01, TR-02 MT-02, -03, -06, -07 WS-09, -10, -11
Entry Type	The system displays one row for each entry type that has activity.	Not applicable

Description	Categories	System Functions
Group-Type/Origin/Bank Code	The system displays one row for each group type. If you selected <i>Breakdown by Origin</i> in the Activity Type/Origin/Bank Code field on the System Function 1 page for a system function, the system displays one row per origin ID or bank code, depending on the system function. Draft and payment groups use bank codes; all other groups use origins.	Not applicable
Entry Type/Entry Reason	The system displays one row for each entry type and reason combination that has activity.	Not applicable

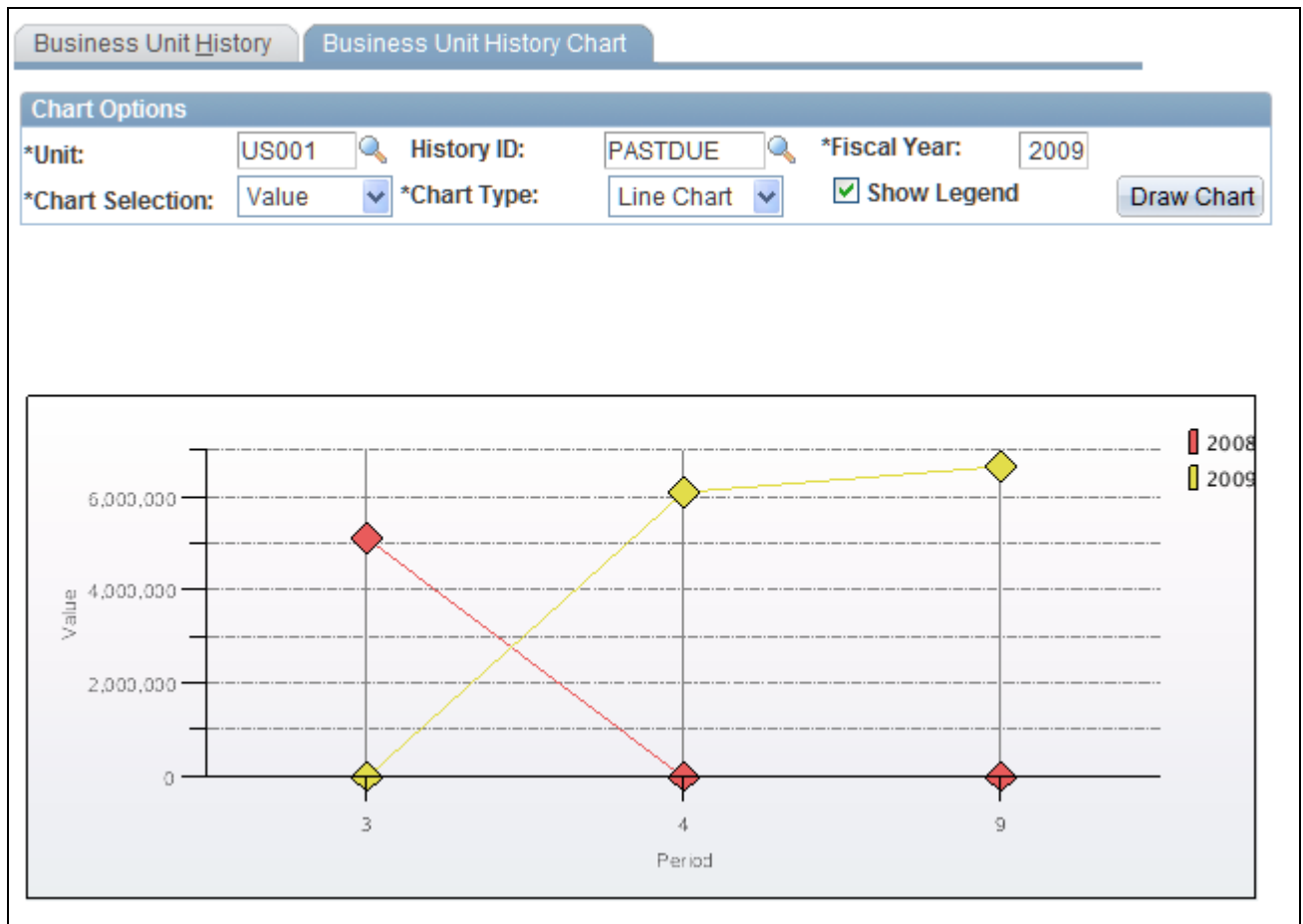
See Also

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)

[Chapter 17, "Configuring Page Features," Changing Activity Types, page 509](#)

Viewing Business Unit History in a Chart

Access the Business Unit History Chart page (Accounts Receivable, Receivables Analysis, Review Receivable Information, Unit History, Business Unit History Chart).



Business Unit History Chart page

Enter search criteria, the chart selection, and the chart type, and then click Draw Chart to display the chart.

Generating the Receivables Activity Report

Access the Receivables Activity page (Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables Activity Report, Receivables Activity).

Remaining Amount

Enter an operator, such as equal to or greater than, and enter an amount. The report includes only items whose balance meets the condition.

Only Write-off Activity

Select to include only items that have a write-off activity.

ChartFields

Enter the ChartField values for each ChartField in the AR distribution line used to select items for inclusion in the report.

Reviewing the Source Accounting Entries for Journal Lines

This section provides an overview of how to drill down from journal lines and discusses how to link drill-down pages with accounting entry definitions.

Understanding How to Drill Down from Journal Lines

You can view source transactions for PeopleSoft Receivables accounting entries from journal lines in PeopleSoft General Ledger for both standard and entry event journals. You search for journals in the Journals component (JOURNAL_INQUIRY) and drill down to source transactions for individual journal lines. The page that you access is based upon the selections that you made on the Accounting Entry Definition page.

You can also review source transactions for entry event journals directly from the menu in PeopleSoft Receivables.

Before you can view source transactions for a journal entry in PeopleSoft General Ledger, you must specify the exact type of information that you want to drill down to from the Journals component. To do so, you link a drill-down page with each accounting entry definition for which you generate journals.

See Also

PeopleSoft General Ledger 9.1 PeopleBook, "Reviewing Financial Information," Viewing Journal Information

Pages Used to Review Accounting Entries from General Ledger

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Accounting Entry Definition	JRNL_GEN_ACCTG_DEF	General Ledger, Journals, Subsystem Journals, Accounting Entry Definition, Accounting Entry Definition	Identify the drill-down pages for each accounting entry definition that the Journal Generator Application Engine process (FS_JGEN) uses to generate journals for PeopleSoft Receivables.
Journal Inquiry	INQ_JRNL_CRITERIA	General Ledger, Review Financial Information, Journals, Journal Inquiry, Journal Inquiry	Enter search criteria to retrieve a list of journals.
Journal Inquiry Details	INQ_JRNL_HDR_DTL	Click a journal ID on the Journal Inquiry page.	View journal lines for a journal and drill down to the source transactions in PeopleSoft Receivables.

Page Name	Definition Name	Navigation	Usage
Drill to Source	EE_ARITM_DRILL	- Accounts Receivable, Customer Accounts, Item Information, EE Journal Entries, Drill to Source  Click the Drill to Source button for a journal line on the Journal Inquiry Details page.	Review the accounting entries for receivables items for entry event journals.
Drill to Source	EE_ARDJR_DRILL	- Accounts Receivable, Payments, Direct Journal Payments, Journal Entry Drill Down, Drill to Source  Click the Drill to Source button for a journal line on the Journal Inquiry Details page.	Review the accounting entries for direct journal deposits and cash control accounting entries for entry event journals.

Linking Drilldown Pages with Accounting Entry Definitions

Access the Accounting Entry Definition page (General Ledger, Journals, Subsystem Journals, Accounting Entry Definition, Accounting Entry Definition).

Select one of the accounting definition names in the following table. In the Page Name field, select the object name of the page that you want to view.

Accounting Definition Name	Drill-Down Page	Object Name	Description
ARDEFN	AR Item Drill	AR_ITEM_DRILL_PNL	Displays standard accounting entries for items, such as invoices and payments, that you created online or during background processing. This page does not display direct journal payments and revaluation entries.

Accounting Definition Name	Drill-Down Page	Object Name	Description
ARDIRJRNL	AR Paymisc Drill	AR_PAYMISC_DRL_PNL	Displays standard direct journals and cash control entries created in PeopleSoft Receivables.
ARREVALUE	AR Rvl Drill	AR_RVL_DRILL_PNL	Displays standard accounting entries created to record gains and losses from the revaluation of foreign currencies.
EGAROIDEFN	Journal Drill Down	EE_ARITM_DRILL	Displays entry event accounting entries for items, such as invoices and payments, that you created online or during background processing. This page does not display direct journal payments and revaluation entries.
EGARDJDEFN	Journal Drill Down	EE_ARDJR_DRILL	Displays entry event direct journals and cash control entries created in PeopleSoft Receivables.

Select the Cross-Product Drill Down check box.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Journal Generator," Defining Accounting Entries

Chapter 35

Understanding Exception and Collection Processing

This chapter discusses:

- Deduction processing.
- Dispute processing.
- Default receivables (AR) specialist hierarchy.
- Deduction and disputed item splits.
- Collection processing.
- Conversation entry and review.
- Delivery of correspondence.
- Item inclusion and exclusion from receivables processes.
- Process scheduling.

See Also

[Chapter 7, "Setting Up Exception and Collection Processing," page 201](#)

[Chapter 36, "Managing Credit, Collections, and Exceptions," page 1089](#)

Deduction Processing

Customers may take deductions for any of these reasons:

- A promotion deal.

For example, they were promised that they could take 5 percent off an invoice once they reached a certain threshold for volume purchases.

- A nonpromotional discount resulting from damaged goods or a late delivery.

- A reason of their choosing.

For example, they are penalizing you because you sent a hard copy bill when they requested an electronic bill.

PeopleSoft Receivables provides several tools to help you track all deductions, collect unauthorized deductions, and offset deductions taken for legitimate reasons.

This section discusses:

- Process flow
- PeopleSoft Promotions Management integration

Process Flow

PeopleSoft Receivables integrates with PeopleSoft Order Management, PeopleSoft Billing, PeopleSoft Contracts, and PeopleSoft Promotions Management to facilitate the deduction management process. This section describes the process flow for deduction processing in these applications:

1. Enter your customer promotions in PeopleSoft Promotions Management.

You can view the status of these promotions directly from PeopleSoft Receivables.

2. Create sales orders in PeopleSoft Order Management.

You can view information about sales orders associated with deductions directly from PeopleSoft Receivables.

3. Create invoices in PeopleSoft Billing and use the Load AR Pending Items Application Engine process (BILDAR01) to interface the items to PeopleSoft Receivables.

You can view information about invoices associated with a deduction directly from PeopleSoft Receivables.

Note. If you use a third-party billing application, you can interface items to PeopleSoft Receivables, but you cannot view the original invoice information for an invoice associated with a deduction.

4. Create deductions in PeopleSoft Receivables in three ways.

When you create the deduction, the system automatically assigns an AR specialist to manage the deduction.

- When you apply the payment to the item on the payment worksheet, you can create a deduction for the difference between the item and the payment.
- When you run the Payment Predictor Application Engine process (ARPREDCCT), the system automatically creates a deduction if you use a payment predictor method with instructions to create deductions for underpayments.

Note. If you create a deduction after a payment is applied and posted, you must either unpost the payment group or apply a credit item to the deduction to reverse the deduction.

- You can manually mark an item as a deduction and assign a deduction reason on the View/Update Item Details - Detail 1 page.
-

Important! If you mark an item as a deduction manually, the system does not generate any accounting entries to indicate that the item is a deduction.

5. Run the Condition Monitor Application Engine process (AR_CNDMON) to put deductions on the action list for the assigned AR specialists and notify the specialists.
6. The AR specialist investigates the reason for the deduction and determines whether it is for a promotional deal, a legitimate deduction due to error in your organization, or that it needs to be collected.

During the investigation process, the AR specialist may perform these tasks to help determine how to handle the deduction:

- View or change details for the deduction, using the View/Update Item Details component (ITEM_MAINTAIN).
Drill down to see details about contracts, invoices, sales orders, and promotions related to the item.
- Assign an action and action owner to the deduction item for further research, such as asking a broker to obtain a copy of the proof of delivery slip.
- Create a conversation entry and attach documents, if needed, for a broker or sales person, or enter comments about a conversation with the customer concerning the deduction.
- Split the deduction into multiple deductions because the deduction amount is actually for two types of deductions, such as a promotion and damaged goods.

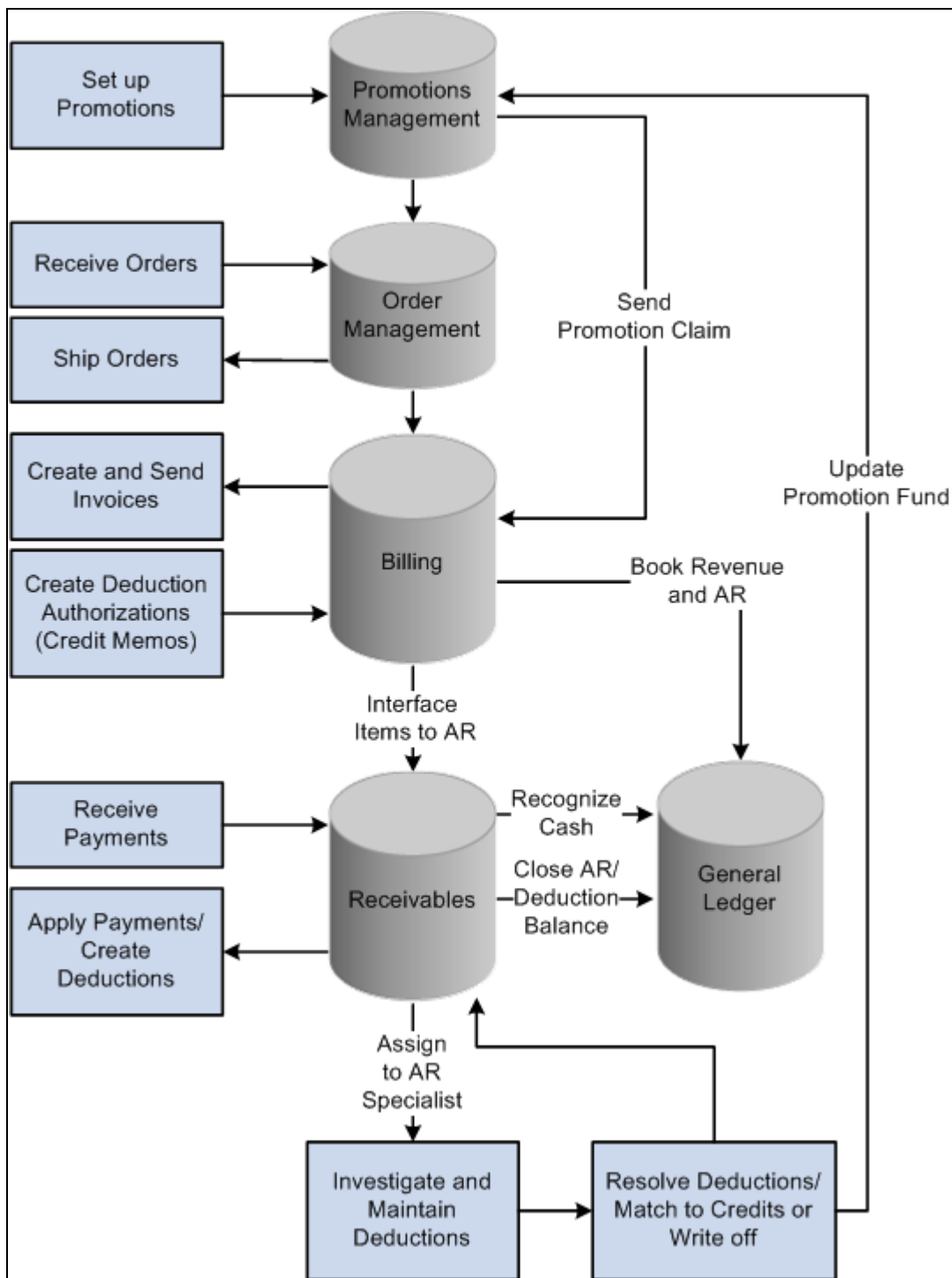
7. If you plan to match the deduction with an offset item, either enter a credit memo in PeopleSoft Billing and run the Load AR Pending items process to send the credit memo to PeopleSoft Receivables, or enter the credit memo directly in PeopleSoft Receivables.

If you use PeopleSoft Promotions Management, enter and approve a customer claim for the amount of the offset item. Then run the Payment Load Application Engine process (TD_PAYMENTS) to update the PeopleSoft Billing interface tables, instead of entering the credit memo in PeopleSoft Billing.

8. Use the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) to resolve the deduction by either matching it with a credit item or writing it off.

9. Run the Receivable Update Application Engine process (ARUPDATE) to update the customer balances, update the item activity, and create accounting entries.

This diagram shows the deduction process flow. Customer promotions created in PeopleSoft Promotions Management, orders are received and shipped in PeopleSoft Order Management, and invoices are created and sent and deductions authorizations (credit memos) are created in PeopleSoft Billing. PeopleSoft Billing books invoice revenue and accounts receivable in General Ledger and updates the items in PeopleSoft Receivables, where payments are received and the cash is recognized in PeopleSoft General Ledger. The payments are applied to the items in PeopleSoft Receivables, deductions are created, the transaction is closed and updated in the PeopleSoft General Ledger along with the deduction balance. An AR specialist is then assigned to investigate and maintain the deductions, where they are resolved by either matching them to credits or writing them off. Once the deductions have been resolved, the information is updated in PeopleSoft Promotions Management.



Deduction process flow from creating customer promotions in PeopleSoft Promotion Management to closing the Receivables transactions and resolving the deductions.

See Also

Chapter 21, "Applying Payments," page 641

Chapter 23, "Maintaining and Reviewing Item Information," page 725

PeopleSoft Promotions Management 9.1 PeopleBook, "Defining Promotions"

PeopleSoft Order Management 9.1 PeopleBook, "Introduction to Sales Order Entry"

PeopleSoft Billing 9.1 PeopleBook, "Integrating with PeopleSoft Receivables, General Ledger, and Accounts Payable," Running the Load AR Pending Items Process (BILDAR01)

Chapter 36, "Managing Credit, Collections, and Exceptions," page 1089

PeopleSoft Promotions Management Integration

If you use PeopleSoft Promotions Management, you can associate a deduction with a promotion and merchandising type that you created in that application. You enter the promotion code and merchandising type on the View/Update Item Details - Detail 2 page or when you create the deduction using the payment worksheet. If a promotion has more than one merchandising type in PeopleSoft Promotions Management, you can create a separate deduction for each type. If you are marking an item as a deduction on the View/Update Item Details - Detail 1 page, you can split it so that you can assign a separate merchandising type to each deduction.

If you use PeopleSoft Promotions Management and PeopleSoft Billing, we recommend that you enter a customer claim for a promotion and create a credit memo to offset an authorized deduction. Take these steps in PeopleSoft Promotions Management:

1. Enter the claim and select *Deduction* for the payment method.

This indicates that you do not want to send the credit memo to the customer.
2. Approve the claim.
3. Update the Billing Interface table (PS_INTFC_BI) in PeopleSoft Billing, using the Payment Load process.

Then you run the Billing Interface Application Engine process (BIIF0001) in PeopleSoft Billing to create the credit memo.

You can create the customer claim and credit memo before or after the customer actually takes the deduction.

PeopleSoft Receivables has only one promotion code and merchandising activity for each item. If you want to match deductions to credit items using the promotion code and merchandising activity, you must enter a promotion code and merchandising activity for each credit memo in your billing application, at the header level. Then enter the promotion code and merchandising activity for each deduction on the View/Update Item Details - Detail 2 page or when you create the deduction using the payment worksheet on the Detail View page.

Although we recommend that you create credit memos for authorized claims, you can manually write off a deduction that is related to a promotion in PeopleSoft Receivables. If you manually write off promotion-related deductions, you must create unique entry reasons that identify the write-off as a promotion and that create the appropriate accounting entries. You must also enter the promotion code and, if applicable, the merchandising type for the deduction, on the View/Update Item Details - Detail 2 page or Detail View page for the payment worksheet. This enables brokers and sales people to see that a deduction was written off for a specific customer promotion in PeopleSoft Promotions Management. When you run the PeopleSoft Promotions Management Update Application Engine process (TD_FINUP) in PeopleSoft Promotions Management, the process updates the amount incurred and the balance for the fund assigned to the promotion and merchandising type for the amount of the write-off. You can view the change to the amounts on the Checkbook inquiry page in PeopleSoft Promotions Management.

Important! You must create a write-off for a single deduction, to correctly update the information in PeopleSoft Promotions Management.

You can view a list of all deductions that were written off and associated with a specific promotion, on the Promotion Activity - Deductions Write-Offs page in PeopleSoft Promotions Management. The page displays the entry amount of the write-off activity for the deduction. You can access this page directly in PeopleSoft Promotions Management or from the View/Update Item Details - Detail 2 page.

You can view all activity against a promotion for a specific customer in the Promotion Activity component (TD_PROMO_STATUS), which you can access from the View/Update Item Details - Detail 2 page. This helps you determine whether the customer has already been paid for a claim by check or whether a credit memo has been created for the claim.

If you discover that no customer claim has been entered for a deduction, you can request that the broker or salesperson enter the claim by assigning them an action on the Item Action page. The system triggers workflow processing to notify the salesperson or broker that they have a new action that they should review on the self-service Actions page.

If you want to identify credit memos and deductions based on the business reason for the promotion, create separate entry reasons and deduction reasons for each business reason. Assign the entry reason to the credit memo in your billing application and the deduction reason to the deduction in PeopleSoft Receivables.

See Also

Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions to Items, page 1094

PeopleSoft Promotions Management 9.1 PeopleBook, "Processing Payments for Promotional Activity"

PeopleSoft Promotions Management 9.1 PeopleBook, "Defining Funds"

PeopleSoft Promotions Management 9.1 PeopleBook, "Viewing Promotional Activity"

PeopleSoft Billing 9.1 PeopleBook, "Processing Billing Interface Activity"

Dispute Processing

If a customer is disputing an invoice, you can put the item in dispute and indicate the amount and reason for the dispute. Putting an item in dispute does not generate any accounting entries.

These steps describe the process flow for dispute processing:

1. Mark an item as disputed, and enter a dispute reason and the disputed amount on the View/Update Item Details - Detail 1 page.
2. Run the Condition Monitor process to put the disputed item on the action list for the AR specialist, and then notify the specialist.
3. The AR specialist researches the reason for the dispute and determines whether the item should be collected, refunded, or written off.

During the investigation process, the AR specialist may perform these tasks to help determine how to handle the disputed item:

- View or change details for the item, using the View/Update Item Details component.
Drill down to see details about contracts, invoices, sales orders, and promotions related to the item.
 - Assign an action and action owner to the item for further research.
 - Create a conversation entry and attach documents, if needed, for a broker or salesperson, or enter comments about a conversation with the customer concerning the disputed item.
4. Resolve the disputed item by doing one of these:
 - Take the item out of dispute on the View/Update Item Details - Detail 1 page.
 - Write off the item, using the maintenance worksheet.
 - Create a credit memo and apply the credit to the item, using either the Automatic Maintenance process or the maintenance worksheet.

Note. If you write off the item or apply a credit memo to the item, run the Receivable Update process to update the customer's balance, update item activity, and create accounting entries.

Default AR Specialist Hierarchy

The system automatically assigns an AR specialist to a deduction when you create it either by using the payment worksheet, using the Payment Predictor process, or adding a deduction reason on the Detail 1 page. The system also assigns an AR specialist to an item that you put into dispute. The system uses the following hierarchy to determine which AR specialist to assign to the item:

1. Customer for the item (you assign AR specialists to customers on the Bill To Options page).
2. Deduction reason or dispute reason (you assign AR specialists to reasons on the Deduction Reason and Dispute Reason pages).
3. Business unit for the item (you assign AR specialists to a business unit on the Receivables Options - General 1 page).

To notify AR specialists when a new deduction or disputed item is assigned to them:

1. Set up a condition definition for deductions and disputed items.
2. Set up an action definition and action template to notify the specialists.

3. Create an assessment rule to identify the new deductions or disputed items.
4. Run the Condition Monitor process.

AR specialists will receive an e-mail notification when they have an action for new deductions or disputed items.

Deduction and Disputed Item Splits

As you research a deduction, you may find that it consists of multiple deductions. For example, a deduction for 3,000.00 USD appears with a promotion explanation. You initially assign the *Promotion* deduction reason code to the deduction. As you investigate the item, you determine that the deduction is for a 2,000.00 USD promotion adjustment and a 1,000.00 USD short shipment. You need to change the deduction to reflect this, so that the different pieces can take separate resolution paths. To do this, you split the deduction.

You can also split a disputed item if the customer is disputing only part of the amount and you want to track and resolve each portion separately.

See Also

[Chapter 23, "Maintaining and Reviewing Item Information," Splitting Exception Items, page 743](#)

Collection Processing

PeopleSoft Receivables enables you to monitor a customer's account and take action when a condition occurs. You define the conditions that put a customer in an action plan, including:

- When the amount and age of the balance past due reach a specified limit.
- When the outstanding balance reaches a certain dollar amount or percentage or exceeds the customer's credit limit.
- When a customer reaches a specified number of days from the credit expiration date or passes the date.
- You have a message with credit hold for a customer.
- A large amount is coming due.
- A conversation entry has reached the follow-up date or a new follow-up action has been entered.
- All promise date conversations that require follow up.
- Promise has been broken based on promise amount not paid on promise date and taking into consideration the promise tolerances.
- The customer has a high risk score.
- A deduction or dispute item exists.

If the amount and age of the customer's balance past due reach a specified limit, the Condition Monitor process generates an action plan based on the collection rules that you define.

In addition, when you run the Condition Monitor process, the system will evaluate each promise date conversation based on these conditions:

The CPDR (Customer Promise Date Review) condition will create an action list for all promise date conversations requiring follow up.

The CPDB (Customer Promise Date Broken) condition will evaluate if a promise has been met based on payments on item referenced in the promise date conversation. The promise tolerance days and promise tolerance amount will also be evaluated. If the promise date + tolerance days is met and the total payment is equal or greater than the promise tolerance amount, the condition will set the promise status to *Kept* and close the promise date conversation. If the promise date + tolerance days is met and total payment is zero or less than the promise tolerance amount, the condition will set the promise status to *Broken* and create a broken promise action list. If there is no item referenced in the promise date conversation, the CPDB condition will only evaluate whether the promise is kept or broken based on the promise date and promise tolerance days.

The CPDB condition will also close the promise date conversations that meet these criteria:

- The promise status is set to *Broken* with no promise date action, and does not have a review scheduled after the promise date.
- The Promise Broken *Done* flag set to Yes and does not have a review date after the promise date.

You can access the Action List on the Collections Workbench.

For any other customer conditions, the condition monitor generates an action plan based on the assessment rules that you define.

See [Chapter 7, "Setting Up Exception and Collection Processing," page 201](#).

See [Chapter 40, "Using the Collections Workbench," The Action List, page 1193](#).

You can define any additional conditions that are applicable to your organization and define assessment rules to generate an action plan. You can define rules that create actions at the customer level or actions for individual items.

These steps define the process flow for collection processing:

1. Run the Condition Monitor process to: generate new action plans, upgrade the customer to the next step in the collection action plan, update action lists, perform automated actions, cancel actions if the condition no longer exists.

Note. The Condition Monitor process calls the WF_FUNCTION, which triggers workflow processing that sends notification to supervisors, AR specialists, and action owners; if an action has reached a specified number of days before or after the action due date. This enables them to work or reassign the action if necessary.

See [Appendix C, "Delivered Workflows for PeopleSoft Receivables," page 1321](#).

2. Action owners perform assigned actions from the PeopleSoft worklist, the action owner list, or e-mail notifications, such as calling the customer, putting a credit hold message on the customer, downgrading the customer's credit rating, writing off the customer's balance, or generating customer correspondence.
3. Manage future-dated entries in an action plan for a customer by canceling the action, moving the action to the customer action list, or changing the action plan parameters.

4. Run the Condition Monitor process again to generate statements, dunning letters, or follow-up letters for customers on the action list with an action status for the correspondence type of *Pending*.

Entering and Reviewing Conversations

PeopleSoft Receivables conversation pages help keep track of ongoing discussions and conversations with customer contacts. Examples include invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific item. Use the PeopleSoft notification feature to send an e-mail to an interested party to announce that there is a new conversation entry to review.

Use the conversation pages as needed to review or add entries to an existing conversation thread or to record a new one. The search criteria for retrieving a conversation can be a keyword that is associated with the conversation or a follow-up action, such as calling the customer again.

You can set the conversation up for review in a specified number of days or have the supervisor review it. The system assigns the supervisor associated with the user profile for the individual to review the conversation.

You can also attach documents to the conversation, such as proof of delivery slips, a bill of lading, or a Microsoft Word or Excel document.

The Condition Monitor process creates an action for a customer, if you create a rule for the Conversation Follow-up condition when a follow-up date is reached or you enter a new follow-up action.

The Collections Workbench enables you to create and manage conversations and conversation promises, as well as assign and perform and update action items based on conditions associated with those conversations.

See [Chapter 40, "Using the Collections Workbench," Conversations, page 1190](#).

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Managing Conversations"

Delivery of Correspondence

The Condition Monitor process creates actions to generate correspondence. Correspondence generation timing depends on whether you specified that the action should be automated or proposed when you set up your action templates.

If the action is automated and due today or earlier, the Condition Monitor:

- Adds the action item to the Action List table (PS_ACTION_LST).
- Inserts a record in the Condition Monitor Correspondence Interface table (PS_CM_CRSPD_IFC) that includes the type of action, such as Send Follow Up Letter, and sets the process flag on the record to Y.

- Calls the appropriate correspondence process when the Condition Monitor completes.

Depending on the action, the process calls either the Dunning Application Engine process (AR_DUNNING), Follow Up Letter Extract Application Engine process (AR_FOLLOWUP), or the Statements Application Engine process (AR_STMTS).

If the action is proposed, the timing depends on the selection on the Letter Delivery page when you initiate the action. The system either:

- Transfers you to the appropriate run control for the type of correspondence and populates the run control parameters.
- Generates the correspondence the next time that you run the Condition Monitor process or the next time you run the appropriate correspondence process from the run control page.

The system creates a record on the Condition Monitor Correspondence Interface table for the action.

The Statements, AR Dunning, and Follow Up Letters Extract processes:

- Generate correspondence for customers that have actions on the Condition Monitor Correspondence Interface table with the appropriate action code, such as Send Follow Up Letter or Send Statement.
- Use the contact for the correspondence customer to determine the delivery method and the e-mail address or fax number.

If there is no preferred delivery method such as e-mail or fax for a customer's contact person, the system prints the correspondence.

- Extract the e-mail address or fax number for the contact when the delivery method is *Email* or *Fax*.

PeopleSoft Receivables interacts with Merkur DeliveryWare Software from the Merkur Group, to deliver correspondence by fax or e-mail. Read the Merkur documentation from the Merkur Group for more information.

Note. You must purchase and install the Merkur DeliveryWare and Merkur Connector software to fax or e-mail correspondence. You must also ensure that the windows service Oracle ProcMGR's log on value is *This Account*. Then the specified windows user account should have printing permission to the printer where the Crystal reports print. You also must define the appropriate paper size in the Crystal process type definition.

The Crystal reports for dunning letters, statements, and follow-up letters have two additional fields that the Merkur DeliveryWare Software uses:

- The system populates the #DEST field based on the delivery method for the bill to contact for the correspondence customer.

It contains the e-mail address or fax number, or is left blank. If information is missing for the contact, the system enters the following text in the #DEST field, and then the process prints the correspondence:

- If the e-mail address is missing, the system enters ***** NO EMAIL ADDR *****.
- If the fax number is missing, the system enters ***** NO FAX NUMBER *****.

- The system enters *PULSE* for the assigned action owner in the #USER field.

Within the Merkur DeliveryWare Software, you can set up rules that determine how to notify the administrator of:

- A failed transmission.
- A successful transmission.

The #tagged fields used for Merkur must match the set up in the Merkur configuration. The Crystal output destination must be directed to the Merkur port monitor. Refer to the Merkur documentation for the proper configuration.

Follow-up Letters

The Follow Up Letter Extract process (AR_FOLLOWUP):

- Selects customers on the action list whose action is OLTR.
- Creates a flat file for the selected letters and delivery method combination for each job run.

Dunning Letters

The Dunning process (AR_DUNNING):

- Updates the Dunning ID number field on the Condition Monitor Correspondence Interface table based on the dunning ID number assigned to the letters.
- Uses the letter code that you assign as the action parameter for the action list item to determine the text to include in the letters when the dunning ID for the customer uses the dunning method *Dunning By Action List*.

Note. If the customer has a dunning ID with different dunning method other than *Dunning By Action List*, the process does not generate the letter. You must run the process from the run control page to generate the letter.

- Selects customers on the action list whose action is DLTR.
- Includes open items that met the selection criteria for the dunning ID assigned to the bill to customers on the action list.
- Updates the Customer Dunning Letter Header table (PS_DUN_CUST) and the Dunning Detail table (PS_DUN_CUST_DTL), so that you can view the letter information online.

Statements

The Statements process (AR_STMTS):

- Selects customers on the action list whose action is STMT.
- Includes open items for all bill to customers associated with the collection customer on the action list.
- Updates the Statement ID number field on the Condition Monitor Correspondence Interface table based on the statement ID number assigned to the job.

- Updates the Customer Statement Header table (PS_STMT_CUST) and Statement Detail table (PS_STMT_DTL), so that you can view the statement information online.

Item Inclusion and Exclusion

You have the option to exclude items in dispute or collection as well as deductions from the various processes in PeopleSoft Receivables based on your setup or your selection at run time. The system looks to see if an item is marked as a deduction, disputed, or in collection to determine whether to include or exclude the item. The processes that you can set up to exclude exception and collection items are:

- Aging.
- Calculations for average days late and weighted average days late.
- Dunning letters.
- Statements.
- Overdue charge invoices.
- Automatic Maintenance processing. (Excludes only deductions or disputed items.)
- Payment Predictor processing. (Excludes only deductions or disputed items.)
- Balances on the Account Overview - Balances page.
- Items selected for inclusion on payment, draft, transfer, and maintenance worksheets.

Process Scheduling

If you schedule your batch processes to run at a particular time of the day, you will probably find it most efficient to schedule them to run in this order:

1. Payment Predictor.
2. Automatic Maintenance.
3. Receivable Update.
4. Condition Monitor.
5. Correspondence processes for statements, dunning letters, and follow-up letters.
6. Overdue Charges.

Scheduling the processes in this order, enables the Condition Monitor to create action list items for new deductions, disputed items, or new collection conditions, and notify action owners of new assignments as soon as possible.

Chapter 36

Managing Credit, Collections, and Exceptions

This chapter lists prerequisites and common elements and discusses how to:

- Monitor conditions.
- Assign actions and send notification.
- Manage action owner assignments.
- Work with actions.
- Generate additional workflow notifications.
- Obtain Dun & Bradstreet information for a customer.

See Also

[Chapter 35, "Understanding Exception and Collection Processing," page 1075](#)

[Chapter 38, "Generating Correspondence," page 1151](#)

Prerequisites

Before managing exception and collection issues, perform these tasks:

- Set up your system for exception and collection management.
- Define correspondence options.
- Define collection options for your installation.

See Also

[Chapter 7, "Setting Up Exception and Collection Processing," page 201](#)

[Chapter 6, "Setting Up Correspondence Options," page 181](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

Common Elements Used in This Chapter

Action or Action Code	Activity that an individual or the system performs when a customer or item violates a condition. For example, placing a customer on credit hold or generating a dunning letter.
Action Parameter	Value to use when the system performs the action. On some pages, you can provide a value. For <i>Send a dunning Letter (DLTR)</i>, enter a letter code. Note. To use the letter assigned to the action, you must assign a customer a dunning ID that uses an <i>Dunning by Action List</i> dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID. For <i>Place a hold message on a customer (HOLD)</i>, enter a message code. For <i>Send a follow-up letter (OLTR)</i>, enter a letter code. For <i>Refer to a collection agency (REFR)</i>, enter a collection code.
Action Template	Template that provides an escalating plan for actions based on the age of the violation.
Assign To or Action Owner	User ID of the action owner assigned to work with the action item.
Condition or Condition ID	Change of status in a customer's account, such as reaching a credit limit or exceeding a user-defined balance. A condition also occurs when specified item types meet user-defined criteria.
Due Date	Date by which the action should be performed.
Search	Click to populate a grid with data that matches your search criteria.

Monitoring Conditions

This section provides an overview of the Condition Monitor Application Engine process (AR_CNDMON) and discusses how to run the Condition Monitor process.

Understanding the Condition Monitor Application Engine Process

The Condition Monitor process scans customer and item information to determine whether their current condition should trigger an action plan.

When you run the process, you specify which customers to include in the run:

- All customers for a setID.

- All customers in a customer group.
- Individual customers.

This process performs four primary functions:

- Selects and loads customers, items, balances, and rules to monitor.
- Checks collection and assessment rules to determine if customers or items have violated the conditions being monitored in the rules.
- Updates the application tables.
- Processes automated actions.

Selection and Load Process

The Condition Monitor process analyzes the schedules, customers, items, and rules to determine what to monitor. The process selects customers who meet the criteria specified on the Condition Monitor page. The process also selects all rules scheduled to be monitored on the current day as well as rules that were scheduled to run between the current day and the last time that you ran the process. The process runs user-defined schedules only if they match the run day.

The process matches the customers and items with the appropriate rules and loads the rules into a temporary table.

The process applies the rules at the lowest specified level, even if the rule at the customer or customer group level is on a schedule that does not meet the criteria for the current run. For example, a rule set to process weekly at the customer level is not overridden by a rule set to process daily at the setID level.

The process collects data specific to each customer (such as credit limit). The process loads customer balances into a temporary table and makes adjustments for unapplied payments, in process payments, and for disputed amounts, based on your installation options.

The process loads the items used for rules that use item-level conditions, such as Entry Type/Reason Code or deduction item.

The process loads the action owners—collectors, credit analysts, receivables (AR) specialists, and sales people—into temporary tables.

Collection and Assessment Rule Processing

The Condition Monitor process analyzes each assessment rule and compares the rule parameters to the specific data related to each condition. The process inserts any rule violations into a temporary table. The process compares the violations in the temporary table with existing violations. If the violation is new, it places the actions for the action template in the Temporary Action Process table (AR_CM_PRC_TAO).

Also, when you run the Condition Monitor process, the Condition Monitor evaluates each promise date conversation and creates an action list for all promise date conversations requiring follow up. It also evaluates whether a promise has been kept or broken and sets the promise status appropriately.

The Condition Monitor process also analyzes all collection rule violations and loads them into a temporary table. It deletes any violation in the temporary table that has an existing action plan, unless you enabled the escalation feature on the Installation Options - Receivables page. If the new violation has a higher priority action template, the process removes current actions and future pending actions and inserts new actions based in the new action template into the Action Process table (PS_AR_ACTION_PRCs).

See [Chapter 35, "Understanding Exception and Collection Processing," Collection Processing, page 1083.](#)

Application Table Updates

The Condition Monitor analyzes the temporary table that contains rule violations, and inserts new records into the Action Process and Action List (PS_ACTION_LST) tables.

The process also:

- Cancels existing actions, if the condition violation no longer exists.
- Assigns action owners.
- Loads and updates the Action List table from the temporary action list.
- Evaluates the existing action dates in the Action Process table for customers and items to determine whether to move an action to the Action List table.
- Calls the WF_FUNCTION, which triggers workflow processing to send e-mails to action owners that notify them of new actions.

See [Appendix C, "Delivered Workflows for PeopleSoft Receivables," page 1321.](#)

Automated Action Processing

The Condition Monitor process performs any actions that are flagged as *Automatic*. For noncorrespondence actions, such as Hold, the Condition Monitor process updates the appropriate data in the database. If the action produces correspondence, such as a dunning letter or statement, the process inserts a record in the Condition Monitor Correspondence Interface table (PS_CM_CRSPD_IFC) that includes the type of action, such as Send Follow Up Letter, and sets the process flag on the record to Y.

Note. The Condition Monitor process automatically calls the processes to generate the correspondence for all actions whose process flag is Y. If a customer has multiple actions for the same type of correspondence—for example, two actions to generate dunning letters—the system generates the dunning letters for the most recent action.

Page Used for Condition Monitoring

Page Name	Definition Name	Navigation	Usage
Condition Monitor	RUN_AR_CNDMON	Accounts Receivable, Customer Interactions, Actions, Condition Monitor, Condition Monitor	Define the run parameters for the Condition Monitor process.

Running the Condition Monitor Process

Access the Condition Monitor page (Accounts Receivable, Customer Interactions, Actions, Condition Monitor, Condition Monitor).

Specify the level to be monitored. Monitor by SetID, Customer Group, or Customer.

Anchor Date, Anchor Currency, and Anchor Rate Type

Enter the date, currency code, and rate type used to convert monetary amounts to a common currency for comparison purposes. If you leave these fields blank, the process uses the current date, format currency for the user—who created the run control—in user preferences, and the rate type for the business unit.

Assigning Actions and Sending Notification

This section provides an overview of action assignments and notification and discusses how to assign actions to items.

Understanding Action Assignments and Notification

The Condition Monitor process assigns actions to individuals based on the type of action owner in the condition definition and the individual assigned to the customer or item. For example, if the assigned owner for a deduction item condition definition is AR Specialist, the system assigns the action for the deduction item to the AR specialist on the item. As another example, if the assigned owner for the Collection condition is collector, the system assigns the collector assigned to the customer to the action.

Note. If you selected the Allow Business Unit Monitoring check box on the Installation Options - Receivables page, the Condition Monitor process groups all open items for the business unit and collection customer combination together. If all these transactions have the same value in the action owner field, it uses that value for the assigned action owner. Otherwise, it assigns the owner based on the collection customer.

You can also assign actions to items online, using the Item Action page. This is useful when an AR specialist is managing a deduction or disputed item, and the specialist wants to assign an action to a broker or salesperson to research information or obtain information from the customer.

When you assign a new action related to an item to action owners, the system calls a function that triggers a workflow process to send an e-mail to the action owners indicating that they have a new action. The Condition Monitor process also sends notification for new actions that the Condition Monitor creates. In both cases, the system also adds the action to the action owner's worklist.

You specify the number of days before or after the due date, to send the action owners an e-mail reminding them that an action is due to be completed in each action template.

See Also

[Appendix C, "Delivered Workflows for PeopleSoft Receivables," page 1321](#)

Pages Used to Assign Actions and Send Notification

Page Name	Definition Name	Navigation	Usage
View/Update Item Details - Detail 1	ITEM_MAINTAIN	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1	Review an item to determine whether it needs an action.
Item Action	ITEM_ACTION	Click the Item Action link on the View/Update Item Details - Detail 1 page.	Create a new action for an item and assign it to an action owner.

Assigning Actions to Items

Access the Item Action page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1, then click the Item Action link).

Item Action
Unit: US001 Customer: [EBILLCC101](#) Johnson Landscaping
Item ID: 21045 Item Line: 2 Days Late: 725 Status: Open [View/Update Conversations](#)

Action Detail							
Action Status	Action	Description	Condition	Assigned	Action Owner	*Due Date	Action Parm
New	CALL	Call the Customer	Online selection by user	ABROWN	Aaron Brown	07/25/2011	
Penc	DNGD	Downgrade Credit Rating	Online selection by user	AMA1	McGrann,Michelle	07/25/2011	

[Add Action](#)

Item Action page

For an existing action, you can change only the Action Status field.

View/Update Conversations Click this link to access the Conversations page, where you can view and update existing conversations for the customer. The link is not available if there are no existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Add Action Click to create a new action.

Action Status	Displays the status for the action. Values are: <i>New</i>, <i>Pending</i>, or <i>Cancelled</i>. If the status is <i>Cancelled</i>, you cannot change it. If you enter an action online, the default status is <i>New</i>. The system triggers workflow processing for new action assignments. Only the action owner or action creator can change the status. The system sets the status to <i>Complete</i> after you perform the action.
Action	Displays the action code. For a new action, select an action code.
Description	Click to access the Action page, where you work the action.
Condition	Displays the condition associated with the selected action.
Assigned and Action Owner	Displays the user ID and name of the action owner. For a new action, select a user ID.
Due Date	Displays the due date. For a new action, the system calculates the due date using the calendar assigned to the business unit on the Receivables Options - General 1 page and the Due Days field for the action definition. The system adds the number of days in the Due Days field to the current date, and subtracts the number of weekend days and holidays, as defined in the calendar.
Action Parm (action parameter)	Enter the appropriate parameter for the action based on the action type: For <i>Send a dunning Letter (DLTR)</i>, enter a letter code. Note. To use the letter assigned to the action, you must assign a customer a dunning ID that uses an <i>Dunning by Action List</i> dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID. For <i>Place a hold message on a customer (HOLD)</i>, enter a message code. For <i>Send a follow-up letter (OLTR)</i>, enter a letter code. For <i>Refer to a collection agency (REFR)</i>, enter a collection code.
Days to Notify Owner	Enter the number of days from the action due date to remind the action owner that the action is not complete. This field is only available when you add a new action.
Days to Notify Supervisor	Enter the number of days from the action due date to notify the action owner's supervisor that the action is not complete. This field is only available when you add a new action.
Days to Notify Specialist	Enter the number of days from the action due date to notify the AR specialist for an item that the action is not complete. This field is only available when you add a new action.

Note. Enter a positive number to send the notification after the due date and a negative number to send the notification before the due date. To send the notification on the due date, enter 0. You must run the Condition Monitor process to send the notification.

The system does not include weekends and holidays when it calculates the notification date. The system uses the business calendar that you selected for the general ledger business unit associated with the receivables business unit, to determine which days are holidays and weekend days. Select the calendar in the Holiday List field on the General Ledger Definition - Definition page.

Managing Action Owner Assignments

This section provides an overview of management of action owner assignments and discusses how to:

- Run the Owner Action Status report.
- Run the Actions by Customer/Conditions report.
- Reassign actions.

Understanding Management of Action Owner Assignments

PeopleSoft Receivables provides two reports that help you manage action owner assignments:

- The Owner Action Status report lists the number of new action assignments by action owner in the reporting period.

For each action, the report provides:

- Total number of actions.
- The number and percentage of canceled and completed actions for each action owner.
- The number and percentage of canceled and completed actions by the Condition Monitor process.
- The Condition Status by Owner and Customer report lists the conditions on the customer action list for each action owner by a customer.

The report lists the total number of actions, the number of actions by condition, the number of actions completed or canceled by the operator, and the number of actions completed or canceled by the Condition Monitor process.

The Condition Monitor process triggers workflow processing to send the supervisor of an action owner an e-mail when an action is not completed in the specified number of days in the action template or item action list. The Condition Monitor process also triggers workflow processing to send the AR specialist for an item with an action an e-mail when the action is not completed in the specified number of days in the action template or item action list. The e-mail provides a uniform resource locator (URL) to the Action page, where the supervisor or AR specialist reviews the action and reassigns it, if needed.

PeopleSoft Receivables enables a supervisor to balance the workload of action owners. The Reassign Action page displays a list of action assignments based on your search criteria. If you see that an action owner has a large number of actions, you can reassign selected actions to a different action owner. You can also change the status of an action assigned to an owner to Future, to indicate that actions that are not urgent can be postponed. The system automatically triggers workflow processing to send an e-mail to the new owner with notification of the new action.

See Also

Appendix C, "Delivered Workflows for PeopleSoft Receivables," page 1321

Prerequisites

Set up action owners to receive e-mail notification.

See Also

Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Workflow Notification for Action Owners, page 205

Pages Used to Manage Action Assignments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Action Status by Owner Rpt	RUN_ARCMCHCK	Accounts Receivable, Customer Interactions, Actions, Action Status by Owner Rpt, Action Status by Owner Rpt	Define the run parameters for the Owner Action Status report (ARCMCHK). Use the report to view the number of actions added to the owner's action list for each day of the reporting period specified in the run parameters, and the number completed or canceled.
Condition Status by Owner Rpt	RUN_ARCMCUST	Accounts Receivable, Customer Interactions, Actions, Condition Status by Owner Rpt, Condition Status by Owner Rpt	Define the run parameters for the Condition Status by Owner and Customer report (ARCMCUST). Use the report to view details about action items on the customer action list for each action owner.
Reassign Action	ACTION_REASSIGN	Accounts Receivable, Customer Interactions, Actions, Action Reassignment, Reassign Action	Review action assignments and reassign actions.

Running the Owner Action Status Report

Access the Action Status by Owner Rpt page (Accounts Receivable, Customer Interactions, Actions, Action Status by Owner Rpt, Action Status by Owner Rpt).

From Date and **To Date** Enter the date range of the actions entered on the action lists.

Running the Condition Status by Owner and Customer Report

Access the Condition Status by Owner Rpt page (Accounts Receivable, Customer Interactions, Actions, Condition Status by Owner Rpt, Condition Status by Owner Rpt).

This page is the same as the Action Status by Owner Rpt page.

Reassigning Actions

Access the Reassign Action page (Accounts Receivable, Customer Interactions, Actions, Action Reassignment, Reassign Action).

Reassign Action

Search Criteria

*SetID

Business Unit

Customer ID

Item ID

Condition ID

Action Code

SHARE

Action Status:

Due Date:

Owner Type:

Owner

New

Credit Analyst

Janes,Jane

Search

Reassignment

*Owner Type:

Owner:

Collector

Six,Sue

Reassign

Select All

Clear All

Action									
Sel	Action Owner	Action Code	Status	Customer ID	*Unit	Item ID	Item Line	Amount	Curr
☒	Janes,Jane	DLTR	NEW	1002	.	.			
☒	Janes,Jane	DLTR	NEW	1002	.	.			
☐	Janes,Jane	REFR	NEW	1002	.	.			
☐	Janes,Jane	DLTR	NEW	1002	.	.			
☐	Janes,Jane	DLTR	NEW	1002	.	.			
☐	Janes,Jane	HOLD	NEW	1002	.	.			
☐	Janes,Jane	STMT	NEW	1002	.	.			
☐	Kenneth Schumacher	CRDT	NEW	1002	.	.			

Reassign Action page

Entering Search Criteria

Enter search criteria to populate the grid with actions and click Search.

SetID

Enter a setID value and click the Search button to search for and display all actions created with this setID. The default user ID of the user who logged in to PeopleSoft also appears. You can remove this value to view action associated with any users associated with this setID.

Note. You must enter, at a minimum, a setID to perform a search.

Business Unit

Select a business unit to display all actions associated with this specific business unit. You can leave this field blank to display all business units associated with actions based on the selected setID and other specified search criteria.

Customer ID

Select a specific customer ID to narrow your search for actions associated with this specific customer. You can also leave this field blank to display a list of actions associated with all customers associated with actions based on the selected setID and any other search criteria.

Item ID	Select a specific item ID to narrow your search for actions associated with this item. You can also leave this field blank to display a list of actions associated with all items associated with actions based on the selected setID and any other search criteria.
Condition ID	Select a specific condition ID to narrow your search for actions associated with this condition. You can also leave this field blank to display a list of actions associated with all conditions associated with actions based on the selected setID and any other search criteria.
Action Code	Select a specific action code to narrow your search for an action associated with this setID. You can also leave this field blank to display all actions associated with the selected setID and any other search criteria.
Action Status	One of these statuses appears next to each action. • <i>New</i> This action status indicates that the owner has not reviewed the action. • <i>Pending</i> This action status indicates that the owner has reviewed the action, but has not completed it. • <i>Future</i> This action status indicates that the owner has reviewed the action and determined that it will be performed in the future.
Due Date	Select a date on which the action will be performed to display all actions due on this specific date based on the selected setID. You can also leave this field blank to display all actions associated with the selected setID and any other search criteria regardless of due date.
Owner Type and Owner	Select an owner type and owner. Values for owner type are: <i>AR Specialist</i>, <i>Collector</i>, <i>Analyst</i>, or <i>Sales Person</i>. The values in the Owner field are the codes that you defined for your collectors, credit analysts, AR specialists, or salespeople, depending on your selection. You can also leave this field blank to display all actions associated with the selected setID and any other search criteria regardless of owner type.

Reassigning Actions

To reassign owners:

1. Select the actions that you want to reassign individually, or click Select All.
2. Select the owner type and appropriate value for the owner.

3. Click Reassign.

The owner name in the grid changes when you click Reassign. The system automatically triggers the Workflow Notification process to send notification to the new owner. A notification is also sent to the original owner indicating that the action has been reassigned.

Working with Actions

This section provides an overview of action processing and discusses how to:

- Work with actions received by e-mail.
- Work with actions on the PeopleSoft worklist.
- Work with actions on the owner action list.
- Work with actions on the customer action list.
- Work with actions on the item action list.
- Perform an action.
- Enter correspondence parameters.
- Manage future actions.
- Review action history for a customer.

Understanding Action Processing

PeopleSoft Receivables provides three types of action lists:

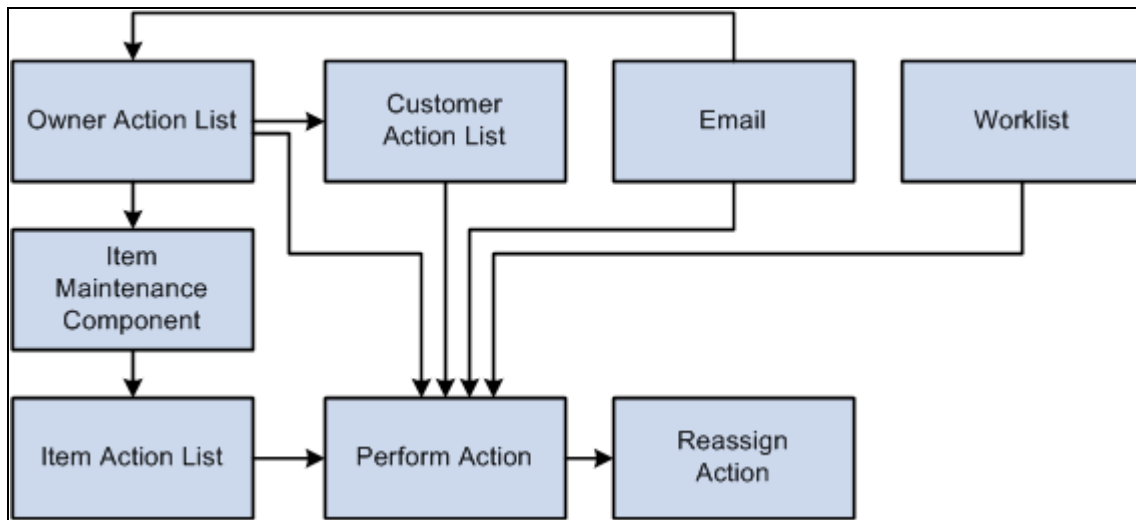
- The owner action list displays all customers who have active actions assigned to the action owner that you specified in the search criteria.
- The customer action list displays all active actions for a specified customer.
- The item action list displays all active actions for an item.

If a customer has an action plan, the Future Actions page displays the list of escalating actions in the action template associated with the rule that created the plan. The Future Actions page displays the date that the Condition Monitor should move the action to the action list.

PeopleSoft Receivables enables you to access and work with actions from these locations:

- An e-mail notification.
- The PeopleSoft worklist.
- The Owner Action List page.
- The Customer Action List page.
- The Item Action page.

This diagram shows the process flow for working with actions. You can perform or reassign actions based on an e-mail, a PeopleSoft Worklist, a Customer Action List, and an Owner Action List. You can perform an action from the Item Action List by accessing first the Owner Action List to the Item Maintenance component, which enables you to access the Item Action List. You can also access the Customer Action List from the Owner Action list in order to perform actions.



Methods for performing and reassigning actions.

When you work with an action, you can:

- Perform the action.
- Review or add conversation entries for the customer.
- Reassign the action.

Pages Used to Work with Actions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Owner Action List	OWNER_ACTION	• Accounts Receivable, Customer Interactions, Actions, Owner Action List, Owner Action List • Click the URL in an e-mail notification.	Review a list of open actions that are assigned to a specific owner.
Display Currency Conversion	EU_DSP_CUR_CNV_ACT	Click the Display Currency link on the Owner Action List page.	Change the display currency and specify the effective date used for currency conversion and which exchange rate to use.

Page Name	Definition Name	Navigation	Usage
Customer Action	CUSTOMER_ACTION	- Click a customer ID link on the Owner Action List page. - Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Action	Review a list of open actions for the customer and take action on the conditions.
Item Action	ITEM_ACTION	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1 Click the Item Action link on the View/Update Item Details - Detail 1 page.	Review a list of open actions for an item and add actions for an item.
Action	ACTION_DTL	- Click the URL in an e-mail notification. - Click the link for a work item on your personal worklist. - Click an Action link on the Owner Action List page. - Click an Action link on the Item Action page.	Review and work a single action.
Letter Delivery	AR_LETTER_DELIVERY	Click the Perform Action button on the Action page for a Dunning Letter, Follow-up Letter, or Statement action.	Enter the time to generate a dunning letter, statement, or follow-up letter, and override the default contact name to appear on the correspondence.
Future Actions	ACTION_FUTURE	Click Future Actions link on the Customer Action page. The link is available only if the customer has active future actions.	Edit actions in an action plan for a customer that have not yet been moved to the customer action list. Cancel an action.
Action History	ACTION_HISTORY	Click the Action History link on the Customer Action page.	Review a list of all actions for a customer, including completed actions and actions assigned to all users.

Working with Actions Received By E-mail

To work with actions received in an e-mail notification:

1. Open the e-mail.
2. Do one of the following:
 - Click the URL for the Action Detail page to open the Action page and perform the action.
 - Click the URL for the Owner Action page to open the Owner Action List page and work with a list of actions for an owner.

Working with Actions on the PeopleSoft Worklist

To work with actions on your personal worklist:

1. Click the PeopleSoft Worklist link.
2. Click one of the worklist item links.

Working with Actions on the Owner Action List

Access the Owner Action List page (Accounts Receivable, Customer Interactions, Actions, Owner Action List, Owner Action List).

Owner Action List

Search Criteria

SetID

Action

Customer
 Apex Systems

User ID

Supervisor

Specialist

Country

State

Action Detail

Customize | Find | View All | First | 1-8 of 8 | Last

General 1 | General 2 | General 3

Action Status	Action	Customer	Customer Name	Unit	Customer Balance	Currency	Past Due	Currency
1 New	Dunning Letter	1001	Apex Systems	.	\$1,163,715.600			
2 New	Dunning Letter	1001	Apex Systems	.	\$1,163,715.600			
3 New	Refer to Collection Agency	1001	Apex Systems	.	\$1,163,715.600			
4 New	Dunning Letter	1001	Apex Systems	.	\$1,163,715.600			
5 New	Place Customer on Hold	1001	Apex Systems	.	\$1,163,715.600			
6 New	Dunning Letter	1001	Apex Systems	.	\$1,163,715.600			
7 New	Send Statement of Account	1001	Apex Systems	.	\$1,163,715.600			
8 New	Review Customer Credit Limit	1001	Apex Systems	.				

Owner Action List page

Searching for Actions

Enter the search criteria that defines which customers appear in the list.

Action

Select the status of the items that you want to review. You can select one of these values:

- *New*

This action status indicates that the owner has not reviewed the action.

- *Pending*

This action status indicates that the owner has reviewed the action, but has not completed it.

- *Future*

This action status indicates that the owner has reviewed the action and determined that it will be performed in the future.

Customer

Select a specific customer to narrow your search for actions associated with that specific customer as well as any other search criteria that you select on this page to narrow your search. You can also leave this field blank to display a list of actions associated with any customer affiliated with the selected setID and based on your selection of any other search criteria.

User ID	The user ID of the user who logged on to the system appears as a default value. You can select a different user ID to list all of the actions associated with this user ID. You can also leave this field blank to display a list of actions associated with any user ID affiliated with the selected setID and based on your selection of any other search criteria.
Supervisor	Select a specific supervisor to list all actions associated with that specific supervisor as well as any other search criteria that you select on this page to narrow your search. You can also leave this field blank to display actions associated with any specialist associated with actions and the selected setID and based on your selection of any other search criteria you choose.
Specialist	Select a specific specialist to list all actions associated with that specific supervisor as well as any other search criteria that you select on this page to narrow your search. You can also leave this field blank to display actions associated with any specialist associated with actions and the selected setID and based on your selection of any other search criteria you choose.
Country	Select a specific country code to list all actions associated with that specific country as well as any other search criteria that you select on this page to narrow your search. If you do not select a country code, the country code of any customer associated with an action on the action list displays.
State	Select a specific state code to list all actions associated with that specific state as well as any other search criteria that you select on this page to narrow your search. If you do not select a state code, the state code of the any customer associated with an action on the action list displays.
Search	Click this button to search for and display the Action Detail grids.

Currency

Click this link to access the Display Currency Conversion page containing these options:

- Customer Default Currency

This field is automatically selected based on the currency set up for each customer associated with an action.

- Other

Select this option if you want to display for amounts the currency columns on the owner action list that is different from than the customer's default currency.

- Currency Code

Select the currency code that you want to display for amounts in the currency columns on the Owner Action list.

Note. The currency code must be defined in the system to be able to apply the selected currency to the action list amounts.

- Rate Type

Select the rate type category that you want to apply to the selected currency.

- Effective Date

Select the effective date to apply to the selected currency and currency type.

Reviewing and Working Actions

Select the Action Detail - General 1 tab.

Action Status

One of these statuses appears next to each action.

- *New*

This action status indicates that the owner has not reviewed the action.

- *Pending*

This action status indicates that the owner has reviewed the action, but has not completed it.

- *Future*

This action status indicates that the owner has reviewed the action and determined that it will be performed in the future.

Action	Click this link to access the Action page, which contains the details of the selection action. You can perform, cancel, or reassign this action, as well as add, view, or update a conversation.
Customer	Click this link to display the Customer Action page. This page displays a list of all actions associated with this customer. You can view Action History, Future Actions, and the Owner Action List from this page. Note. If you want to view actions for multiple customers, select the row for the customers whose actions you want to view on the Customer Action page.
Customer Balance and Past Due	Displays the total open amount that the Condition Monitor calculates for the customer, as well as the past due balance, if one exists. Depending on your selection on the Installation Options - Receivables page, the amount includes unapplied payments and in-process payments, and excludes disputed items.
Currency	Displays the customer balance amount and the past due balance amount in the currency set up for this customer depending on the type of action. If you selected the Display Currency link, the customer balance amount will be displayed in the currency that you selected on the Display Currency Conversion page. Note. If you did not specify a currency for this customer, no currency will conversion will be displayed.
Past Due	Displays the total past due amount for the customer or item.
Select the Action - General 2 tab.	
Item and Item Line	Click to access the View/Update Item Details - Detail 1 page, where you view or update details for an item and access the item action list. An item ID appears only if the action is associated with an item condition, such as a deduction or an online action. An item line number is assigned to an item during the entry of pending items in Receivables. You assign an item line number when there is more than one amount charged for an item or more than one entry type.
Item Balance and Currency	Displays the open amount due on the item. This amount appears only if the action is associated with an item condition. Currencies display depending on the type of action.
Promise Date	The date that the AR representative or collections agent indicated that the customer promised to pay all or part of the item balance after selecting the Promise of Payment check box on the Conversations page.

Promise Amount and Currency	The amount and currency that the AR representative or collections agent indicated that the customer promised to pay all or part of the item balance after selecting the Promise of Payment check box on the Conversations page.
Risk Score	If a risk score was set up for this customer, the current risk score appears in this field.
Due Date	Displays the date by which the action should be performed.
Action Owner	Displays the name of the individual assigned to perform the action.
Supervisor	Displays the name of the supervisor for the action owner.
AR Specialist	Displays the AR specialist assigned to the customer or item.
State and Country	Displays the state and country specified for the customer.
Action Detail - General 3	
Date Added	Displays the date that Condition Monitor added the action to the action list.
Condition	Displays the condition upon which this action was added.
Priority	Displays the priority number that Condition Monitor assigns to the action.
Action Parm (action parameter)	Enter the appropriate parameter for the action based on the action type: For <i>Send a dunning Letter (DLTR)</i>, enter a letter code. Note. To use the letter assigned to the action, you must assign a customer a dunning ID that uses an <i>Dunning by Action List</i> dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID. For <i>Place a hold message on a customer (HOLD)</i>, enter a message code. For <i>Send a follow-up letter (OLTR)</i>, enter a letter code. For <i>Refer to a collection agency (REFR)</i>, enter a collection code.
Assigned	Displays the User ID of the individual assigned to carry out the action.
Owner Type	Displays the position name of the owner assigned to perform an action such as AR Specialist, Collector, and more.

Working with Actions on the Customer Action List

Access the Customer Action page (click a customer ID link on the Owner Action List page, or select Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Action).

SetID: Unit: Customer: [Apex Systems](#)

[Owner Action List](#)

Action Status	Action	Condition	Monitor Role	Customer	Due Date	Action Parameter
NEW	Action Code	Collection	Corporate Customer	1001	03/28/2008	2
NEW	Action Code	Collection	Corporate Customer	1001	04/07/2008	3
NEW	Action Code	Collection	Corporate Customer	1001	05/02/2008	REI
NEW	Action Code	Collection	Corporate Customer	1001	03/10/2008	1
NEW	Action Code	Collection	Corporate Customer	1001	04/17/2008	CM-PST
NEW	Action Code	Collection	Corporate Customer	1001	03/13/2008	1
NEW	Action Code	Collection	Corporate Customer	1001	03/08/2008	
NEW	Action Code	Exceed CR Limit Expiration Dt	Remit From Customer	1001	03/08/2008	

Customer Action page

Enter the search criteria that defines which customers' actions appear in the list.

Specify a setID, business unit (optional), customer ID, and subcustomer qualifiers. Leave the Unit field blank if you want to see items for a single customer across all business units.

Use the Level field to limit or expand the list to include actions for any customer group to which this customer belongs. Select *C* (corporate customer), *P* (correspondence customer), or *R* (remit from customer). The default value is *N* (none), indicating that no customer relationships are taken into account.



Click the Next Customer button to see the action plan for the next customer selected on the Owner Action List page.



Click the Previous Customer button to see the action plan for the previous customer selected on the Owner Action List page.

Action History

Click to access the Action History page, where you view a list of completed and canceled actions for a customer. This link is available only if there are completed or canceled actions.

Future Actions

Click to access the Future Actions page, where you view or update future actions in the current action plan. This link is available only if the Condition Monitor process generated an action plan for the customer with escalating actions over a period of time.

Actions

Action Status	Displays <i>New</i> as the default status. You can change the status to <i>Pending</i> or <i>Cancel</i> . The system changes the status to <i>Complete</i> .
Action Code	Click an action link to access the Action page, where you perform the action.
Monitor Role	Displays the customer relationship that was monitored for the action list item, such as <i>Bill To Customer</i> or <i>Remit From Customer</i> .
Due Date	Displays the date by which the action should be performed.

Working with Actions on the Item Action List

Access the Item Action page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1, and click the Item Action link on the View/Update Item Details - Detail 1 page).

Action Status	Displays the status for the action. Values are: <i>New</i> : Displays for new actions that the owner has not begun to work. <i>Pending</i> : Displays for actions that the owner has reviewed on the Action page, but has not performed the action. <i>Cancel</i> : Select to cancel the action. The system removes it from the list when you save the page.
Description	Click the Description link for an action to access the Action page, where you perform the action.

See Also

[Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions to Items, page 1094](#)

Performing an Action

Access the Action page (click the URL in an e-mail notification, or click the link for a work item on your personal worklist, or click an Action link on the Owner Action List page, or click an Action link on the Item Action page).

Perform Action	Click to perform the action.
Cancel Action	Click to remove the action from the action list.
Action Status	Displays the current status for the action: <i>New</i> or <i>Pending</i> . The system changes the status to <i>Complete</i> after you perform the action.

Date Added	Displays the date on which the action was added to the action list.
Days on List	Displays the number of days the action has been on the action list.
Item Balance	Displays the open amount for the item. This value appears for an item condition, such as deduction item and reflects the current balance
Past Amount Due	Displays the total amount past due for a customer. This value appears only for the Collection (COLL) condition and reflects the amount calculated by the Condition Monitor process.
Customer Balance	Displays the total open amount that the Condition Monitor calculates for the customer. Depending on your selection on the Installation Options - Receivables page, the amount includes unapplied payments and in process payments, and excludes disputed items.
History ID	Displays the history ID specified in the assessment rule for the Key Statistics Exceeded (KSTE) condition.
Entry Type and Entry Reason	Displays the entry type and reason specified in the assessment rule for the Entry Type/Reason (ETRC) condition. Items with this entry type and reason have reached a specified amount or number of days before or after the date that the Condition Monitor process ran.
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.
Reassign Action	Click to access the Reassign Action page, where you change the action assignment.

Action Results

When you click the Perform Action button for a noncorrespondence action, a message appears. The result of the action varies, depending on your response to the message. If you are working on a correspondence action, such as DLTR, OLTR, or STMT, the Letter Delivery page opens where you specify information for processing the correspondence. The system generates the correspondence at the time that you specify on the Letter Delivery page.

This table lists the results of the noncorrespondence actions:

Action	Action Result
Alert (ALRT)	The result depends on your response to the message. <i>Yes:</i> Changes the action status to <i>Complete</i>. <i>No:</i> Changes the status to <i>Pending</i>.
Call the customer (CALL)	You enter information into a current date conversation for the customer or add a new conversation. After you enter the conversation information, a message appears. The result depends on your response to the message. <i>Yes:</i> Changes the action status to <i>Complete</i>. <i>No:</i> Changes the status to <i>Pending</i>.
Downgrade credit rating (DNGB)	Opens the General Information component (CUSTOMER_GENERAL) for the customer, where you access the Credit Profile page to change the customer's credit limit. When you save or exit the page, you respond to a message. The result depends on your response to the message. <i>Yes:</i> Changes the action status to <i>Complete</i>. <i>No:</i> Changes the status to <i>Pending</i>.
Place a hold message on the customer (HOLD)	Inserts a record in the Customer Message table to put the customer on hold, and changes the action status to <i>Complete</i>.
Refer to collection agency (REFR)	Updates the collection status on the Credit Profile page for the customer using the status code that you specified as the action parameter. Changes the action status to <i>Complete</i>.

Action	Action Result
Write-off balance	Opens the Worksheet Selection page where you build a worksheet to write-off the item on the Action page. Perform these steps: 1. Enter the selection criteria and build the worksheet on the Worksheet Selection page. Use the same business unit, customer ID, and item ID that is displayed on the Action page. 2. Select the item on the Worksheet Application page and select the entry type for write-offs. 3. Select a posting action on the Worksheet Action page and click OK. 4. Save the worksheet. 5. Click the Transfer to Action Detail Page link to return to the Action page. The status for the action changes to <i>Complete</i>. Note. If you did not select an item with the same business unit, customer ID, and item ID as the item on the Action page or you did not write off the entire amount, the system displays a warning message that you did not complete the action. You can either return to the Action page and the status of the action changes to <i>Pending</i>, or you can return to the worksheet and make the appropriate correction to write off the item. Also, if you select <i>Do Not Post</i>, the action status changes to <i>Pending</i>. As long as you open the worksheet again and select a posting status prior to logging off the system, you can use the Transfer to Action Detail Page link from the Worksheet Action page to complete the action.
User-defined action	The result depends on your response to the message. <i>Yes:</i> Changes the action status to <i>Complete</i>. <i>No:</i> Changes the status to <i>Pending</i>.

Entering Correspondence Parameters

Access the Letter Delivery page (click the Perform Action button on the Action page for a Dunning Letter, Follow-up Letter, or Statement action).

Letter Delivery

SetID: SHARE CORPORATE SETID

Customer: 1001 Apex Systems

Action Code: DLTR

Action Parameter: 1

Process Time

☐ Process Now ☒ Process Later

Contact ID:

OK Cancel

Letter Delivery page

Specify when to generate a dunning letter, statement, or follow-up letter.

Process Now	Depending on the action, accesses the appropriate run control page to initiate the Dunning Application Engine process (AR_DUNNING), Follow Up Letter Extract Application Engine process (AR_FOLLOWUP), or Statements process (AR_STMTS).
Process Later	Depending on the action, the system generates the correspondence for the customer the next time that you run either the Dunning process, Follow Up Letter Extract process, or Statements process. If you run the Condition Monitor process prior to running the correspondence process, it automatically calls the appropriate process to generate the correspondence. The system changes the status to <i>Complete</i> when you click OK.
Contact ID	Override the number of the contact in your organization whose name you want to print on the correspondence. If you do not override the contact, statements and dunning letters use the contact assigned to the correspondence customer and follow-up letters use the contact assigned to the bill to customer.

See Also

[Chapter 38, "Generating Correspondence," page 1151](#)

Managing Future Actions

Access the Future Actions page (click the Future Actions link on the Customer Action page; the link is available only if the customer has active future actions).

Cancel Selected Actions	Changes the status of all selected actions in the list to <i>Cancelled</i> . The actions remain in the Action grid, but you cannot edit them.
Status	Displays the status for the action. The default status is <i>New</i> . You can change it to <i>Cancelled</i> if you want to remove the action from the collection process.
Descr (description)	Displays the description for the condition that the customer violated.
Action Date	Displays the date to move the action to the action list or to automatically perform the action.
Proposed/Automated	Indicates whether the Condition Monitor process performs the action. Values are: <i>Automated</i> : The Condition Monitor process automatically performs the action the next time that you run it on or after the action date. <i>Proposed</i> : The Condition Monitor process transfers the action to the action list the next time that you run it on or after the action date.

Note. You cannot edit an action that has been moved to the action list.

Reviewing Action History for a Customer

Access the Action History page (click the Action History link on the Customer Action page).

Action Status	Displays the status. Values are: <i>Cancelled</i> : An action owner canceled the action. <i>Complete</i> : The action owner completed the action. <i>System Cancelled</i> : The Condition Monitor process canceled the action because the customer is no longer violating the condition. <i>System Complete</i> : The Condition Monitor process completed the action, such as generating correspondence.

Cancel Reason	Displays the reason the action was canceled. Option are: <i>Credit Hold Exists:</i> The customer was put on a credit hold. <i>Item Closed:</i> The item associated with the action has a zero balance. <i>No Longer in Violation:</i> The condition that generated the action no longer exists. For example, the customer made a large payment and they are no longer approaching the credit limit. <i>Operator Cancelled:</i> The action was manually canceled on the Action page or the Future Actions page. <i>Rule Owner Change:</i> The Condition Monitor canceled the action and created a new action, because the owner type in the collection or assessment rule that generated the action was changed. <i>Template Upgrade:</i> The action was canceled because the Condition Monitor upgraded the action to the next action on the action plan.
Description	Displays the condition that the customer or item violated.
Condition Role	Indicates whether the Condition Monitor process was monitoring conditions for the bill to customer, corporate customer, correspondence customer, or remit from customer.
Description	Displays the action to be performed.
Proposed/Automated	Indicates whether the Condition Monitor process performs the action. Values are: <i>Automated:</i> The Condition Monitor process automatically performs the action the next time that you run it on or after the action date. <i>Proposed:</i> The Condition Monitor process transfers the action to the action list the next time that you run it on or after the action date.
Delivery Method	Displays the method used to deliver the correspondence for correspondence actions: <i>Email</i> , <i>Fax</i> , or <i>Print</i> .
Complete Date	Displays the date on which the action was completed.

Generating Additional Workflow Notifications

This section provides an overview of additional workflow notifications, lists prerequisites, and discusses how to run the Workflow Notification process.

Understanding Additional Workflow Notifications

You can generate items on individuals' worklists and send e-mail notifications for these situations:

- An item has been closed by the creation of a new debit or credit item rather than written off.

- The Payment Predictor Application Engine process (ARPREDCCT) applies a payment to a customer's account and generates a payment worksheet.

The Workflow Notification Application Engine process (AR_WORKFLOW) notifies the workflow user assigned to the customer.

Prerequisites

Set up users for workflow notification.

See Also

Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Workflow Notification for Action Owners, page 205

Page Used to Generate Additional Workflow Notifications

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Notification Run Control	WF_RUN_CNTL_AR	Accounts Receivable, Customer Interactions, Actions, Notification, Notification Run Control	Run the Workflow Notification process to notify workflow users of payment worksheets requiring review and new debits and credits.

Running the Workflow Notification Application Engine Process

Access the Notification Run Control page (Accounts Receivable, Customer Interactions, Actions, Notification, Notification Run Control).

New Debit Credit Flag Select to notify workflow users of new debits or credits created by the system when closing another item.

PP On Account Flag (Payment Predictor on account flag) Select to notify workflow users when the Payment Predictor process created a new on-account item and generated a worksheet for the item.

Generating Risk Scores

This section presents an overview of risk score processing and discusses how to run the risk scoring process.

Risk Score Definitions

Risk score definitions include these:

Scoring Element	Describes the type of scoring data used to make up a scoring rule. For example, balance due or DSO30.
Scoring Group	A group of related scoring elements, such as, system defined history or aging
Scoring Rule	A user-defined rule which can consist of one or more scoring elements used to compute a risk score for a customer or group of customers.

Understanding the Risk Scoring Process (RUN_AR_RISK)

The AR_RISK Application Engine program is used to compute the risk score for a customer or group of customers using the scoring rules that you set up in the Risk Scoring Rule component (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Risk Scoring Rule). You should run the AR_RISK program as part of a nightly batch run *after* the ARUPDATE and AR_AGING processes have completed. The AR_RISK program relies on updated history and aging information to compute the most accurate risk score.

The customers are loaded by setID, customer group or specific customer, depending on your selections on the Compute Risk Scores run control page. The business units are loaded based on the customers that were loaded. The risk scoring rules are loaded in a hierarchical fashion, similar to assessment rules used by the Condition Monitor. The user also has the option to run the risk scoring process for only one rule by entering the override risk score id on the Compute Risk Scores run control page.

After all the customers and rules are loaded into temporary tables, the program processes each type of scoring group necessary based on the rules selected. Each section retrieves the relevant data to compute the score and stores the data in a temp table. Amounts are converted to the anchor currency defined on the risk scoring rule using the anchor date and rate type selected on the Compute Risk Scores run control page. Once all of the scoring groups are processed and the data is stored in temp tables, a risk score is computed for each scoring element by comparing the data to the range values defined on the risk scoring rule. The computation is $\text{risk score} = (\text{risk range value} * (\text{risk scoring weight} / 100))$. The individual element scores are summed for the overall customer score and the PS_CUST_CREDIT table is updated with the customer risk score.

Here is an example of how the hierarchical Risk Scoring program (AR_RISK) works:

You run the AR_RISK program using customer 1000.

The program:

- Looks for a risk rule defined for customer 1000.
- If a risk rule is found, the program selects the first one and quits the selection process for this customer.
- If a risk rule is not found, the program looks for a risk rule defined for a customer group to which customer 1000 belongs.
- If a risk rule is found for this customer group, select the first one and quit the selection process for this customer.

- If a risk rule is not found for this customer group, look for a rule defined for a setID to which customer 1000 belongs.
- If a risk rule is found for this setID, select the first one and quit the selection process for this customer.
- If a risk rule is not found for this setID, the program will issue a message indicating that no rule has been found.

These are examples of how the Risk Score process calculated risk scores for Customer A and Customer B.

Customer A							
Scoring Group	Element	Customer Metrics	Range Low	Range High	Range Value	Scoring Weight (%)	Score Weight * Value
System Defined History	AVGDAY (Average Days Late)	50	-99999	35	1	0.15	0.30
			36	56	2		
			57	99999	3		
Aging Information	06 121+ (121+ days aging category)	8,000	-	1000	5	0.85	8.50
			999,999,999	10,000	10		
			1001	999,999,999	15		
			10,001				
Total Score:							8.80

Customer B							
Scoring Group	Element	Customer Metrics	Range Low	Range High	Range Value	Scoring (%)	Score Weight * Value
System Defined History	AVGDAY (Average Days Late)	30	-99,999	35	1	0.15	0.15
			36	56	2		
			57	99,999	3		
Aging Information	06 121+ (121+ days aging category)	10,000	-	1000	5	0.85	8.50
			999,999,999	10,000	10		
			1001	999,999,999	15		
			10,001				
Total Score:							8.65

See [Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Risk Scoring Rules, page 241.](#)

See Also

[Chapter 7, "Setting Up Exception and Collection Processing," Understanding Conditions, page 213](#)

Understanding How Risk Scoring Elements Are Derived

This table describes how risk scoring element data is derived for use in the Risk Scoring process.

Risk Scoring Group	Risk Scoring Element	Description
System Defined History	All History Elements	The Risk Scoring process selects the HIST_AMT or HIST_COUNT from CUST_HISTORY table for either the FY/Period based on the run date of the risk scoring process or the user-entered FY/Period, which is an option on the Run Risk Scoring Process page. The HIST_AMT is used when the System Defined History element is amount-based such as PAST_DUE. The HIST_COUNT is used when the element is days-based such as AVG_DAYS_LATE. Note. If the element is amount-based and more than one currency exists in the CUST_HISTORY table, the amount will be converted to the currency selected on the risk scoring rule. You must run Aging or ARUPDATE and select the history options before the CUST_HISTORY table is populated with current FY/Period data. Aging updates some of the System Defined History elements and ARUPDATE updates some of the System Defined History elements. See Chapter 8, "Setting Up History and Aging," Reviewing System-Defined History IDs, page 256. Once the process selects the HIST_AMT or HIST_COUNT, the selected value is summed by: • SETID • RISK_SCORE_ID • CUST_ID • RISK_SCORE_GRP • RISK_SCORE_ELEMENT • FISCAL_YEAR • ACCOUNTING_PERIOD The process compares the summed amount to the risk ranges to determine the range value.
User Defined History	All User Defined History Elements	Same as System Defined History.

<i>Risk Scoring Group</i>	<i>Risk Scoring Element</i>	<i>Description</i>
Aging		The Risk Scoring process selects the AGING_AMT from CUST_AGING table for the: BU, Customer, Aging ID and Aging Category. • Business Unit • Customer • Aging ID • Aging Category Note. The aging elements are amount based and will be converted to the currency selected on the risk score rule if more than one currency exists in the CUST_AGING table. You should run Aging prior to Risk Scoring to ensure that the most current Aging data exists in the CUST_AGING table. Once the Risk Scoring process selects the AGING_AMT, it is summed by SETID, RISK_SCORE_ID, CUST_ID, RISK_SCORE_GRP, RISK_SCORE_ELEMENT and AGING_ID. • SETID • RISK_SCORE_ID • CUST_ID • RISK_SCORE_GRP • RISK_SCORE_ELEMENT • AGING_ID The summed amount is compared to the risk ranges to determine the range value.

<i>Risk Scoring Group</i>	<i>Risk Scoring Element</i>	<i>Description</i>
Item	Large Amount Past Due Item	This risk scoring element refers to the item with the largest amount that is past due. The Risk Scoring process selects all of the amounts from PS_ITEM that are less than or equal to the current date for open items (IT-01 only). Next, it selects the maximum amount and compares this amount to the risk ranges to determine the range value. Note. The item amounts will be converted to the currency selected on the risk scoring rule if more than one currency exists in the PS_ITEM table.
Item	Date of Oldest Item	This risk scoring element refers to the item with the highest number of days late and is over a specified minimum amount. You enter the minimum threshold amount on the risk scoring rule. For example, the oldest item that has an amount greater than \$1000 USD. The Risk Scoring process selects the maximum days that an item is past due based on the due date in PS_ITEM for open items (IT-01 only) and the item balance is greater than or equal to the threshold amount entered on the risk scoring rule. The maximum days selected that meets the above criteria is compared to the risk ranges to determine the range value.

<i>Risk Scoring Group</i>	<i>Risk Scoring Element</i>	<i>Description</i>
Customer Activity	Approaching Credit Limit Percent	This risk scoring element refers to the percentage of the customer balance that is approaching the credit limit. Note. You must set up the customer credit information for the processing of this element to return any data. This formula is used to calculate the percentage of the customer balance that is over the credit limit. Percent over credit limit = $\frac{\text{CUST\_CREDIT} \cdot \text{ANCHOR\_CR\_LIMIT} * (1 + \text{CUST\_CREDIT} \cdot \text{CUSTCR\_PCT\_OVR} / 100)}{\text{PS\_CUST\_DATA.BAL\_AMT}}$ The risk scoring processes compares this percentage over credit limit to the risk ranges to determine the range value.
Customer Activity	Exceeded Credit Limit	This risk scoring element refers to whether the customer has exceeded their credit limit. The Risk Scoring process selects the customer balance from PS_CUST_DATA and compares it to the credit limit from the CUST_CREDIT table. Note. You must set up the customer credit information for the processing of this element to return any data. This formula is used to determine if the customer has exceeded the credit limit: ($(\text{CUST\_CREDIT.ANCHOR\_CR\_LIMIT} * (1 + \text{C.CUSTCR\_PCT\_OVR} / 100)) - \text{PS\_CUST\_DATA.BAL\_AMT} < 0$) If the customer exceeds the credit limit, the Risk Scoring process sets the scoring element value to Y (yes) and uses the range value for Y. If the customer does not exceed the credit limit, the Risk Scoring process sets the scoring element value to N (no) and uses the range value for N.

<i>Risk Scoring Group</i>	<i>Risk Scoring Element</i>	<i>Description</i>
Customer Activity	Credit Hold	This risk scoring element refers to whether a customer is on credit hold. If the customer exists in the view PS_AR_CUST_CRHD_VW then it is on credit hold and the Risk Scoring process sets the flag to Y (yes) and uses the range value for Y on the Risk Scoring Rule details page. If the customer does not exist in the view PS_AR_CUST_CRHD_VW, the Risk Scoring process sets the value to N (no) and uses the range value for N.
Customer Activity	Balance Due	This risk scoring element refers to the customer balance due. The Risk Scoring process selects and sums the PS_CUST_DATA.BAL_AMT and compares that amount to the risk ranges that appear the Risk Range Detail page associated with the Risk Scoring Rule to determine the range value.
Customer Activity	Percent of Balance Past Due	This risk scoring element refers to the percentage of the customer balance that is past due. The Risk Scoring process selects and sums the PS_ITEM.BAL_AMT_BASE field for open items where the due date is less than the current date. It divides the past due balance by the total customer balance to determine the percentage that is past due. It compares this percentage to the risk ranges that appear on the Risk Range Detail page associated with the Risk Scoring Rule to determine the range value.
Customer Table	All Elements	Select the risk scoring element from the PS_CUSTOMER table for the customers selected for risk scoring and compare that data against the risk ranges to determine the range value.

Risk Scoring Group	Risk Scoring Element	Description
Customer D&B Table (customer Dun & Bradstreet table)	All Elements	The Risk Scoring process selects the element from the PS_CUST_DB table for the customers selected for risk scoring and compares that data against the risk ranges to determine the range value. Note. The PS_CUST_ID_NBRS.STD_ID_NUM record field was used to obtain the DB number for lookup on the CUST_DB table. The STD_ID_NUM_QUAL = 'DNS' field was used to determine which STD_ID_NUM to retrieve from the PS_CUST_ID_NBRS table.
Ratios	Debt Ratio	The Risk Scoring process divides the total current liabilities by the total current assets based on this formula: $\text{PS\_CUST\_DB.DB\_TOT\_CUR\_LIA} / \text{PS\_CUST\_DB.DB\_CUR\_ASET}$
Ratios	Asset Turnovers	The Risk Scoring process divides the sales by the total current assets based on this formula: $\text{PS\_CUST\_DB.DB\_SALES} / \text{PS\_CUST\_DB.DB\_TOT\_ASET}$
Ratios	ROE (Return on Equity)	The Risk Scoring process divides the net income by the total current assets and subtracts the total current liabilities based on this formula: $(\text{PS\_CUST\_DB.NET\_INCM} / \text{PS\_CUST\_DB.DB\_TOT\_ASET}) - \text{PS\_CUST\_DB.DB\_TOT\_CUR\_LIAB}$
Ratios	Acid Test Ratio	The Risk Scoring process subtracts inventory from the total assets and divide by the total current liabilities based on this formula: $(\text{PS\_CUST\_DB.DB\_TOT\_ASET} - \text{PS\_CUST\_DB.DB\_INVENTORY}) / \text{PS\_CUST\_DB.DB\_TOT\_CUR\_LIA}$

Page Used to Run the Risk Scoring Process

Page Name	Definition Name	Navigation	Usage
Compute Risk Scores	RUN_AR_RISK	Accounts Receivable, Receivables Analysis, Request Risk Scoring, Compute Risk Scores	Run the Risk Scoring Process (RUN_AR_RISK)

Running the Risk Scoring Process

Access the Compute Risk Scores page (Accounts Receivable, Receivables Analysis, Request Risk Scoring, Compute Risk Scores).

Compute Risk Scores

Run Control ID: JKG [Report Manager](#) [Process Monitor](#)

*SetID: CORPORATE SETID

Customer Group: Collection Group 1

Customer ID:

Override Risk Score ID:

Last Run On: Process Instance:

Control Parameters

*Anchor Date: **Date Option for History**

*Anchor Rate Type:

☐ Use Run Date

☒ Specify Date Fiscal Year: Period:

Compute Risk Scores page

Override Risk Score ID

Select a risk score id if you want to run the risk scoring process for only one risk scoring rule. If you select a value for this field, the risk score process will only process this selected rule and will override the risk score processing hierarchy that runs based on your selection of a setID value and Customer Group or Customer ID.

Leave this field blank if you want to process all rules that apply based on the selection criteria.

Anchor Date	Select the date to apply to the currency conversion when processing this risk score. The currency is derived from the risk score rule. This is a required field.
Anchor Rate Type	Select the rate type to apply to the currency conversion when processing this risk score. This is a required field. See Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Risk Scoring Rules, page 241.
Date Option for History	Select one of these dates to use for retrieving history data: • Use Run Date Select this option to use the date this process is run for the history scoring elements in the process. • Specify Date Select this option to enable the Fiscal Year and Period fields, and enter the year and accounting period to use for the history scoring elements in this process.

Reviewing Conversations and Promises

This section discusses how to:

- View and update conversations and promises in PeopleSoft Receivables.
- Review conversations with incomplete follow-ups.
- Review, add, or update conversations with follow-up dates.
- Review or modify promise date conversations.
- Review broken promises.
- Review, add, or change promises that require supervisor review.
- Search by keyword.
- Inquire on promise date conversations.

Pages Used to Review Conversations and Promises

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Conversations	CONVER_DATA1_SS	Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations	View and update existing conversations and promises in PeopleSoft Receivables.
References	CONVER_DATA2_SS	Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, References	Review and add transaction references to the conversation.
Attachments	CONVER_DATA5_SS	Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Attachments	Add attachments of files to the conversation.
Contact	CONTACT	- Accounts Receivable, Customer Interactions, Conversations, Update Contacts, Update Contacts - Customers, Contact Information, Contact	Enter and update contact information.
Conversations By Keyword	SEARCH	Accounts Receivable, Customer Interactions, Conversations, Search By Keyword, Conversations By Keyword	Search for conversations based on keywords identified on the Conversations page.
Follow-Up Action	SEARCH	Accounts Receivable, Customer Interactions, Conversations, Follow-Up Action Needed, Follow-Up Action Needed	Search for Conversations with incomplete follow-ups.
Conversation Review Needed	SEARCH	Accounts Receivable, Customer Interactions, Conversations, Review Needed, Conversation Review Needed	Search for regular conversations where a review was not completed on the review date.

Page Name	Definition Name	Navigation	Usage
Promise Date Review Needed	SEARCH	Accounts Receivable, Customer Interactions, Conversations, Promise Date Review Needed, Promise Date Review Needed	Search for promise date conversations where a review based on the promise date has not been completed.
Broken Promises Review Needed	SEARCH	Accounts Receivable, Customer Interactions, Conversations, Broken Promises Review Needed, Broken Promises Review Needed	Search for the promise date conversations for which the promise was broken.
Supervisor Review Needed	SEARCH	Accounts Receivable, Customer Interactions, Conversations, Supervisor Review Needed, Supervisor Review Needed	Search for regular and promise date conversations that have the Supervisor Review check box selected.
Promise Date Inquiry	CWB_PROMISEINQ	Accounts Receivable, Customer Interactions, Conversations, Promise Date Inquiry, Promise Date Inquiry	Review promised date conversation information.

Viewing and Updating Conversations and Promises in PeopleSoft Receivables

Access the Conversations page (Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations).

ConversationsReferencesAttachments

SetID: SHAREBusiness Unit: US001Customer: 10011001 - Apex Systems

*Status: NewDescription: Financial Crisis

Subject: DELAYED PAYMENTSSub-Topic:

☒ Promise of Payment

Promise of Payment

Promise Date: 10/07/2011Promise Amount: 500.00Currency: USD

Tolerance Days: 3Payment Tolerance: 5 %Confidence: Medium

Broken Promise Action: PRBKUser ID: DVP1☐ Done

☐ Override Promise StatusOverride Reason:Promise Status: Open

Promise Review

Date: 09/30/2011Action: RECEIVABLEUser ID: DVP1☒ Done

☒ Supervisor ReviewStatus: New

Follow UpLetter: FDate: ☐ Done

Keywords

Keyword1:Keyword2:Keyword3:

Add Conversation Entry

Conversation Entries

Find | View All | First | 1 of 1 | Last

DateTime: 09/30/11 12:10PMUser: DVP1☐ VisibleDelete EntryEdit Entry

Contact ID: 25Mary LewisTelephone: 18005551212Extension:

Comments:

Talked to Mary on 9/30/2011 and she assured me that she would send payment by 10/7/2011

Conversations page with promise of payment

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations."

Reviewing Conversations with Incomplete Follow-ups

Access the Follow-Up Action Needed search page (Accounts Receivable, Customer Interactions, Conversations, Follow-Up Action Needed, Follow-Up Action Needed).

Follow_Up Action Needed

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Limit the number of results to (up to 300):

User ID:

begins with

DVP1

Follow-Up Action:

begins with

SetID:

=

SHARE

Business Unit:

=

US001

Cust ID:

begins with

Conversation Date:

=

Status:

=

☐ Case Sensitive

Search

Clear

Basic Search

Save Search Criteria

Search Results

View All

First1-3 of 3Last

User ID	Follow-Up Action	SetID	Business Unit	Cust ID	Description	Conversation Date	Status	Subject	Subject Topic	Number of Entries	Attachments	Cash Forecast
DVP1	CALL	SHARE	US001	1008	Equipment conversation	09/30/2011	New	PRODUCTS	QUESTION	2	N	0
DVP1	CALL	SHARE	US001	USA97	Test conversation	09/22/2011	New	(blank)	(blank)	1	N	400
DVP1	RECEIVABLE	SHARE	US001	1001	Financial Crisis	09/30/2011	New	DELAYED PAYMENTS	(blank)	1	N	0

Follow-Up Action Needed page

Enter the search criteria to search for regular conversations and promise date conversations that have incomplete follow-up actions. The user assigned to the action has not selected the Done check box in the Follow Up group box on the Conversations page. The system lists these conversations in the search results. Click the appropriate conversation's link to open the Conversations page.

Conversations		References		Attachments	
SetID:	SHARE	Business Unit:	US001	Customer:	1008 1008 - Adventure 54
*Status:	New	Description:	Equipment conversation		
Subject:	PRODUCTS	Sub-Topic:	QUESTION		
☐ Promise of Payment					
Review Date: Review Days: User ID: ☐ Done ☐ Supervisor Review			Follow Up Action: User ID: ☐ Done Letter: Date:		Reference Totals Amount: 0.00 Currency: USD Promise Date:
Keywords Keyword1: Keyword2: Keyword3:					
Add Conversation Entry					
Conversation Entries Find View All First 2 of 2 Last					
DateTime:	09/30/11 1:56PM	User:	DVP1	☐ Visible	Delete Entry Edit Entry
Contact ID:	CUSTOMER	JimD	Telephone:	694-1111	Extension:
Comments:	Call to discuss pending questions about equipment				

Conversations page with follow-up action needed

The user can then perform the required follow-up action and select the Done check box in the Follow Up group box to indicate that this follow-up action has been completed.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations," Entering and Reviewing Conversations.

Reviewing, Adding, or Updating Conversations with Follow-Up Dates That Need Review

Access the Conversation Review Needed page. (Accounts Receivable, Customer Interactions, Conversations, Follow-Up Action Needed, Conversation Review Needed)

Enter the search criteria to enable the system to search for conversations in which the Done check box for the follow up action was not selected. A list of conversations where the follow-up action need to be reviewed displays. Click the conversation link that you want to review. The selected conversation appears on the Conversations page. You can review, add to, or update the fields on this Conversations page.

Reviewing or Modifying Promise Date Conversations

Access the Promise Date Review Needed page. (Accounts Receivable, Customer Interactions, Conversations, Promise Date Review Needed, Promise Date Review Needed)

Enter the search criteria to enable the system to search for and review promise conversations that have not been reviewed and marked as done. A list of promise date conversations that have promise dates need to be reviewed and possibly modified displays. Click the conversation link that you want to review. The selected promise date conversation appears on the Conversations page. You can review and modify the fields on this Conversations page as necessary.

Reviewing Broken Promises

Access the Broken Promise Review Needed page. (Accounts Receivable, Customer Interactions, Conversations, Broken Promise Review Needed, Broken Promise Review Needed)

Enter the search criteria to enable the system to search for promise date conversations that have broken promises where a broken promise action is needed and the Done check box is not selected. A list of promise date conversations that have broken promises displays. Click the conversation link that you want to review. The selected promise date conversation appears on the Conversations page.

Reviewing, Adding, or Changing Promises That Require Supervisor Review

Access the Supervisor Review Needed page (Accounts Receivable, Customer Interactions, Conversations, Supervisor Review Needed, Supervisor Review Needed).

Enter the search criteria to enable the system to search for regular and promise date conversations in which the Supervisor Review check box has been selected. A list of conversations that have the Supervisor Review check box selected displays. Click the conversation link that you want to review. The selected conversation appears on the Conversations page. You can review and modify the conversation as necessary, as well as change the status of the supervisor's review.

Searching By Keywords

Access the Conversations By Keyword page (Accounts Receivable, Customer Interactions, Conversations, Search By Keyword, Conversations By Keyword).

Select a keyword that applies to conversations that you want to review. You set up keywords for conversations on the Conversations page.

Inquiring on Promise Date Conversations

Access the Promise Date Inquiry page (Accounts Receivable, Customer Interactions, Conversations, Promise Date Inquiry, Promise Date Inquiry or Accounts Receivable, Customer Accounts, Collections Workbench).

Promise Date Inquiry

Search Promises

*Customer SetID:	Equal	SHARE
Business Unit:	Equal	US001
Customer ID:	Equal	
Promise Date:	Equal	
Promise Status:	Equal	
Promise Amount:	Equal	
Promise Amount Currency:	Equal	
Collector:	Equal	
Supervisor:	Equal	

Display Options

☒ Show All

☐ Group by Collector

☐ Group by Customer

☐ Group by Supervisor

☐ Group by Business Unit

Search

Clear

Promised Date Inquiry page (1 of 2)

Promises									
Customize Find View All First 1-10 of 11 Last									
Business Unit	Customer	Promise Date	Promise Status	Promise Amount	Currency	Override	Override Reason	Collector	Supervisor
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Kept	27.83	USD	N		BGO	
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Broken	95.14	USD	N		BGO	
US001	CWB2001 - Alliance Directional Services	12/07/2008	Cancelled	50.00	AUD	Y	Pay Invald	CBB	
US001	CWB101 - Alliance Drilling Inc.	04/10/2009	Broken	500.00	AUD	Y	Override	CBB	
US001	CWB101 - Alliance Drilling Inc.	12/31/2008	Broken	100.00	AUD	N		CBB	
US001	CWB101 - Alliance Drilling Inc.	12/07/2008	Cancelled	10.00	AUD	Y	Pay Invald	CBB	
US001	1000 - Alliance Group	04/10/2009	Broken	2,000.00	USD	Y	Cancelled	CBB	
US001	1000 - Alliance Group	04/12/2009	Kept	40,000.00	USD	Y	Override	CBB	
US001	1000 - Alliance Group	04/22/2009	Broken	20.00	USD	N		CBB	
US001	USA05 - SouthEast Wholesaler	09/21/2009	Open	600.00	USD	N		JAJ	

Promise Date Inquiry page (2 of 2)

Search Promises

Select criteria in this group box to narrow your search for promise date conversation information.

Display Options

Show All

Click this option and click the Search button to display information based on the search criteria that you set up in the Search Promises group box for all promises.

These promise information columns appear on the grid:

- Business Unit
- Customer
- Promise Date
- Promise Status
- Promised Amount
- Currency
- Override (Y/N)
- Override Reason
- Collector
- Supervisor

Group by Customer

Click this option and click the Search button to display promise information based on the search criteria that you set up in the Search Promises group box.

These promise information columns appear on the grid:

- Broken Promises
- Broken Amount
- Kept Promises
- Kept Amount
- Open Promises
- Open Amount
- Currency Code

Group by Business Unit

Click this option and click the Search button to display promise information based on the search criteria based on each business unit associated with a customer.

The same columns that are in the Group by Customer grid display grouped by business unit.

Group by Collector	Click this option and click the Search button to display promise information based on the search criteria based on the collector associated with each promise. The same columns that are in the Group by Customer grid display grouped by collector.
Group by Supervisor	Click this option and click the Search button to display promise information based on the search criteria based on the supervisor who was selected to review each promise. The same columns that are in the Group by Customer grid display grouped by supervisor.

Obtaining Dun & Bradstreet Information for a Customer

You can arrange to order credit reports from Dun & Bradstreet and load them directly into PeopleSoft Receivables. Dun & Bradstreet bills you for each report that you order. The interface with Dun & Bradstreet enables you to purchase these reports:

- Business Verification.
- Decision Support.
- Delinquency Score.
- Enterprise Management.
- Financial Standing.
- Quick Check.

Create a unique logon ID for the Dun & Bradstreet system for each setID, if needed, so that you can have separate billing accounts for the different areas of your organization. You set up the login IDs on the D&B Account Information page, which you access from the Installation Options - Overall page.

When you purchase a report for a specific DUNS number, you see the last time that you purchased a report for that DUNS number as well as which report you purchased.

Review each report for a specific DUNS number, using the Dun & Bradstreet component (CUSTOMER_DB). Associate the report with a customer on the Dun & Bradstreet - Operations page.

If you want to review a Dun & Bradstreet report for a customer, you can access the report from the Credit Profile page or the Additional General Info page for the customer or the Account Overview - Profile page.

See Also

Chapter 33, "Researching Customer Accounts," Reviewing a Customer's Profile, page 1043

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Obtaining D&B Credit Reports

Chapter 37

Aging Receivables Items

This chapter provides an overview of the Aging Application Engine process (AR_AGING), lists prerequisite tasks and common elements, and discusses how to:

- Run the Aging Application Engine process.
- Generate aging reports.

Understanding the Aging Application Engine Process

The Aging process is part of the Aging Preprocessor multiprocess job (ARAGE).

The Aging Preprocessor multiprocess job (ARAGE) includes:

- The Aging Parallel Preprocessor Application Engine process (AR_AGEPP).
- The Aging Parallel multiprocess job (AR_AGE).

The Aging Parallel multiprocess job calls AR_AGE1 through AR_AGE#, which run the Aging process (AR_AGING).

See [Chapter 8, "Setting Up History and Aging," Setting Up Parallel Processing for Aging, page 263.](#)

The Aging process updates summary aging information that appears on various inquiry pages. Management and collection departments rely on aging to identify delinquent accounts and to assess possible cash flow issues.

The Aging process also updates the *Due* and *High Due* history IDs.

This section discusses:

- The commit cycle
- In use customers

See Also

[Chapter 8, "Setting Up History and Aging," Customer History Calculations in the Aging Process, page 255](#)

The Commit Cycle

When you run the Aging process, aging occurs in two phases:

- The system builds images of all the records as they appear after you run the Aging process and commits after every step.
- The system updates the database with the new records.

Phase two is wrapped into one commit; therefore, database integrity remains intact, regardless of how you proceed after a problem.

In Use Customers

When you run the Aging process, it marks the customers as *In Use* by updating the process instance on the Customer Data (CUST_DATA) table with the process instance of the current job.

Note. If *In Use* customers are encountered (that is, if the process instance is less than or greater than zero) during the Aging process, the aging run is not terminated. The *In Use* customers are simply not aged, while the rest of the customers in the requested business units are aged normally. After you determine the reason that the customer is an *In Use* customer and correct the problem, run the aging request again.

Prerequisites

Before you run the Aging process:

- Set up aging IDs.
- Assign an aging ID to a business unit.
- Set up system-defined history IDs to be used by the aging process.
- Set up parallel processing.

You should also apply all of your payments to items and run the Receivable Update Application Engine process (ARUPDATE).

See Also

[Chapter 8, "Setting Up History and Aging," page 251](#)

[Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24](#)

Common Element Used in This Chapter

Aging ID

Defines the aging categories into which you want transactions broken down. Also defines how the system ages disputed items.

Running the Aging Process

This section provides an overview of aging run controls and discusses how to:

- Create a run control ID for aging.
- Add parameters to an aging request.

Understanding Aging Run Controls

The Aging process automatically processes all customers in all business units specified on the aging request. You can use a different method known as *chunking*, which enables you to process large sets of data more efficiently by breaking them into subsets or smaller units of work. You can chunk by collector, credit analyst, and receivables (AR) specialist.

To use chunking when you run the Aging process:

1. Create a run control ID for the Aging Preprocessor multiprocess job on the Aging Request page.
2. Modify the PeopleSoft Application Engine steps for each AR_AGE# process on the Application Engine Request page.

For example, if you have three partitions, you define the parameters for AR_AGE1, AR_AGE2, and AR_AGE3.

3. Return to the Aging Request page to run the process.

In most cases, you probably will run the Aging Preprocessor multiprocess job by using a scheduled job.

The name that you choose for any run control ID is significant. If you want to run aging as a separate process, we recommend that the name that you select for the run control ID be unique, such as ARAGING. Otherwise, if another Application Engine process is using the same combination of user ID and run control ID, your request for aging receivables is added to an existing request as another job step.

Warning! We do not recommend running multiple concurrent instances of aging unless you have planned the process very carefully. If you do, you must work with a unique set of customers and you might still encounter database contention issues. In addition, we do not recommend running the Aging and Receivable Update processes at the same time, because they both update customer data.

Pages Used to Run the Aging Process

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Aging	AGING_REQUEST	Accounts Receivable, Receivable Analysis, Aging, Request Aging Process, Aging Request	Enter run control parameters for the Aging Preprocessor multiprocess job and run the job.
Application Engine Request	AE_REQUEST	Accounts Receivable, Receivables Update, Request Application Engine, Application Engine Request	Enter additional parameters for aging for each AR_AGE# process, such as parameters for smaller units of data or to narrow the scope of aging.

Creating a Run Control ID for Aging

Access the Aging page (Accounts Receivable, Receivable Analysis, Aging, Request Aging Process, Aging Request).

Select the business units.

Process SubCustomer

Select to update aging and history at subcustomer levels for all customers in the business unit for which subcustomer history is enabled.

Adding Parameters to an Aging Request

Access the Application Engine Request page (Accounts Receivable, Receivables Update, Request Application Engine, Application Engine Request).

Application Engine Request

User ID: DVP1Run Control ID: AGINGRun

Program Name: AR_AGE1AR_AGE1

Last Run

Process Origin: OtherProcess Instance:Status: Pending

Process Frequency: OnceMarket:As Of Date: 10/01/2009

Parameters

State Record: RA_AGING_AET*Bind Variable Name: AE_CHUNK_BYValue: COLLECTORDate:

State Record: RA_AGING_AET*Bind Variable Name: AE_CHUNK_SIZEValue: 10Date:

Application Engine Request page

Use the State Record, Bind Variable Name, and Value fields to define exactly what data you want to age. This enables you to process smaller units of data. Add as many rows as needed.

Using Chunking in Aging

If you have a large number of customers to age, use chunking to run the Aging process for a smaller group of customers. You can group customers by business unit or by a value that is associated with each customer on the Item record (ITEM), such as collector, AR Specialist, or credit analyst. This table provides descriptions and sample field values for how to do this:

Chunking Description	Sample Field Values
Age customers one business unit at a time.	State Record: RA_AGING_AET Bind Variable Name: AE_CHUNK_BY Value: BU
Age customers associated with a specific collector. The system processes collectors individually, marking each customer with items that are associated with a particular collector. For example, suppose that Collector A is associated with items for customers 1, 5, and 10 and that Collector B is associated with items for customers 7 and 9. The customers for Collector A (1, 5, 10) form the first chunk, and the customers for Collector B (7, 9) form the second chunk.	State Record: RA_AGING_AET Bind Variable Name: AE_CHUNK_BY Value: COLLECTOR

<i>Chunking Description</i>	<i>Sample Field Values</i>
Age customers by associated collector and chunk collectors in groups of 10.	<i>First row:</i> State Record: <i>RA_AGING_AET</i> Bind Variable Name: <i>AE_CHUNK_BY</i> Value: <i>COLLECTOR</i> <i>Second row:</i> State Record: <i>RA_AGING_AET</i> Bind Variable Name: <i>AE_CHUNK_SIZE</i> Value: <i>10</i>

Narrowing the Scope of Aging

This table describes how to narrow the scope of aging:

<i>Description</i>	<i>Sample Field Values</i>
Age only those customers who have been active since you ran the last Aging process.	State Record: <i>RA_AGING_AET</i> Bind Variable Name: <i>RA_RUN_OPTION</i> Value: <i>ACTIVE_CUSTS</i>
Age only those customers who have not been aged since you ran the last Aging process.	State Record: <i>RA_AGING_AET</i> Bind Variable Name: <i>AGED_PI</i> Value: (value of last process instance)

Combining Narrowing and Chunking

You can combine chunking and narrowing by adding more rows to this page. For example, you could limit aging to only those customers with activity and also use a chunking method that limits processing to one business unit at a time.

Generating Aging Reports

This section provides an overview of aging reports, lists a common element used in this section, and discusses how to:

- Run the Aging Summary by ChartField report.
- Run the Summary Aged by Reason Code report.

Understanding Aging Reports

The aging ID that you select on the run control page for the aging reports determines how to age the items.

The aging buckets on the aging reports show the amount of the items due in the aging category. The name of each bucket matches the description that you gave the category on the Aging page. For example, suppose that the description of a category for items that are 10 to 20 days old is 10 – 20, then the column heading reads *10 – 20*.

Amounts that fall under the Other column are for items whose age does not fall into any of the categories that you defined on the Aging page. For example, suppose that you have a category for items 1 to 10 days old and a category for items 21 to 30 days old, any items that are 11 to 20 days old appear in the Other column.

See Also

[Chapter 8, "Setting Up History and Aging," Setting Up Aging, page 258](#)

Common Element Used in This Section

Display Option

Select the type of items that you want to include in the aging report. Values are *Include All*, *Collections Only*, *Deductions Only*, and *Disputes Only*.

Pages Used to Generate Aging Reports

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Aging Detail by Unit	RUN_AR30003	Accounts Receivable, Receivables Analysis, Aging, Aging Detail by Unit Rpt, Aging Detail by Unit	Define the run parameters for the Aging Detail by Unit report (AR30003). Use the report to see aged open balances for all items in a business unit in either the base currency or the entry currency.

Page Name	Definition Name	Navigation	Usage
Aging Detail by Tree	RUN_AR30001	Accounts Receivable, Receivables Analysis, Aging, Aging Detail by Tree Rpt, Aging Detail by Tree	Define the run parameters for the Aging Detail by Tree report (AR30001). Use the report to see aged open balances for all items associated with a tree structure in the base currency of the business unit. You can run the report using these trees in the sample database or using trees with a structure similar to these trees: AR CORP CUST, AR BUSINESS UNITS, COLLECTOR, CR ANALYST, and SALES PERSON.
Aging Summary by Unit	RUN_AR30004	Accounts Receivable, Receivables Analysis, Aging, Aging Summary by Unit Rpt, Aging Summary by Unit	Define the run parameters for the Aging Summary by Unit report (AR30004). Use the report to see aged open balances for every customer in a business unit in either the base currency or the entry currency of the unit.
Aging Summary by Tree	RUN_AR30002	Accounts Receivable, Receivables Analysis, Aging, Aging Summary by Tree Rpt, Aging Summary by Tree	Define the run parameters for the Aging Summary by Tree report (AR30002). Use the report to see aged open balances for every customer associated with a tree structure in the base currency of the business unit. You can run the report for these trees: AR CORP CUST, AR BUSINESS UNITS, COLLECTOR, CR ANALYST, and SALES PERSON.
Aging by Chartfield	RUN_AR30006	Accounts Receivable, Receivables Analysis, Aging, Aging by Chartfield Rpt, Aging by Chartfield	Define the run parameters for the Aging by ChartField report (AR30006). Use this report to see aged receivables by customer, item, and ChartField selection.

Page Name	Definition Name	Navigation	Usage
Run AR30007	RUN_AR30007	Accounts Receivable, Receivables Analysis, Aging, Aging by Reason Rpt, Run AR30007	Define run parameters for the Summary Aged by Reason Code report (AR30007). Use the report to see aged open balances for deductions, items in collection, or disputed items for every customer in a business unit in either the base currency of the unit or the entry currency.

Running the Aging Summary By ChartField Report

Access the Aging by Chartfield page (Accounts Receivable, Receivables Analysis, Aging, Aging Detail by Unit Rpt, Aging Detail by Unit).

Report Option

Select the level of report detail. Values are:

Detail: Includes the individual item detail within a customer.

Summary: Summarizes information by customer.

Refresh

Click to display a list of ChartFields in the Field Long Name column.

ChartField Selection

Use the ChartField Selection group box to determine which items are included in the aging totals. The process ages items that have distribution lines that include the ChartField values that you entered.

ChartField Name

Displays a list of ChartFields.

Subtotal

Select the ChartField for which you want to subtotal amounts.

Value and To Value

Select the range of ChartField values for each ChartField for the items that you want to age. If you do not enter any values, the system automatically ages all items that have any AR account value in the distribution lines.

Running the Summary Aged by Reason Code Report

Access the Run AR30007 page (Accounts Receivable, Receivables Analysis, Aging, Aging by Reason Rpt, Run AR30007).

You can run this report for a specific reason or all reasons. Depending on your selection in the Display Option field, the reason that you enter varies:

- If you selected *Collections Only*, select a Collection Code.

- If you selected *Deductions Only*, select a Deduction Reason.
- If you selected *Disputes only*, select a Dispute Reason.

Chapter 38

Generating Correspondence

This chapter provides overviews of correspondence generation and acceptgiro form printing and discusses how to:

- Generate customer statements.
- Run balance forward statements the first time.
- Generate dunning letters.
- Generate and print follow-up letters.
- Reprint invoices.

Understanding Correspondence Generation

When you run the processes that generate statements, dunning letters, and follow-up letters, the processes generate this correspondence for those customers that meet the criteria that you specify on the run control request.

To run the processes, you can:

- Schedule the processes to run at a designated time.
- Run the processes on demand from the menu.
- Set up collection and assessment rules that trigger correspondence and run the Condition Monitor Application Engine process (AR_CNDMON).

The Condition Monitor process generates correspondence for customers with a Send a Dunning Letter (DLTR), Send Follow Up Letter (OLTR), or Send Statement of Account (STMT) action on the customer action list. The action must have the Process Flag field set to Y. Depending on the setup in the action template, the Condition Monitor process automatically sets the flag to Y, or you manually set the flag to Y when you work the action that is on the customer action list. The Condition Monitor process calls the Statements (ARSTMT) multiprocess job, AR Dunning (AR_DUNNING) process, and Follow-up Letter Extract (AR_FOLLOWUP) process to generate correspondence for customers that have one of the correspondence actions. If you manually work a correspondence action, you can transfer from the customer action list to the appropriate correspondence request page for the single correspondence action.

See Also

[Chapter 35, "Understanding Exception and Collection Processing," Delivery of Correspondence, page 1085](#)

(NLD) Understanding Acceptgiro Form Printing

PeopleSoft Receivables enables you to print dunning letters and statements using the acceptgiro form. The acceptgiro form becomes an attachment to the dunning letters and statements. You must use the A/S Contract Type acceptgiro form. The system prints the normal dunning letter or statement information at the top of the form and, in the event of more information than will fit, it prints the remaining information on subsequent pages. The system prints *Vervallen* (Void) in the body and counterfoil sections of the acceptgiro attachment on the subsequent pages.

The system prints the total balance due for the dunning letter or statement in the body and counterfoil sections of the acceptgiro attachment, which is at the bottom of the form. If the total amount exceeds 999,999.00 EUR, then the system prints *Vervallen* (Void) in the amount field. The system also prints the address and bank account number for the receivables business unit—this is the collector's bank address and account number—in the body and counterfoil sections of the acceptgiro attachment. The body and counterfoil sections of the attachment also include the address and bank account for the remit to customer.

Important! If you do not assign a bank account to the customer on the Customer Bank page, the system prints only the normal dunning letter or statement information at the top of the form.

The system also prints the system-generated acceptgiro reference number in the body and counterfoil section of the acceptgiro attachment. The system uses the acceptgiro reference number assigned to the business unit on the Bank/Payment Options page and increments the number by one. The system also appends the control digit to the number. The system also updates the AG Number (acceptgiro reference number) field for each item with the acceptgiro reference number from the dunning letter or statement. If an item already has an acceptgiro reference number, the system overwrites it. The bank normally sends the payment for acceptgiro electronically and includes the acceptgiro reference number. The Payment Predictor process (ARPREDC) can use this number to apply payments if you use detail algorithms, or you can use the number to apply payments to items on the payment worksheet.

If a statement has a negative balance, the system prints *Vervallen* (Void) on the acceptgiro attachment in the amount field.

To enable acceptgiro, you must select *A/S Contract* in the Accept Giro Type field on the Bank/Payment Options page for the business unit.

Each time that you generate dunning letters and statements for business units enabled for acceptgiro attachments, you can print the letters or statements without the attachments by overriding the option on the run control page. If you leave the business unit field blank on the run control pages, the system does not print the letters or statements with the acceptgiro attachments. If the Condition Monitor process triggers the dunning letter or statement processing, you cannot override acceptgiro processing.

Important! You may need to modify the Crystal Report formats to ensure that the fields align correctly on the acceptgiro attachment. Also, you are responsible for obtaining certification with your banking institutions.

Generating Customer Statements

This section provides an overview of the statement generation process, lists prerequisites, and discusses how to:

- Run the Statements multiprocessing job (ARSTMT).
- (Optional) Select the currency for Open Item statements.
- Print statements.

Understanding the Statement Generation Process

The Statements - Preprocessor multiprocessing job (ARSTMT) includes:

- The Statement Parallel Preprocessor process (AR_STMTPP).
- The Statements - Parallel multiprocessing job (AR_STMT).

The Statements - Parallel multiprocessing job runs the Statements process (AR_STMTS).

See [Chapter 6, "Setting Up Correspondence Options," Setting Up Parallel Processing for Statements, page 184.](#)

The Statements process (AR_STMTS) extracts data from customer and item records and populates statement records. The Statements Print multiprocessing job (ARSTPRT) merges data from the statement records with predefined layouts and prints both the Open Item Statement (AR32000/ARX3200 and AR32A00/ARX32A00) and the Balance Forward Statement (AR32001/ARX32001 and AR32A01/ARX32A01). You can also choose to print these statements separately and to print the Draft Customer Statement (AR32002/ARX32002). You can use the customer statement samples that the PeopleSoft software provides, or use Crystal Reports or BI Publisher to create your own statements.

Note. The AR32A00/ARX32A00 and AR32A01/ARX32A01 statements print only if you enable acceptgiro processing for the business unit.

The Statements process assigns a process instance number to all items that it processes. When it finishes, it sets the number to zero. Instance numbering enables you to run the process concurrently with other PeopleSoft Application Engine processes that use different run control IDs.

Note. PeopleSoft Receivables also provides the Statements-Parallel/Print multiprocessing job (STATEMNT), which runs the Statements multiprocessing job (ARSTMT) and prints the Open Item Statement and the Balance Forward Statement.

If you run the Statements - Preprocessor multiprocessing job (ARSTMT), each AR_STMT# child process that runs statements uses the same statement ID. Therefore, if you run the statement print processes separately, you use one statement ID for all statements. This feature also enables you to view all statements in the run using the same statement ID.

PeopleSoft Receivables enables you to generate customer statements on a regular schedule for many customers or a single statement for only one customer. When you run the Statements process, you specify the scope of the process at any of the following levels:

- SetID level: Generates an invoice or a statement for each correspondence customer in all business units that reference the setID.
- Business unit level: Generates an invoice or statement for each correspondence customer in the business unit.

- Correspondence customer level: Generates a single invoice or statement for all customers in the correspondence group.
- Customer level: Generates a single invoice or statement for the specified customer's correspondence customer.

Customer statements are based on current customer balances and open item information, which are updated by the Receivable Update Application Engine process (ARUPDATE). Therefore, we recommend that you run Receivable Update before creating statements.

PeopleSoft Receivables enables you to create the types of statements described in this table:

<i>Statement Type</i>	<i>Description</i>
Open Item	Statements that provide detail information for all open items for the customer.
Balance Forward	Statements that provide: • An opening balance, which is the ending balance for the previous balance forward statement period. These statements do not show the detail for open items from the previous statement. • All new activity for the current statement period, including a list of all new items (open or closed) and payments. Note. If the customer has not had any activity since the last balance forward statement period, a balance forward statement is generated for the current period showing only the customer's balance forward. • The ending balance, which is the total of the opening balance plus new items minus payments. Note. Unlike other balance forward systems, PeopleSoft Receivables does not close all open items from the previous statement period and create one new open item for the total of those items. All open items from the previous statement period remain open so that you can determine which items are included in the opening balance.

Prerequisites

Before you generate statements:

- Set up statement IDs.

- Assign default statement IDs to each setID and define the default remit to address that is used on statements (from bank account addresses) on the Receivables Options - General 1 page.
- Specify which entry types are included in statements on the Entry Type page.
If you do not select the Include in Statements check box for an entry type, activities with that entry type do not appear in statements.
- Override the remit to address and statement ID defaults or place a global hold on customer documents on the Receivable Options - General 1 page.
- Specify the destination of statements as either the customer or the correspondence customer on the Correspondence Selection page.
- Provide the address and contact for the customer to which you will send the statement on the General Info page.
- Specify the contact and address options for statements on the Correspondence Options page.
- Set up delivery information for correspondence.
- Assign the next available statement number at the installation level.
- Set up parallel processing for statements.
- (NLD) If the organization uses acceptgiro, enable acceptgiro processing for the appropriate business units on the Bank/Payment Options page and assign the initial acceptgiro reference number.
- (NLD) Enter the bank account information for customers that use acceptgiro to make their payments on the Customer Bank page.
- Run the Receivable Update process to post pending items.

See Also

Chapter 6, "Setting Up Correspondence Options," Setting Up Statement Processing, page 181

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24

Chapter 4, "Defining PeopleSoft Receivables Processing Options," Defining Entry Types, page 76

Chapter 6, "Setting Up Correspondence Options," Setting Up Delivery Information for Correspondence, page 199

Chapter 3, "Defining PeopleSoft Receivables Business Units," Selecting Bank and Payment Interface Options, page 51

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding General Customer Information

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Entering Customer-Specific Bank Information

Pages Used to Generate Customer Statements

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Statements Parameters	RUN_AR32001	Accounts Receivable, Customer Interactions, Statements, Create Customer Statements, Statement Parameters	Run the Statements - Preprocessor (ARSTMT) multiprocess job or the Statements-Parallel/Prnt multiprocess job (STATEMNT).
Currency to Convert	RUN_AR32001_CUR	Accounts Receivable, Customer Interactions, Statements, Create Customer Statements, Currency to Convert	Select the type of currency to appear on Open Item statements, and select the effective date.
Statement Print	RUN_AR32000	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	Print statements.
Statements	CUSTOMER_STMTS	Accounts Receivable, Customer Interactions, Statements, Review Statements, Statements	View all statements for a customer. View the total amount of the statement and the customer's current balance. View the statement type. Also, view the balance forward amount for balance forward statements.
Statement Delivery Information	AR_CUST_STMT_SEC	Click the Delivery Method button on the Statements or Last Statement page.	Review the delivery method for a statement, including either the email address, fax number, or printer.
Last Statement	CUST_STMTS_LAST	Accounts Receivable, Customer Interactions, Statements, Review Last Statement, Last Statement	View the last statement for a customer. This page displays the same information as the Statements page.

Running the Statements Multiprocess Job

Access the Statements Parameters page (Accounts Receivable, Customer Interactions, Statements, Create Customer Statements, Statement Parameters).

Statements Parameters		Currency to Convert	
Run Control ID:	Cust_Statements	Report Manager	Process Monitor Run
Language:	English		
Report Request Parameters			
As of Date:	10/08/2009	☒ Open Item	
Unit:	US001 US001 NEW YORK OPERATIONS	☐ Open Item Include Drafts	
SetID:	SHARE CORPORATE SETID	☒ Balance Forward	
Customer:		☐ Balance Forward Re-run	
Correspondence Customer:			
Statement Group:	All Statement Groups		
Balance Forward Due Date:	10/08/2009		

Statements Parameters page

Language

Select the language to use to print the statements if running the STATEMNT multiprocess job. Do *not* select a language if you run the ARSTMT multiprocess job. To print statements in multiple languages, place copies of the Crystal report in language subdirectories in the Crystal Reports directory.

As of Date

Enter a date that specifies the last date that the statement includes data. The current date is the default.

If you use an earlier date, the process reconstructs customer balances so that statements show open items as of the date that is provided. For example, if statements are run on January 5 and you select an as of date of 1/1/00, the results are the same as if the statements are run on January 1 and the current default date is accepted.

For balance forward statements, the as of date also determines the ending date for the current statement period. The current balance forward statement period begins with the statement date from the previous balance forward statement.

Open Item and Balance Forward

Deselect one of these check boxes if you do not want to run both statement types in the same statement run. This setting is useful when you select a business unit that has some customers who receive open item statements and others who receive balance forward statements, and you do not want to process all of them at the same time.

Open Item Include Drafts

Select to include draft items in an open item statement.

Balance Forward Re-Run	Select to rerun a balance forward statement. The system determines which previous balance forward statement to use for the opening balance based on the as of date. It uses the most recent balance forward statement prior to the as of date. When you rerun a statement, use the same as of date that you use when you run the original statement. The process deactivates the original statement and creates a new one. If you rerun a balance forward statement and you ran other, later balance forward statements with a different as of date, you must also rerun those statements to ensure that all balances remain correct from one statement to the next. Note. If the statement type is <i>Bal Fwd</i>, only items that have not appeared on a previous balance forward statement are eligible for exclusion.
(NLD) Print Acceptgiro	Deselect this check box if you do not want to print statements with an acceptgiro attachment. This field appears only if you enabled acceptgiro processing for the selected business unit on the Bank/Payments page and the check box is selected by default.
Unit	Enter a business unit to create statements for all customers with transactions in a specific business unit. If you leave this field blank, a default business unit automatically appears in the field.
SetID	Select a setID or accept the default setID. If you leave this field blank, a default setID automatically appears in the field.
Customer	Enter only a customer ID to create statements for the specified customer. If you select a customer who is part of a correspondence group, the system addresses the statement to the correspondence customer but includes only the specified customer's information. Note. If you select a single customer, the system generates a statement for that customer even if the customer is on hold.
Correspondence Customer	Enter only the customer ID for a correspondence customer to create statements for all customers in the correspondence group. Note. If you add or remove a customer from a correspondence customer group between statement periods, rerun the statements for the correspondence customer by using the same as of date as the previous statement. This setting ensures that the balance forward amount for the next statement run will reflect the correct amount.
Statement Group	Enter a statement group to create statements for all groups or only for customers who belong to a selected statement group. Assign customers to a statement group on the Correspondence Options page.
Balance Forward Due Date	Enter the due date to print on the statements if you are running balance forward statements.

Note. Enter the percent wildcard in the Customer fields if you want to include customer IDs that begin or end with the same characters or numbers. For example, entering *100%* includes all customer IDs that start with 100, such as 1001 and 1002.

Provide more than one parameter to tailor statements even further. The following table describes the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right of that parameter:

<i>Parameter</i>	<i>SetID</i>	<i>Business Unit</i>	<i>Customer ID</i>
Business Unit	One statement for each correspondence customer in the business unit.	NA (not applicable)	NA
Customer ID	A single statement for the customer. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items that are for the specified customer.	A single statement for the customer, containing only items in the business unit. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items for the specified customer.	NA
Correspondence Customer	A single statement for the correspondence customer, containing items for all customers in the correspondence group.	A single statement for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	A single statement that is addressed to the correspondence customer, containing only items for the specified customer.

Selecting the Currency for Open Item Statements

Access the Currency to Convert page (Accounts Receivable, Customer Interactions, Statements, Create Customer Statements, Currency to Convert).

The default values for the fields depend on the values that you enter on the Receivables Options - Currency Display Options page for the business unit. Override the values if you want to use a different display currency on the statements.

Use a Currency to Convert Select to print statements by using the default display currency that you specify in the Currency to Convert field.

Currency to Convert

Select the type of currency for the statements:

Business Unit Currency: Select to use the default currency that is defined for the business unit.

Customer Default Currency: Select to use the preferred currency that is defined for the customer on the General Info page.

Other: Select to use the currency that you enter in the Currency Code field. Then, enter the exchange rate type and specify whether to use today's date, the accounting date, or another date that you specify as the effective date.

Printing Statements

Access the Statement Print page (Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print).

Language

Select the language for the statements. To print statements in multiple languages, place copies of the Crystal report in language subdirectories in the Crystal Reports directory.

Statement Number

Displays the most recent number for the run control ID that is not printed. Select a different number to print a different request.

Note. Each time that you run the Statements multiprocess job (ARSTMT), each AR_STMT# child process generates a statement number and applies it to all statements that the run for that child process generates. For example, the AR_STMT1 child process retrieves data for 37 statements and assigns statement number 64. When you print statement number 64, you get 37 statements. You do not have to run the report 37 times.

On the Process Scheduler Request page, select one of these statement print processes:

<i>Process</i>	<i>Description</i>
Customer Statement Print (AR32000/ARX32000) Customer Stmt Print w/Agiro (A32A00/ARX32A00)	Prints open item statement without draft items. The Open Item statement provides a list of all open items for a customer based on the as of date that is specified when the statement is run. Select Customer Stmt Print w/Agiro only if you want to include the acceptgiro attachment on the statement.

<i>Process</i>	<i>Description</i>
Balance Forward Statement Print (AR32001/ARX32001) Balance Forward Stmt P w/Agiro (AR32A01/ARX32A01)	Prints balance forward statements. The Balance Forward statement provides a list of all the items and payments in the current statement period. It also provides a balance forward amount from the previous statement period and the ending balance for the current statement period. Select Balance Forward Stmt P w/Agiro only if you want to include the acceptgiro attachment on the statement.
Draft Customer Statement Print (AR32002/ARX32002)	Prints open item statements that include draft items, if Include Drafts is selected on the Statement Parameters page.
PS/AR Statements Print (ARSTPRT)	Prints both statement types: Open Item statement (AR32000/ARX32000 and AR32A00/ARX32A00) and Balance Forward statement (AR32001/ARX32001 and AR32A01/ARX32A01). Note. AR32001/ARX32001 and AR32A01/ARX32A01 print only if you enabled acceptgiro processing for the business unit.

Warning! If you print one statement type only, you must print the other statement type before you run the Statements process again.

Running Balance Forward Statements the First Time

When running the balance forward statements the first time for existing customers, follow a slightly different procedure to generate a starting balance forward balance that appears on the customer's first statement.

To run balance forward statements for the first time:

1. Use the Statements Parameters page to run the Statements - Preprocessor multiprocess job (ARSTMT).

Important! Do *not* select the Statements-Parallel/Prnt multiprocess job (STATEMNT). Also, do not run the Balance Forward Statement Print (AR32001/ARX32001) or Balance Forward Stmt P w/Agiro (AR32A01/ARX32A01) process that prints the statement at this time.

Use the end date of the previous statement period for the as of date.

2. Run the Statements - Preprocessor multiprocess job (ARSTMT) again by using the current statement period for the as of date.
3. Use the Statement Print page to run the Balance Forward Statement Print process for each AR_STMT# child process to print the statements.

Example

You run statements that contain activity that ends on September 30, 2000.

In the first run of the process, you enter August 31, 2000 for the as of date. Because the process does not find an as of date from a previous run, it extracts all activity from January 1, 1900 through August 31, 2000.

In the second run, you enter September 30, 2000 for the as of date. Because the system now has an as of date from the first run, it extracts activity from September 1, 2000 through September 30, 2000.

See Also

[Chapter 38, "Generating Correspondence," Generating Customer Statements, page 1152](#)

Generating Dunning Letters

This section provides an overview of the dunning letter process, lists prerequisites, lists common elements, and discusses how to:

- Define run parameters for the AR Dunning Application Engine process (AR_DUNNING).
- Define the display currency for dunning letters.
- (Optional) Review and delete dunning letters before printing.
- (Optional) Review and modify dunning letters before printing.
- (Optional) Review and remove items from dunning letters before printing.
- Print dunning letters.

Understanding the Dunning Letter Process

Use these processes to generate dunning letters:

- The AR Dunning process (AR_DUNNING) extracts customer data and populates a temporary table, PS_AR33000_TMP.

When the Dunning extract process begins, it assigns a process instance number to all items that it is processing.

- Predefined dunning reports merge data from the temporary table with predefined report layouts and generate dunning letters.

- The Dunning Letters process (DUNNING), which is a multiprocess job, runs both the AR Dunning process and then the dunning reports in one step.

The job runs the Level 1 Dunning Letter (AR33001/ARX33001 and AR33A01/ARX33A01), Level 2 Dunning Letter (AR33002/ARX33002 and AR33A02/ARX33A02), and Level 3 Dunning Letter (AR33003/ARX33A03 and AR33A03/ARX33A03). The system prints data on the AR33A01/ARX33A01, AR33A02/ARX33A02, and AR33A03/ARX33A03 reports only if you enabled acceptgiro processing for the business unit.

- The Dunning for All Levels process (DUNNINGA), which is a multiprocess job, runs both the AR Dunning process and then the Dunning Letter All Levels report (AR33000/ARX33000 or AR33A00/ARX33A00) in one step.

The system prints the AR33A00/ARX33A00 report only if you enabled acceptgiro processing for the business unit.

Note. Use the Dunning for All Levels process if you have more than three letter codes or for the Dunning by Action List method.

Note. If you run the Dunning or Dunning for All Levels multiprocess jobs, you cannot change the text or delete unwanted letters before printing.

If you select the Include Finance Charge field when you create a dunning method, and you run the process for customers that are assigned that dunning method, you must run the Overdue Charges Application Engine process (AR_OVRDUE) before you generate the letters to create the overdue charges invoice.

AR Dunning Process Data Extract

To generate dunning letters, you run the extract process, review and edit the results as needed, and then run a dunning report that prints a dunning letter.

When you enter the run parameters for the AR Dunning process, you select the scope of the dunning letters:

- Unit level: Generates a letter for each correspondence customer in the business unit.
- Correspondence customer level: Generates a single letter containing all past-due items for all customers in the correspondence group.
- Customer level: Generates a single letter for the specified customer's correspondence customer.

The process uses the default dunning ID that is assigned to the customer on the Correspondence Options page. If none is defined for the customer, it uses the default dunning ID that is assigned to the business unit on the Receivables Options - General 1 page.

Review and Edit of Letters Before Printing

After running the AR Dunning process, you can:

- Review the letters before printing them.
- View a list of the letters that the process generates.
- Selectively delete items that are on a letter.
- Delete letters that you do not want to send.

- Change the text for an individual letter before printing.

After you review the letters and make any needed onetime changes, run the dunning reports that print dunning letters.

Days, Intervals, and Action Lists

When past-due items exist for a customer, dunning letters are sent based on the dunning methods that you selected when you set up the system. The following figure shows dunning by days, where the age of the item determines the level of the dunning letter sent. In this scenario, depending on when the dunning run is performed, a customer could receive a level-three letter as a first correspondence. If a customer has multiple past-due items, that customer receives one letter based on the age of his or her oldest item, rather than multiple letters.

The following diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Days. Dunning Run 1 may include Item A, which is five days past due and a level 1 letter was sent; Item B, which is twenty-five days past due and a level 1 letter sent; Item C, which is sixty-five days past due and a level 3 dunning letter sent. Dunning Run 1 is run thirty days after the first run and includes Item A, which is thirty-five days past due and a level 2 letter was sent; Item B is fifty-five days past due and a level 2 letter sent; Item C, which is ninety-five days past due and a level 3 letter sent.

The three levels by days include:

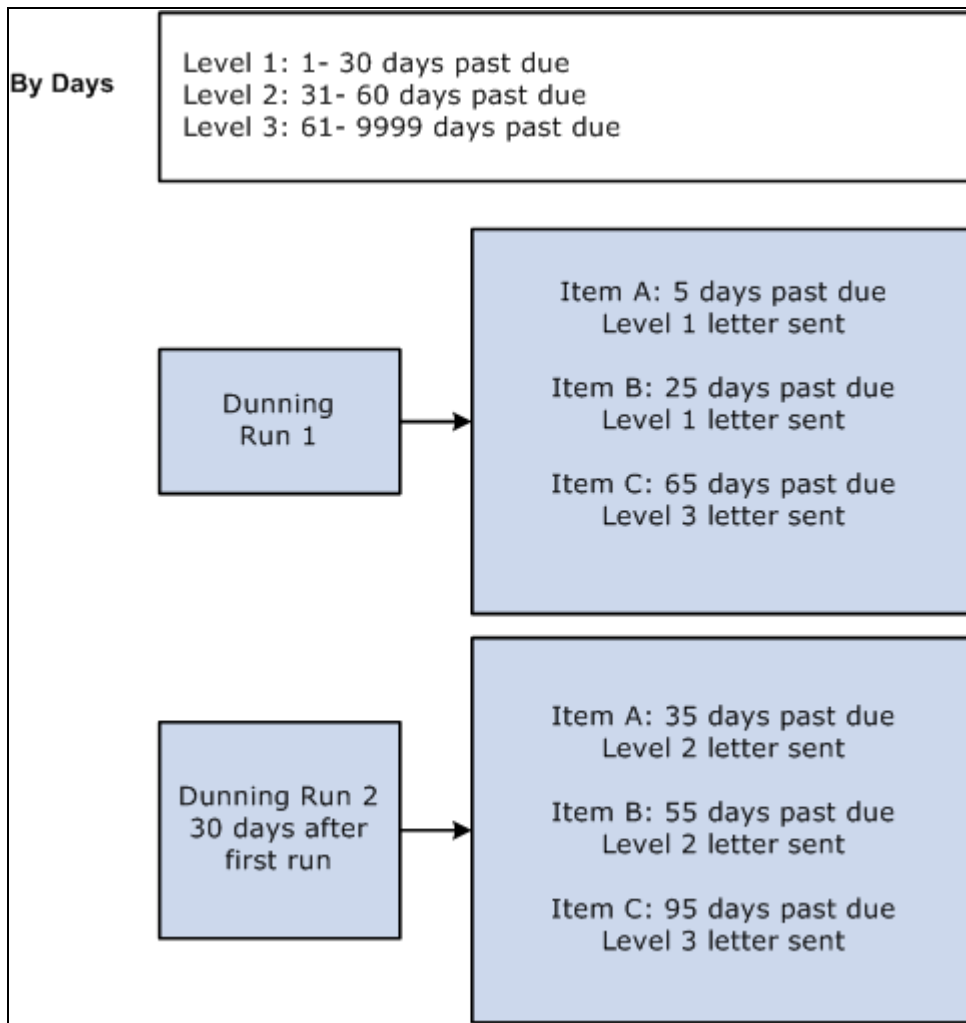
- One to thirty days past due.
- Thirty-one to sixty days past due.
- Sixty-one to nine thousand, nine hundred days past due.

Dunning Run 1 includes these items:

- Item A, which is five days past due and a level 1 letter was sent.
- Item B, which is twenty-five days past due and a level 1 letter sent.
- Item C, which is sixty-five days past due and a level 3 dunning letter sent.

Dunning Run 2 thirty days after the first run includes these items:

- Item A, which is thirty-five days past due and a level 2 letter was sent.
- Item B, which is fifty-five days past due and a level 2 letter was sent.
- Item C, which was ninety-five days past due and a level 3 letter was sent.



Dunning by days

When you use dunning by interval, the level of the letter sent corresponds to the time intervals that you have defined between letters. Therefore, items that receive a level 1 letter could have different ages, but subsequent letters would be determined by the time interval between letter levels. For a customer with multiple past-due items, the oldest item is used to determine the start of the interval cycle.

The following diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Interval. The levels by interval include:

- Level 1: Past-due items that have not received a letter.
- Level 2: Thirty or more days after the first letter.
- Level 3: Fifteen or more days after the second letter.

Items included in Dunning Run 1 are:

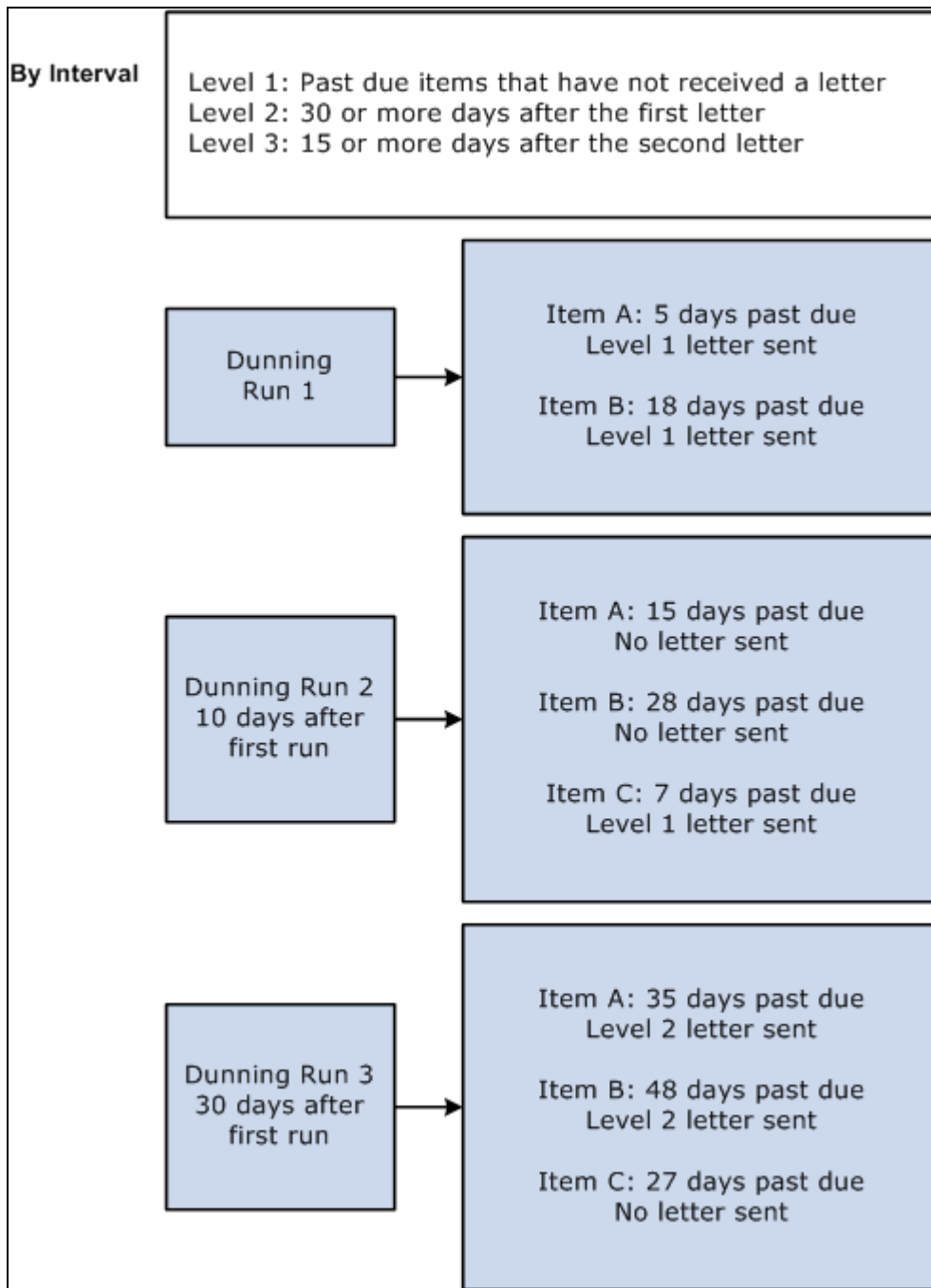
- Item A: five days past due, level 1 letter sent.
- Item B: eighteen days past due, level 1 letter sent.

Items included in Dunning Run 2, which was sent ten days after the first run, are:

- Item A: fourteen days past due, no letter sent.
- Item B: twenty-eight past due, no letter sent.
- Item C: seven days past due, level 1 letter sent.

Items included in Dunning Run 3, which was sent thirty days after the first run, are:

- Item A: thirty-five days past due, level 2 letter sent.
- Item B: forty days past due, level 2 letter sent.
- Item C: twenty-five days past due, no letter sent.



Items included for Dunning by interval for Dunning Runs 1, 2, and 3

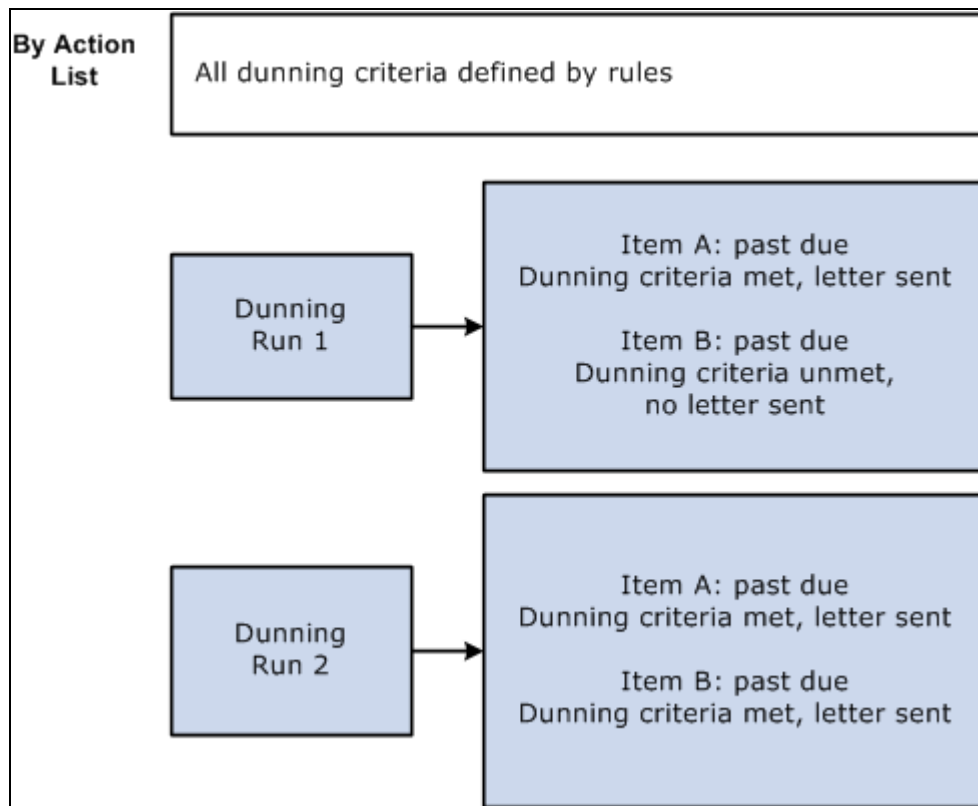
Dunning by action list is entirely based on rules you determine when you set up the system.

The following diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Action List. The action list includes all dunning criteria defined by rules. Dunning Run 1 includes:

- Item A, which is past due, the dunning criteria was met, and a letter was sent.
- Item B, which is past due, the dunning criteria was met, and no letter was sent.

Dunning Run 2 includes:

- Item A, which is past due, the dunning criteria was met, and a letter was sent.
- Item B, which is past due, the dunning criteria was met, and a letter was sent.



Items on the Dunning action list that are included during Dunning Runs 1 and 2

See Also

Chapter 6, "Setting Up Correspondence Options," Setting Up Dunning Letter Processing, page 189

Prerequisites

Before you generate dunning letters:

- Define letter codes and letter content.
- Define the dunning ID and dunning method.
- Define the dunning levels for each dunning ID.
- Select the Include in Dunning check box on the Entry Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Entry Types) for all entry types relevant that you want to include in the Dunning Process.
- Assign default dunning IDs to business units and the default remit to address for letters.

- Override the default dunning IDs and default remit to addresses for correspondence customers if appropriate.
- Enter customer addresses and assign an address and contact to correspondence customers who should receive the dunning letters.
- Specify whether to use item-based addressing or customer-based addressing.
- Set up delivery information for correspondence.
- Assign the next available dunning number at the installation options level.
- (Optional) Change the sample dunning letters that the PeopleSoft system provides or create additional letter layouts.
- (NLD) If the organization uses acceptgiro, enable acceptgiro processing for the appropriate business units on the Bank/Payment Options page and enter the initial acceptgiro reference number.
- (NLD) Enter the bank account information on the Customer Bank page for customers that use acceptgiro to make their payments.
- Apply all the payments to items and run the Receivable Update process.

See Also

Chapter 6, "Setting Up Correspondence Options," Setting Up Dunning Letter Processing, page 189

Chapter 6, "Setting Up Correspondence Options," Setting Up Delivery Information for Correspondence, page 199

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24

Chapter 3, "Defining PeopleSoft Receivables Business Units," Selecting Bank and Payment Interface Options, page 51

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding General Customer Information

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Entering Customer-Specific Bank Information

Common Element Used in This Section

Letter Code

Letter codes represent the text that you want printed on a dunning letter.

Pages Used to Generate Dunning Letters

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Dunning Letters Parameters	RUN_AR33000	Accounts Receivable, Customer Interactions, Dunning Letters, Extract Dunning Letter Info, Dunning Letters Parameters	Specify the extract parameters and run the AR Dunning process or the Dunning Letters multiprocess job.
Display Currency	RUN_AR33000_CUR	Accounts Receivable, Customer Interactions, Dunning Letters, Extract Dunning Letter Info, Display Currency	Select the type of currency that you want to appear on dunning letters and select the effective date.
Letter Preview	DUNNING_LTR1	Accounts Receivable, Customer Interactions, Dunning Letters, Preview Letter, Letter Preview	Review dunning letters and delete them if necessary.
Letter Editing	DUNNING_LTR_EDIT	Accounts Receivable, Customer Interactions, Dunning Letters, Preview Letter, Letter Editing	Preview or change the text of a dunning letter before you print it.
Dunning Preview Delete Item	DUNNING_LTR3	Accounts Receivable, Customer Interactions, Dunning Letters, Delete Item on Letter, Dunning Preview Delete Item	Delete items on a dunning letter prior to printing.
Dunning Letter Print	RUN_AR33001	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	Run reports that merge data from temporary tables with a predefined layout to generate dunning letters.
Delete Letter Review	DUNNING_LTR2	Accounts Receivable, Customer Interactions, Dunning Letters, Delete Letter, Delete Letter Review	Delete a dunning letter after you print it. The system rolls back the dunning status of the items to the status of the previous dunning process and reinitializes the status if no previous dunning occurred.
Dunning Letters	DUNNING_LETTERS	Accounts Receivable, Customer Interactions, Dunning Letters, History of Letters, Dunning Letters	View items on all the dunning letters for a customer.

Page Name	Definition Name	Navigation	Usage
Last Dunning Letter	DUNNING_LETTERS	Accounts Receivable, Customer Interactions, Dunning Letters, Last Letter, Last Dunning Letter	View items on only the most recent dunning letter that is generated for a customer.
Dunning Delivery Information	AR_CUST_DUN_SEC	Click the Delivery Method button on the Dunning Letters inquiry page.	Review the delivery method for a dunning letter, including either the email address, fax number, or printer.
Letter Content	DUNNING_LTR_CNTNT	- Accounts Receivable, Customer Interactions, Dunning Letters, History of Letters, Letter Content - Accounts Receivable, Customer Interactions, Dunning Letters, Last Letter, Letter Content	View the contents of all the dunning letters for a customer or of only the most recent dunning letter that is generated for a customer.
Dunned Item Status	DUN_ITEM_INQUIRY	Accounts Receivable, Customer Interactions, Dunning Letters, Item Dunning Status, Dunning Item Status	View the current dunning status of the selected item.
Dunned Item History	DUN_ITEM_HISTORY	Accounts Receivable, Customer Interactions, Dunning Letters, Item Dunning History, Dunning Item History	View the dunning history of an item.

Defining Run Parameters for the AR Dunning Application Engine Process

Access the Dunning Letters Parameters page (Accounts Receivable, Customer Interactions, Dunning Letters, Extract Dunning Letter Info, Dunning Letters Parameters).

Dunning Letters Parameters Display Currency

Run Control ID: 123 Report Manager Process Monitor Run

Language: English

Report Request Parameters

As of Date: 10/08/2009

SetID: SHARE CORPORATE SETID

Unit: US001 US001 NEW YORK OPERATIONS

Customer ID:

Correspondence Customer:

Dunning Group: All Groups

☒ Use Severest Dunning Letter

☐ Use Modest Dunning Letter

Dunning Letters Parameters page

As of Date	Enter a date that determines the last date for the dunning letter data. The current date is the default.
SetID	Use the default setID or select a setID. If you use only a setID and do not enter a specific business unit, the process creates dunning letters for correspondence customers with transactions in every business unit that references the setID.
Unit	Enter a business unit to create dunning letters only for customers with transactions in the selected business unit.
(NLD) Print Acceptgiro	Deselect this check box if you do not want to print dunning letters with an acceptgiro attachment. This field appears only if you enabled acceptgiro processing for the selected business unit on the Bank/Payments page, and the check box is selected by default.
Customer ID	Enter only a customer ID to extract dunning data for the specified customer. If you specify a customer who is part of a correspondence group, the process addresses the letter to the correspondence customer but includes only the specified customer's items.
Correspondence Customer	Enter only a correspondence customer ID to extract dunning data for all the customers in the correspondence group.
Dunning Group	Select <i>All Groups</i> or the name of a specific group. You assign customers to a dunning group on the Correspondence Options page.
Use Severest Dunning Letter	Select to print the text from the letter code that is associated with the highest dunning level and to print all past-due items for the customer.

Use Modest Dunning Letter Select to print the text from the letter code that is associated with the lowest dunning level and to print all past-due items for the customer.

This table describes the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right:

<i>Parameter</i>	<i>SetID</i>	<i>Business Unit</i>	<i>Customer ID</i>
Business Unit	The system generates one letter for each correspondence customer in the business unit.	NA	NA
Customer ID	The system generates a single letter for the customer. If the customer is part of a correspondence customer group, the process addresses the letter to the correspondence customer but includes only items for the specified customer.	The system generates a single letter for the customer, containing only items that are in the business unit. If the customer is part of a correspondence customer group, the process addresses the letter to the correspondence customer but includes only items that are for the specified customer.	NA
Correspondence Customer	The system generates a single letter for the correspondence customer, containing items for all customers in the correspondence group.	The system generates a single letter for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	The system generates a single letter that is addressed to the correspondence customer, containing only items that are for the specified customer.

Note. The next available dunning number is determined by the setup on the Installation Options - Receivables page. The system increments the dunning number only when the AR Dunning Application Engine process runs.

Defining the Display Currency for Dunning Letters

Access the Display Currency page (Accounts Receivable, Customer Interactions, Dunning Letters, Extract Dunning Letter Info, Display Currency).

Some customers prefer to have business units share TableSet data. This page enables you to generate dunning letters for a business unit that has a setID that is also used by another business unit. When letters contain different currencies, the AR Dunning process groups and subtotals items by customer and then by currency.

The default values for the fields depend on the values that you enter on the Receivables Options - Currency Display Options page for the business unit. Override the values if you want to use a different display currency on the dunning letters.

Use an AR Display Currency Select to print dunning letters by using the default display currency that you specify in the Display Currency field.

Display Currency Select the currency for the dunning letters. Options are:

Business Unit Currency: Select to use the default currency that is defined for the business unit.

Customer Default Currency: Select to use the preferred currency that is defined for the customer on the Miscellaneous General Info page.

Other: Select to specify a currency for the dunning letters and enter the type of currency and the exchange rate.

Effective Date Enter the basis date for determining the conversion rate if you select *Other* for the display currency. Options are *Accounting Date*, *As of Today*, and *Other*.

Reviewing and Deleting Dunning Letters Before Printing

Access the Letter Preview page (Accounts Receivable, Customer Interactions, Dunning Letters, Preview Letter, Letter Preview).

Review information about various items in the dunning letter, such as the customer, item ID, dunning date, and letter code.

Delete Letter Click if you do not want to print a letter for a particular customer. The system removes the dunning record from the Dunning Letter Report table (AR33000_TMP), marks the letter as deleted, and retains the letter in the Customer Dunning Letter Detail table (DUN_CUST_DTL) as a historical record.

Reviewing and Modifying Dunning Letters Before Printing

Access the Letter Editing page (Accounts Receivable, Customer Interactions, Dunning Letters, Preview Letter, Letter Editing).

Edit Click to make a onetime change to the text of the letter.

Note. If you change the text of the letter to make it longer, you may need to modify the format of the report in Crystal Reports so that all of the report prints.

Reviewing and Removing Items from Dunning Letters Before Printing

Access the Dunning Preview Delete Item page (Accounts Receivable, Customer Interactions, Dunning Letters, Delete Item on Letter, Dunning Preview Delete Item).

Use the check boxes to select the items that you want to remove from a dunning letter before printing.

Printing Dunning Letters

Access the Dunning Letter Print page (Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print).

Dunning Number Select the dunning number that the system assigned for the AR Dunning process run instance for the letters that you want to print.

Note. Each time that the AR Dunning process runs, it generates a unique dunning number that serves as a batch ID. The dunning number for the process is applied to all the dunning letters that the process generates. If a process retrieves data for 37 dunning letters, it assigns each dunning letter the same run control ID that is assigned to the AR Dunning process. Using the run control ID in the report parameters enables you to generate multiple dunning letters by using one report. Therefore, if you have 37 letters, you do not have to run the report 37 times.

On the Process Scheduler page, select one or more of the following dunning reports. Each report corresponds to a dunning level and letter code. If you select only the level 3 dunning letter, reports processing prints letters only for customers who have past-due items in dunning level 3.

Report	Process Name	Description
Dunning Letters - All Levels	AR33000 (Crystal), ARX33000 (BI Publisher)	Includes all past-due items in the age bracket that is associated with the dunning level and the text that is associated with the oldest or newest item in the letter (depending on the run parameters that you specify).
Dunning Letters - All w/Agiro	AR33A00 (Crystal), ARX33A00 (BI Publisher)	This report is the same as the AR33000/ARX33000 report except that it includes the acceptgiro attachment.
Level 1 Dunning Letter	AR33001 (Crystal), ARX33001 (BI Publisher)	Includes only items that are assigned to dunning level 1.
Level One Dunning w/Agiro	AR33A01 (Crystal), ARX33A01 (BI Publisher)	This report is the same as the AR33001/ARX33001 report except that it includes the acceptgiro attachment.

Report	Process Name	Description
Level 2 Dunning Letter	AR33002 (Crystal), ARX33002 (BI Publisher)	Includes only items that are assigned to dunning level 2.
Level Two Dunning w/Agiro	AR33A02 (Crystal), ARX33A02 (BI Publisher)	This report is the same as the AR33002/ARX33002 report except that it includes the acceptgiro attachment.
Level 3 Dunning Letter	AR33003 (Crystal), ARX33003 (BI Publisher)	Includes only items that are assigned to dunning level 3.
Level Three Dunning w/Agiro	AR33A03 (Crystal), ARX33A03 (BI Publisher)	This report is the same as the AR33003/ARX33003 report except that it includes the acceptgiro attachment.
Dunning Control	AR33005 (Crystal), ARX33005 (BI Publisher)	Lists all the dunning letters that you printed from all dunning runs.
Dunning Preview	AR33006 (Crystal), ARX33006 (BI Publisher)	Lists the dunning letters that print. Run this report before you print the letters.

Note. You define dunning levels and the age range of items that are included in each letter category that is on the Dunning Levels page.

See Also

Chapter 6, "Setting Up Correspondence Options," Defining Dunning Levels, page 193

Generating and Printing Follow-Up Letters

This section provides an overview of follow-up letter processing, lists prerequisites, lists common elements, and discusses how to:

- Run the Follow Up Letters multiprocessing job.
- Run the Follow Up Letters Extract application engine process.
- Generate the Follow Up Letter report.

Understanding Follow-Up Letter Processing

Follow-up letters change little from mailing to mailing. Only the names, addresses, and dates change. PeopleSoft Receivables delivers a sample follow-up letter that you create by using Crystal Reports or BI Publisher that you can modify to suit your organization's needs.

The system generates follow-up letters as long as you provide a valid contact ID, follow-up action, follow-up user ID, and letter code on the Conversations page.

Note. To print the standard text within a follow-up letter, you must enter a promise amount, a promise date, and a review date on the Conversations page.

To generate follow-up letters, you run two processes:

- The Follow Up Letters Extract Application Engine process (AR_FOLLOWUP) extracts names, addresses, and other data, scanning conversation records with letter codes for follow-up letters that have not been marked by the system as done.

After the process extracts data, it marks the conversation record as done on the Conversation Actions and Keywords page.

- The Customer Follow Up Letter report (AR33004/ARX33004) merges the extracted data with the follow-up letter template.

Note. PeopleSoft Receivables also provides the Follow Up Letters multiprocess job (FOLLOWUP), which runs both the Follow Up Letters Extract process and the Customer Follow Up Letter report.

You run all three processes from the Customer Follow Up Letter page. If you run the extract process and the report separately, you must wait for the Follow Up Letters Extract process to finish before you run the report.

See Also

[Chapter 6, "Setting Up Correspondence Options," Modifying the Sample Follow-Up Letter, page 198](#)

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Managing Conversations," Entering Conversations

Prerequisites

You must perform these tasks before you generate follow-up letters:

- Verify that you have a letter code of *F* for follow-up letters.
- Assign a remit to address to the correspondence customer who should receive follow-up letters and other types of customer correspondence on the General Information - Correspondence Options page.
- Set up delivery information for correspondence for a contact.
- When you create the conversation entries for a specific customer, provide a valid contact ID, follow-up action, and a follow-up letter of *F*.

See Also

Chapter 6, "Setting Up Correspondence Options," Setting Up Follow-Up Letter Processing, page 197

Chapter 6, "Setting Up Correspondence Options," Setting Up Delivery Information for Correspondence, page 199

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding General Customer Information

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Managing Conversations," Entering Conversations

Common Element Used in This Section**Customer ID**

Enter the customer ID for a specific customer or leave the field blank to run the process for all customers.

Page Used to Generate and Print Follow-Up Letters

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Customer Follow Up Letter	RUN_AR33004	Accounts Receivable, Customer Interactions, Customer Follow-Up Letter, Customer Follow Up Letter	Run the Follow Up Letters Extract process, the Follow Up Letter report, or the Follow Up Letters multiprocess job.

Running the Follow Up Letters Multiprocess Job

Access the Customer Follow Up Letter page (Accounts Receivable, Customer Interactions, Customer Follow-Up Letter, Customer Follow Up Letter).

Customer Follow Up Letter

Run Control ID: 123

[Report Manager](#) [Process Monitor](#) Run

Report Request Parameters

*SetID:

SHARE

*Customer ID:

1001

Business Units

Customize | Find | First 1 of 1 Last

*Business Unit	Description		
DEU01			

Customer Follow Up Letter page

- SetID**

If you use only a setID, the process creates follow-up letters for each correspondence customer in every business unit that references the TableSet.
- Customer ID**

Enter a customer ID to create follow-up letters for the specified customer. If you select a customer who is part of a correspondence group, the system addresses the statement to the correspondence customer but includes only the specified customer's information.
- Business Unit**

Enter a business unit to create follow-up letters for all customers in a specific business unit. The system enables you to specify multiple business units.

Running the Follow Up Letter Extract Application Engine Process

Access the Customer Follow Up Letter page (Accounts Receivable, Customer Interactions, Customer Follow-Up Letter, Customer Follow Up Letter).

Select the AR_FOLLOWUP process on the Process Scheduler Request page.

Generating the Follow Up Letter Report

Access the Customer Follow-Up Letter - Parameters page (Accounts Receivable, Customer Interactions, Customer Follow-Up Letter, Customer Follow Up Letter).

Select the AR33004/ARX33004 process on the Process Scheduler Request page.

Reprinting Invoices

This section provides an overview of invoice reprinting, lists a prerequisite, and discusses how to:

- Select items for reprinting.
- Print invoices and override print parameters.

Understanding Invoice Reprinting

PeopleSoft Receivables enables you to reprint invoices that you created in PeopleSoft Billing that are associated with open items. You cannot reprint invoices that originate in PeopleSoft Grants that have a letter of credit ID. If you select to print these PeopleSoft Grants invoices or invoices that are created in a third-party billing system, the system issues a warning message.

The Reprint Invoice multiprocess job (BIJOB19) uses the server and printer that you specify on the User Preferences - Billing page. You can override these parameters when you reprint the invoices. The invoices print in the customer's language.

The existence of a summarization template on invoice lines determines whether the system prints a summarized or detailed pro forma or actual invoice. If you are printing an invoice with multiple invoice lines, the system performs the following tasks:

- If any of the lines in the invoice has a summarization template, the system generates a summarized pro forma or actual invoice.
- If none of the lines has a summarization template, the system generates a detail pro forma or actual invoice.

(NLD) If you enabled acceptgiro for the billing business unit associated with the item, the system prints the invoice with an acceptgiro attachment. If the original invoice in PeopleSoft Billing or PeopleSoft Purchasing was printed with an acceptgiro attachment, the system uses the same acceptgiro reference number.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining User Preferences," Defining Billing User Preferences

PeopleSoft Billing 9.1 PeopleBook, "Generating Invoices"

PeopleSoft Billing 9.1 PeopleBook, "Structuring Bills," Setting Up Bill Summarization

Prerequisite

If you enabled acceptgiro for the billing business unit, you must enter the bank account information for the remit to customer on the Customer Bank page.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Additional Customer Information," Entering Customer-Specific Bank Information

Pages Used to Reprint Invoices

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Item List	ITEM_LIST	Accounts Receivable, Customer Accounts, Item Information, Item List, Item List	Select invoices to reprint.
Invoice Reprint Overrides	BI_RPT_OVRRIIDE_SEC	Select <i>Reprint Invoices</i> in the Item Action field on the Item List page and click Go.	Run the Reprint Invoice multiprocess job and override the default parameters for generating invoices.

Selecting Items for Reprinting

Access the Item List page.

To reprint invoices:

1. Enter search criteria for the items and click Search.
2. Select the items for which you want to reprint invoices.

Note. You must select items that came from PeopleSoft Billing and have a billing business unit that is associated with them and a valid invoice number in the Invoice field.

3. Select *Reprint Invoices* in the Item Action field and click Go.

See Also

[Chapter 34, "Researching Receivables," Researching a Customer's Items, page 1056](#)

Printing Invoices and Overriding Print Parameters

Access the Invoice Reprint Overrides page (*Reprint Invoices* in the Item Action field on the Item List page and click Go.)

Override the print parameters as needed and click OK to run the Reprint Invoices job.

Custom Label	Enter additional text that you want to print on the invoice.
Print Invoice Sort By	Select the order in which the invoices print. Values are <i>Bus Unit, Invoice</i> (business unit, invoice), <i>Country, Postal</i> , and <i>Customer, Invoice</i> . For example, if you select <i>Customer, Invoice</i> , the system prints the invoices by customer in invoice number order.
Server Name	Select the server on which to run the Reprint Invoices job.
Output Destination	Specify whether the invoices should print to a file or on a printer and enter the path for the output in the Output Destination field.

Chapter 39

Generating Overdue Charges

This chapter provides an overview of overdue charges, lists prerequisites, and discusses how to generate overdue charge invoices.

Understanding Overdue Charges

PeopleSoft Receivables uses an open-item based approach to overdue charges that calculates overdue charges based on the number of days that an invoice is overdue. An important aspect of the overdue charge functionality is whether or not an overdue charge is considered a collectible item, and part of the customer's balance, when it is created. Some businesses exclude overdue charges from the customer's balance, while other businesses include them. PeopleSoft Receivables supports both approaches and provides flexibility for how and when to create accounting entries.

Prerequisites

You must perform these tasks before you generate overdue charge invoices:

- Define overdue charge IDs.
- Assign default overdue charge IDs and remit-to addresses to business units for overdue charge invoices on the Receivables Options - General 1 page.
- Specify which entry types to include in overdue charge invoices when you define entry types and entry reasons.

If you do not select the Include in Overdue Charges check box for an entry type, activities with that entry type do not appear on overdue charge invoices.

- Define automatic entry types and reasons for overdue charges.

If you enabled the entry event option and you create one overdue charge for all of a customer's eligible items, then enter the entry event used to generate supplemental accounting entries for each entry reason.

- If you enabled the entry event option and you create an activity for an item for overdue charges, or you create a new line item for the overdue charge, then create a step for each type of overdue charge on the Entry Event Code Definition page and Entry Event Process Definition page.

For example, you would have two fields in each step: ENTRY_REASON and ENTRY_USE_ID. The entry use ID is FC-01 and the entry reason is the code that you defined for the overdue charge type, such as ADMIN.

- Specify the following correspondence information for a customer:
 - Override the remit-to address and overdue charge ID defaults or place a global hold on customer documents, if needed.
 - Specify the destination of overdue charges invoices as either the customer or the correspondence customer.
 - Assign an address and contact to customers who should receive the overdue charge invoices.
 - Specify whether you want item-based addressing or customer-based addressing.

Before you generate overdue charges, you must apply all your payments to items and run the Receivable Update process.

See Also

[Chapter 5, "Defining Additional Processing Options," Setting Up Rules for Overdue Charges, page 139](#)

[Chapter 4, "Defining PeopleSoft Receivables Processing Options," page 55](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Entry Events"

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding General Customer Information

Generating Overdue Charge Invoices

This section provides an overview of overdue charges processing and discusses how to:

- Enter overdue charges process parameters.
- Run the Overdue Charge Print report.

See Also

[Chapter 18, "Entering Pending Items," Overdue Charges Groups, page 518](#)

Understanding Overdue Charges Processing

Use the following processes to generate overdue charge invoices:

1. The Overdue Charges Application Engine process (AR_OVRDUE) extracts customer and item data and populates temporary overdue charge records.

The process reviews customers' open items and identifies those that are eligible for overdue charges. The system calculates the overdue charge for the number of days that are eligible for charging. If an item has a previous overdue charge, the system compares the value in the Days Between Charges field on the Overdue Charging Setup 1 page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Overdue Charging, Setup 1) to the number of days between the date of the current overdue charge run and the date of the previous overdue charge. If an item has no previous charges, the system uses the Grace Days entered on the Setup 1 page in combination with the basis date to determine whether the item is overdue. If an item has exceeded its grace due days, the system uses the total days past due to calculate the charges. These calculations are based on the amount, interest rate, fixed amount, and date basis that you specified when defining overdue charge IDs. The process extracts the customer and item data and populates temporary overdue charge records.

Access the Setup 1 page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Overdue Charging, Setup 1).

See [Chapter 5, "Defining Additional Processing Options," Defining Overdue Charge IDs, page 140.](#)

2. The Overdue Charge Print report (AR35000/ARX35000) generates the overdue charge invoices by merging the data from the temporary overdue charge records with a predefined layout.

Note. You can also run the Overdue Charges multiprocessing job (AROVRDUE), which runs the Overdue Charges Application Engine process (AR_OVRDUE) and then runs the Overdue Charge Print process.

You run both the Overdue Charges Application Engine process (AR_OVRDUE) and the Overdue Charges multiprocessing job (AROVRDUE) from the same Process Scheduler Request page. If you run the AR_OVRDUE process, you can review the results online after the process is done and then print the report separately.

Note. Each time you run a process, it generates a unique run control ID. The run control ID for the Overdue Charges process (AR_OVRDUE) is applied to all the invoices generated by the process. When the process completes, the system sets the number to zero, which enables you to run the Overdue Charges process concurrently with other PeopleSoft Application Engine processes that are using different run control IDs.

After the processes complete, review the overdue charge groups using the pending item components, if needed, and run the Receivable Update process (ARUPDATE) to post the items.

Pages Used to Generate Overdue Charge Invoices

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Overdue Charges (process)	OVRDUE_REQUEST	Accounts Receivable, Customer Interactions, Overdue Charges, Process Overdue Charges, Overdue Charges	Enter the parameters for the Overdue Charges process (AR_OVRDUE) or the multiprocess job (AROVERDUE).

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Overdue Charge Print	RUN_AROVRDUE2	Accounts Receivable, Customer Interactions, Overdue Charges, Print Overdue Charges, Overdue Charge Print	Run an Overdue Charge Print report (AR35000/ARX35000) that merges data from the temporary overdue charge records with a predefined layout and generates overdue charge invoices.
Overdue Charges (inquiry)	CUSTOMER_OC_CHGS	Accounts Receivable, Customer Interactions, Overdue Charges, Review Overdue Charges, Overdue Charges	View summary and detail information for all overdue charge invoices.
Last Overdue Charges	CUSTOMER_OC_CHGS	Accounts Receivable, Customer Interactions, Overdue Charges, Review Last Overdue Charges, Last Overdue Charges	View summary and detail information for overdue charge invoices that the Overdue Charges process created the last time it ran.

Entering Overdue Charges Process Parameters

Access the Overdue Charges page (Accounts Receivable, Customer Interactions, Overdue Charges, Process Overdue Charges, Overdue Charges).

Enter the parameters for the overdue charge invoices that you want to create. The more parameters you define, the more limited the scope of the overdue charges.

As of Date Enter the date that determines the last date that the overdue charge invoice includes data. The current date is the default.

SetID Enter only a setID to create an overdue charge invoice for each correspondence customer in every business unit that references the setID.

Business Unit Enter only a business unit to create an invoice for each customer in the business unit. Indicate a specific business unit.

Note. If you select a single business unit, the system generates an overdue charge invoice for that customer even if the customer is on hold.

Overdue Charge Group Enter an overdue charge group to extract data only for a specific overdue charge group. If you use overdue charge groups, leave this field blank to extract data for all overdue charge groups. Assign customers to an overdue charge group on the Correspondence Options page.

Group Unit Enter the business unit that determines the business unit that the system uses to create the group and the pending items.

Prime Rate

Enter the prime rate value used to calculate the interest charge. This value is required if you selected prime rate as the basis for the interest charge for the overdue charge ID.

This table lists the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right.

<i>Parameter</i>	<i>SetID</i>	<i>Business Unit</i>	<i>Customer ID</i>
Business Unit	One invoice for each correspondence customer in the business unit.		
Customer ID	A single invoice for the customer. If the customer is part of a correspondence customer group, the process addresses the invoice to the correspondence customer but includes only items for the specified customer.	A single invoice, for the customer, containing only items in the business unit. If the customer is part of a correspondence customer group, the process addresses the invoice to the correspondence customer, but includes only items for the specified customer.	
Correspondence Customer	A single invoice, for the correspondence customer, containing items for all customers in the correspondence group.	A single invoice, for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	A single invoice addressed to the correspondence customer, containing only items for the specified customer.

Running the Overdue Charge Print Report

Access the Overdue Charge Parameters page (Accounts Receivable, Customer Interactions, Overdue Charges, Process Overdue Charges, Overdue Charges).

Overdue Charge Number

Displays the most recent number for the Overdue Charges process run control ID for which you have not printed the report. Select a different run control ID to print a different request.

Note. If a process retrieves data for 37 invoices, it assigns each invoice the same run control ID assigned to the Overdue Charges process. Using the run control ID in the report parameters enables you to generate overdue charge invoices using one report. Therefore, if you have 37 invoices, you do not have to run the Overdue Charge Print report 37 times.

Chapter 40

Using the Collections Workbench

This chapter presents an overview and discusses how to use the Collections Workbench.

Understanding the Collections Workbench

The PeopleSoft Receivables Collections Workbench is a central work space that presents a complete view of each customer. Collectors can perform their day-to-day activities, including accessing and completing action items directly from the Collections Workbench. Prior to contacting a customer or completing an action, the collector can use the Collections Workbench to review a customer's history, such as the average days it takes a customer to pay, the number of days any sales are outstanding (DSO), any past due balances, and any previous broken promises. With this information at hand, the collector can contact the customer and hopefully, work out a plan for payment and indicate on the Collections Workbench that the customer will pay by direct debit, credit card, or a check. If the customer does not make a commitment to pay, the collector can use the Collections Workbench to place the customer on credit hold and add an action to follow up in a specified number of days. If the customer agrees to pay within a certain number of days and does not pay, the collector can use the Collections Workbench to send a dunning letter. The collector can continue to follow-up with this customer, and, after reviewing several broken promises, can use the Collections Workbench to mark the customer in collections and refer the customer to a collection agency. The Collections Workbench provides the collector all of the information and metrics needed to diligently track and manage customer data from the days the customer receives a statement until it is paid or referred to a collection agency.

Collections managers can use the Collections Workbench to complete day-to-day management activities, which may include reviewing the current payment promises, reviewing any outstanding broken promises, the reassigning action items to different members of their team, or completing their own assigned action items.

The Collections Workbench enables an authorized user to:

- Easily access and populate the workbench data.
- Navigate to and from multiple pages and levels of data.
- Personalize the workbench.
- Access an enhanced owner action list and view action lists across customers.
- Access specific levels of customer detail.
- Display the credit profile information of a customer.
- Display and work the item list associated with a customer.
- Display the payment status and payment history of a customer.
- Review customer promises.

- Review, add, update, and delete conversations with a customer.
- Review the correspondence history of a customer and send statements by e-mail.
- Review customer aging and open credit information.
- Calculate a credit risk score for a customer.

Collections Workbench Access and Population

You can easily access the customer workbench by searching for or entering a customer ID in the Collections Workbench header. When you enter the header information, your user ID is used to generate an action list in the Action List group box, which lists any actions assigned to you that apply to the selected customer. Customer detail information also appears for the selected customer in the Customer Details group box along with tabs on which you can review:

- A credit profile of the customer.
- Any payment activity by this customer.
- A list of items purchased and the details regarding the purchase and payment of each item.
- A list of conversations with this customer.
- A history of correspondence with this customer in the form of statements and dunning letters
- Customer aging details.
- A multilevel customer hierarchy, which displays the item balance, past due balance, and credit limit for each customer in the hierarchy with rolled up information that customers defined within the hierarchy.

You can also leave some of the header information blank, such as the Unit field and the Customer ID field to display multiple customers who are associated with your user ID and have new or pending actions in the Action List group box. Instead of selecting a customer, you can select the Detail button for one of these action rows and display the customer detail for the customer associated with the action.

Conversations

You can record any conversation you may have with the customer while working on the Collections Workbench by clicking a link in the header of the Collections Workbench to add a new conversation or by selecting the Conversations tab on the workbench to add, review, or delete conversations concerning the selected customer. Conversations enable a collector to track and act on conversations and promises made by the customer. Conversations and promises are discussed in more detail in a discussion about the Conversations tab and in the *PeopleSoft Order to Cash Common Information PeopleBook*.

See [Chapter 40, "Using the Collections Workbench," Conversations Tab, page 1196](#).

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations."

Content Personalization

You can click the Personalize Content link in the header of the Collections Workbench and access the Personalize Content page, where you can determine if and how you want the Action List or Customer Details to appear on the Collections Workbench. You can also indicate if you want the message alert icon to appear next to the customer's name, which indicates that there are notes associated with the selected customer. These notes can be standard or custom and are printed on selected documents such as a bill of lading, a picking plan, an invoice, and more. They enable you to view what type of information has been sent to the customer, for example a reminder note, prior to your contacting them.

You can personalize the contents of the Customer Details group box by identifying the row and column where you want to add a specific field name in the group box after you select one of these field categories.

- **Activity Field**

When you select this field category and place your cursor in a specific row and column, you can select from field names such as Broken Promises, Credits, Kept Promises, In Process Payments and more. When you select a field name, that selected field name appears in the row/column location of the Customer Details group box with a value next to it.

For example, a customer has 4 broken promises and you want to display the number of broken promises in the Customer Details group box on the Collections Workbench., If you select the Activity Field for the category, click the Search icon in Row 1, Column 1, and select the field name Broken Promises, when you return to the Collections Workbench page the field name Broken Promises will appear in Row 1, Column 1 in the Customer Details group box and the system displays 4.0 as the number of broken promises that exist for the selected customer.

- **Balances Field**

This field works the same way as the Activity Field. However, the field names produced by the online search are different. Some of the fields names for the Balances Field category are Balances, Collections, Deductions, Deposits and more. The system will display the value associated with the selected field name in the selected column and row on the Customer Details group box.

- **General Field**

This field also works the same way as the Activity Field. However, some of the field names that you can select are AR Specialist, Bill to Address, Collection Date, Collection Status and more.

- **Metric Field**

This field also works the same way as the Activity Field. However, some of the field names that you can select are Prior History Day, Prior Avg Days Late, Prior Current Date, Prior DSO 30, Prior DSO 90 and more.

- **User Field**

These are fields that you define specifically based on the needs of your organization. You can set up user-defined fields using instructions in the *PeopleSoft Receivables PeopleBook* and the *PeopleTools PeopleBooks*.

See *PeopleTools PeopleBook: PeopleSoft Application Designer Developer's Guide*.

This table is an example of Summary Information entered on the Personalize Content page. A Field Name and Category are selected for 3 columns and five rows.

<i>Row/ Column</i>	<i>Column 1 Field Name (Category)</i>	<i>Column 2 Field Name (Category)</i>	<i>Column 3 Field Name (Category)</i>
Row 1	AR Specialist (General)	Last Statement Date (Activity)	Balance (Balances)
Row 2	Collector (General)	Last Payment Date (Activity)	Collections (Balances)
Row 3	Contact Phone (General)	Last Payment Amount (Activity)	Past Due (Balances)
Row 4	Collection Status (General)	Broken Promises (Activity)	Deposits (Balances)
Row 5	Prior Avg Days Late (Metrics)		

This diagram displays how the information entered on the previous example table appears in the Customer Details group box on the Collections Workbench page for selected customer 1001.

Customer Details					
AR Specialist:	Ryan Medina	Last Statement Date:	03/01/2009	Balance:	1,326,433.89
Collector:	Cora Smith	Last Payment Date:	10/30/2009	Collections:	0.00
Contact Phone:	415 454-2095	Last Payment Amount:	3,000.00	Past Due:	1,326,433.89
Collection Status:	CBA	Broken Promises:	8.00	Deposits:	0.00
Prior Avg Days Late: 90					

Customer Details group box results based Personalize Content example

You can also personalize the tabs that appear on the Collections Workbench page. You can rename the tabs and change the order of the tabs. The content of the data that appears on each tab is system-defined. The system-defined tab labels are:

- Credit Profile
- Items
- Aging
- Corporate Accounts
- Payment
- Conversations
- Correspondence

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Entering Customer Notes.

The Action List

If you specify a customer ID in the Collections Workbench header, any action items associated with the user and the selected customer appear in the Action List group box, along with the details and workbench data applicable to the selected customer.

If you do not specify a customer ID and you click the Search button in the header of the Collections Workbench, the system displays all action items in the Action List group box of the Collections Workbench that are assigned to this user and have an action status of New. The list is initially sorted by customer name and priority. Once the user clicks the Detail button next to an action list item, the Collections Workbench header is refreshed with the customer ID and customer name associated with the action item along with any details and workbench data that apply to that customer. In addition, the system overrides any setid or customer entered in the Collections Workbench header and replaces it with the setID and customer associated with the action list item.

You can also display a list action items by selecting a user-defined action filter. You can set up user-defined action filters by selecting the Action Filter link in the Action List group box to access the Filter Action List page. You select specific criteria on this page that are used to filter the owner action data. You assign a name to this filter, save it, and click the Search button. The system displays the action items in the Action List group box on the Collections Workbench page based on the filter criteria. You can set up, name, and save as many filters as you need for your organization. Whenever you access the Collections Workbench page, you can click the Search icon, select the appropriate action filter and display the action items that fall within the parameters of the selected action filter.

You can also reassign an action to another action owner by selecting the Reassign Action link on the Collections Workbench page.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions and Sending Notification, page 1093.](#)

Customer Details

As previously discussed, you can personalize the customer details that you want to appear in Customer Details group box directly after the Action List on the Collections Workbench page by clicking the Personalize Content link and accessing the Personalize Content page. The values for the credit details that you select to appear on the Collections Workbench page are updated by the system based on the customer you select. You can also select an option on the Personalize Content page, which indicates that you do not want the Customer Details group box to appear at all on the Collections Workbench page.

The Personalize Content page also enables you to change the system-defined tab names and change the order of the tabs that appear on the Collections Workbench.

The system-defined tabs are:

- Credit Profile
- Items
- Aging

- Corporate Accounts
- Payment
- Conversations
- Correspondence

Credit Profile Tab

The Credit Profile tab describes the current and past circumstances of the selected customer's credit. You can see everything that you need both about this customer's credit and any customer's within the selected customer's remit from, correspondence, and corporate hierarchy, depending on the multilevel hierarchies that have been set up for the selected customer. The Credit Profile tab for the selected customer contains:

- The current and past due balances as of the current system date.
- The credit limit amount
- A risk score and risk level.
- An assigned collector.
- The credit class.
- The D&B Rating (Dun & Bradstreet rating).
- The fiscal year to date record of the number of open, kept, and broken promises.
- A link to the Customer Messages page, which provides details or enables you to add details about a customer message.
- History including all or various aspects of the history.
- Aged date.
- Posted date.

Customer Balances

You can click the customer's balance amount link to display the Items tab, which lists a breakdown of the total balance due based on each item purchased. You can also click the customer's past due amount link to display a detail list of the items that are past due that are included in this balance.

Risk Scoring

A risk score is calculated based on the set up and processing of specific risk scoring rules by the Risk Scoring program (RUN_AR_RISK). You can set up one or more risk scoring rules for selected setid, customer, or customer group. The range value entered in a risk score is used in conjunction with the risk scoring weight to compute the risk score. The system computes the Range Value * Risk Scoring Weight = Risk Score.

The Risk Scoring program is run as part of a nightly batch run after the ARUPDATE and AR_AGING processes have completed. This ensures that the most current risk score appears on the Credit Profile tab of the Collections Workbench and in the customer's Credit Profile. The AR_RISK program relies on updated history and aging information to compute the most accurate risk score. The Risk Score process does not take into account the Dun & Bradstreet rating for this customer.

The Risk Score condition enables the Condition Monitor to create action items based on a customer's risk score.

Risk score setup and processing is discussed in detail in other chapters of the *PeopleSoft Receivables PeopleBook* and the *PeopleSoft Order to Cash Common Information PeopleBook*.

See [Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Risk Scoring Rules, page 241.](#)

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Generating Risk Scores, page 1118.](#)

See [Chapter 35, "Understanding Exception and Collection Processing," page 1075.](#)

Promise Tracking

Open, kept, and broken promises for this customer are based on the Promise Tracking functionality on the Conversations page. A summary of these promises are listed on the credit tab and a breakdown of these promise statuses appears on the Conversations tab, which is described in a later section.

Customer Messages

When you click a link to access the Customer Message page, you can review or update the message code, the start and end dates of the message, the action required, and the hold code, if applicable. You can also indicate whether you want Customer Messages to appear on the Collections Workbench.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Attaching Messages to Customers.

Payments Tab

This tab displays the outstanding and complete payment information and the payment performance for a customer. If you select a setID, customer, and business unit in the Collections Workbench header, the system will display this information for that specific business unit. If you leave the business unit blank, the system will display the totals on the Outstanding Payments, Complete Payments, and Payment Performance grids for all business units that apply to the selected customer.

When you select this tab for a customer, an On Account balance link enables you to access the Items tab and view any new on account items for the selected customer. You can also click the Prepayments total amount, which displays any items with prepayments that comprise this total.

You can set up one or more search filters to search for outstanding and complete payments. You select check boxes on the Payments tab to display payments in process, unapplied payments, drafts and direct debits in the Outstanding Payments grid. This grid displays the details for each payment and enables you to click the Deposit ID link to drill down to the Review Payments – All Payments page for regular payments, Draft Control page for drafts, and the Direct Debit Control page for direct debits.

You can use the search filter, select the Direct Debit and Draft check boxes, and enter a date range to display completed payments on the Complete Payments grid. This grid displays details about each completed payment. You can click a link to view the Item Activity From a Payment page, which displays how the completed payment affected each item.

The Payment Performance grid displays the weighted average days and amount, which is the average number of days and amount it took to complete payments falling within a specified year and accounting period and an overall weighted average.

Depending on the level of customer that you select in the header (corporate, correspondence, or remit from) if a customer hierarchy is associated with this customer, then all outstanding payments for every customer that is at the same level or a lower level in the hierarchy appear in the Outstanding Payments list on the Payments tab.

See [Chapter 8, "Setting Up History and Aging," Customer History Calculations in the Receivable Update Process, page 251.](#)

Items Tab

This tab enables you to display an Item List associated with the selected customer based on the item status. You can also set up one or more filters to narrow your search for items similar to the way you set up filters for the Action List. The Item List is identical the Item List component (Accounts Receivable, Customer Accounts, Item Information, Item List). You can access the Account Overview component (Accounts Receivable, Customer Accounts, Customer Information, Account Overview) to view the selected customer's balance, the most recent item and payment activity, and summarized aging information. You can also click links to view detailed credit data, such as the customer's risk code or dispute status.

Once you select items on the Item List for the selected customer, you can select an item action, such as creating a maintenance worksheet, pay for an item by credit card, or generate a dunning letter. Once you select an item action, the system transfers you to the appropriate page to perform the action such as the Maintenance Worksheet and lists the items on that page.

Depending on the level of customer that you select in the header (corporate, correspondence, or remit from) if a customer hierarchy is associated with this customer, then the items purchased by the customer and all other customers defined at the same level or a lower level in the hierarchy appear in the Item List.

See [Chapter 34, "Researching Receivables," Researching a Customer's Items, page 1056.](#)

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions to Items, page 1094.](#)

Conversations Tab

This tab enables you to display a conversation's details related to the selected customer. You can search for specific conversations by creating a filter of selected attributes. You name and save each filter so that you can use it to search for those conversations again. When the details of a conversation appear on the Conversations grid, you can access the conversation by clicking the link associated with the conversation's date.

This tab also enables you to access the Conversations component to add a new conversation, as well as add any promise details on the Conversations page. You can access the Customer Contacts page from the Conversations tab and add a contact or click a link associated with a contact's name to modify a contact's information.

You can access the Promise Date Inquiry from the Conversations tab and search for promises by selecting various attributes. You indicate whether you want to show all of the promises based on your search criteria, or group the promises by customer, business unit, collector, or supervisor.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations," Understanding Conversations.

See [Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Promise Date Options for a Customer, page 239.](#)

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Reviewing Conversations and Promises, page 1129.](#)

Correspondence Tab

The Correspondence tab enables you to review any statements or dunning letters associated with this customer. You can drill down to the details for each form of correspondence. You can also view this customer's statements and send a statement as an attachment by e-mail.

Depending on the level of customer that you select in the header (corporate, correspondence, or remit from) if a customer hierarchy is associated with this customer, then any correspondence related to each of the customers appearing at each level of the hierarchy appear in the list of conversations on the Conversations tab.

Aging Tab

The Customer Aging subpage tab displays the customer current and past due balances, the high balance and high past due balances, and the balance and past due balance dates for the selected customer, as well as balances for any customer in the customer hierarchy. The current aged date appears and will be updated if you click an icon on this tab to update the aging. The Customer Aging grid containing the aging category, aging ID, the aging amount and currency and the count.

See [Chapter 8, "Setting Up History and Aging," Setting Up Aging, page 258.](#)

See [Chapter 37, "Aging Receivables Items," page 1141.](#)

Customer Hierarchy Tab

When you select a customer to search for in the header of the Customer Workbench, you are required to select either corporate, correspondence, remit from, or no relationship as the customer relationship level. The selected relationship level determines the type of customer hierarchy that has been created for this customer and displays it on the Customer Hierarchy tab of the Customer Workbench. However, if the selected customer is not part of a customer hierarchy or you select the No Relationship value, then nothing will appear on the Customer Hierarchy tab.

The multilevel customer hierarchy that appears on the Customer Hierarchy tab is set up based on values that you select on General Info page (Customers, Customer Information, General Information). The information that you select on the Customer General Info page for a customer displays in the customer hierarchy for the selected relationship on the Customer Hierarchy page (Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy). hierarchy.

The level that you select in the header also accumulates the item and past due balances for each level of customer in the selected customer hierarchy and displays them on the Customer Hierarchy tab along with each customer's credit limit.

If the Customer Hierarchy tab displays a hierarchy with multiple levels of customers, then each of the tabs on the Collections Workbench, are updated with data for each level of customers in the customer hierarchy based on the selected customer level at the top of the Collections Workbench page.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Corporate Customers.

See [Chapter 33, "Researching Customer Accounts," Reviewing Additional Customer Account Information, page 1047.](#)

See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Setting Installation Options for PeopleSoft Applications," Defining Customer Hierarchy Display Options.

Using the Collections Workbench

This section discusses how to:

- Populate the Collections Workbench.
- Personalize content.
- Use the action list.
- Review the customer's credit profile.
- Review customer payment information.
- Research customer item information.
- Manage customer conversations and promises.
- Review customer correspondence.
- Send customer statements by e-mail.
- Review customer aging.

Pages Used to Use the Collections Workbench

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Collections Workbench	COLLECTION_WRKBNCH	Accounts Receivable, Customer Accounts, Collections Workbench, Collections Workbench	Track and manage customer data and collections.
Customer Notes	CUST_NOTES	• Click the  Notes icon next to the select Customer ID on the Collections Workbench page. • Customers, Review Customer Information, Notes, Customer Notes	Displays any notes associated with a selected customer.

Page Name	Definition Name	Navigation	Usage
Conversations	CONVER_DATA1_SS	- Click the Add Conversation link on the Conversations tab or in the header region of the Collections Workbench. - Customers, Conversations, Update Conversations, Conversations - Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations	Add and update conversations with a customer.
Promise Date Options	PROMISE_DT_OPTIONS	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options, Promise Date Options	Set up this page for a customer or customer group to enable threshold fields for a customer on the Conversations page.
References	CONVER_DATA2_SS	Select the references tab.	Add or review related transactions.
Attachments	CONVER_DATA5_SS	Select the Attachments tab.	Add or review document attachments.
Personalize Content	AR_CWB_USER_OPTION	Click the Personalize Content link on the Collections Workbench page.	Personalize the content and tabs in the Customer Details Section.
Reassign Action	ACTION_REASSIGN	Click the Reassign Action link on the Collections Workbench page.	Reassign an action's owner to another owner.
Filter Action List	AR_ALISTFILTER_SEC	Select the Add Filter link on the Collections Workbench, Activity List group box.	Add, name, and save a filter that narrows your search for action items.
Risk Score Details	AR_RISK_DTL_SBP	Click the Risk Score value link on the Credit Profile tab on the Collections Workbench page.	Review risk score details.

Page Name	Definition Name	Navigation	Usage
Customer Messages	CUST_MESSAGES	Click the Customer Messages link on the Credit Profile tab of the Collections Workbench page.	Displays any messages sent to the customer on various documents such as a statement, reminder notice, and more.
Customer Balances	CUSTOMER_BALS	Accounts Receivable, Customer Accounts, Customer Information, Breakdown Balances, Customer Balances	Review an item breakdown of a customer balance.
All Payments	PAYMENT_STATUS	- Click the Deposit ID link for a regular payment on the Outstanding Payments grid on the Payments tab of the Collections Workbench. - Accounts Receivable, Review Payments, All Payments, All Payments	Review details for a selected outstanding regular payment.
DD Control	DD_CONTROL_DSP	- Click the Deposit ID link for a direct debit payment on the Outstanding Payments grid on the Payments tab of the Collections Workbench. - Accounts Receivable, Direct Debits, Review Direct Debits, All Direct Debits, DD Control	View control information, such as the direct debit status, customer information, and the posting details.
Draft Control	DRAFT_CONTROL_DSP	- Click the Deposit ID button for a draft on the Outstanding Payments grid on the Payments tab of the Collections Workbench. - Accounts Receivable, Drafts, Review Drafts, All Drafts, Draft Control	Review summary or detailed information for each item on a draft.

Page Name	Definition Name	Navigation	Usage
Item Activity From a Payment	ITEM_PAYMENT	- Click the More Info (more information) icon on the Complete Payments grid on the Payments tab of the Collections Workbench. - Accounts Receivable, Item Information, Item Activity From a Payment, Item Activity From a Payment	Review the item details based on a completed payment.
History	CUSTOMER_HISTORY	Accounts Receivable, Customer Information, Customer History, History	View both user-defined history and system-defined history. The system stores customer history based on the fiscal years and periods that you define on the Detail Calendar page. This information displays for a selected customer on the Payment Performance grid of the Payments tab of the Collections Workbench.
Filter Items	CWB_ITEMSRCH_SEC	Click the Add Filter link on the Items tab of the Collections Workbench.	Displays a list of attributes that you can select to create a filter, which is used to narrow your search for items.
Account Overview – Balances	CUST_BALANCES_HDR	- Click the Account Overview link on the Items tab of the Collections Workbench page. - Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Balances	View customer balance, the most recent item and payment activity, and summarized aging information. Click links to view detailed credit data, such as the customer's risk code or dispute status.
Filter Conversations	CWB_CONVFILTER_SEC	Click the Filter Conversations link on the Conversations tab of the Collections Workbench page.	Select attributes to narrow you search for existing customer conversations.

Page Name	Definition Name	Navigation	Usage
Customer Contacts	CWB_CUSTCONT_SEC	- Click the Update Contacts link on the Conversations tab of the Collections Workbench. - Accounts Receivable, Customer Information, Account Overview, Profile	Displays the contacts associated with this customer and enables you to click on links that enable you to phone and send the contact an e-mail. You can also click a link to access the Contact page for the selected contact, as well as click a link to add a contact.
Contact	CONTACT	- Click the link associated with a contact's name on the Customer Contact page. - Click the Add a New Contact link on the Customer Contacts page. - Customers, Contact Information, Contact page.	Review or maintain information about an existing customer contact, or add a new contact.
Contact Customer	CONTACT_CUST_PAGE	Click the Contact Customer link on the Contact page.	Link a contact to a customer.
Contact Phone and Type	CONTACT_PHONE_PAGE	Click the Contact Phone and Type link on the Contact page.	Add or update a phone information for the customer contact and select the type of contact that applies to this customer contact.
Contact User Profile	CONTACT_USER_PROF	Click the User Profile link on the Contact page.	Add or update a customer contact's logon information, permission lists, and contact roles.
Staffing Information	CONT_STAF_INFO	Click the Staffing Information link on the Contact page.	Define the staffing contact information, the agenda events, and how to contact owners.

Page Name	Definition Name	Navigation	Usage
Promise Date Inquiry	CWB_PROMISEINQ	- Click the Promise Inquiry link on the Conversations tab of the Collections Workbench. - Accounts Receivable, Customer Interactions, Conversations, Promises Inquiry, Promise Date Inquiry	Search for and display promises associated with a selected customer.
Review Statements	CUSTOMER_STMTS	- Click the link associated with a statement number in the Statements grid on the Correspondence tab of the Collections Workbench. - Accounts Receivable, Customer Interactions, Statements, Review Statements, Review Statements	Review the statement's subtotal and balances, as well as the items associated with the selected statement.
Send Statement	AR_SND_STMT_SEC	Click the Email button in the Statements grid on the Correspondence tab of the Collections Workbench.	Send an e-mail message that includes the statement as an attachment.
Dunning Letters	DUNNING_LETTERS	- Click a Dunning Number link in the Letters grid on the Correspondence tab of the Collections Workbench. - Accounts Receivable, Customer Interactions, Dunning Letters, History of Letters, Dunning Letters	Review the dunning letter details of a specific dunning letter sent to a selected customer.

Page Name	Definition Name	Navigation	Usage
Letter Content	DUNNING_LTR_CNTNT	- Click a Dunning Number link in the Letters grid on the Correspondence tab of the Collections Workbench, and select the Letter Content tab. - Accounts Receivable, Customer Interactions, Dunning Letters, History of Letters, Letter Content - Accounts Receivable, Customer Interactions, Dunning Letters, Last Letter, Letter Content	Review the content of a specific dunning letter sent to a selected customer.
Customer Hierarchy	CUSTOMER_HIERARCHY	- Select the Customer Hierarchy tab of the Collections Workbench. - Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy, Customer Hierarchy	Displays the customer hierarchy information.
Customer Credit	CUST_CREDIT_AVAIL	Customers, Review Customer Information, Credit Available, Customer Credit	Check customers' credit positions.
Customer Information – General Info (general information)	CUST_GENERAL1	- Click the Customer ID link within a customer's hierarchy on the Customer Hierarchy tab of the Collections Workbench. - Customers, Customer Information, General Information, General Info	Enables you to access the customer's information.

Populating the Collections Workbench

Access the Collections Workbench page (Accounts Receivable, Customer Accounts, Collections Workbench, Collections Workbench).

Collections Workbench

SetID: Unit: Customer: [Alliance Group](#) Level:

[Search](#) [Display Currency USD](#) [Add Conversation](#) [Personalize Content](#)

▼ Action List

[Reassign Action](#) [Add Filter](#)

▼ Customer Details

Unapplied Payments: [10,000.00](#) Prior High Balance: [1,192,504.43](#)

Last Finance Charge: Multiple Currencies

In Process Payments: [8,000.00](#)

Header, Action List, and Customer Details on Collections Workbench page

SetID

Select a setID or leave the field blank to display all customers associated with the setIDs set up for your organization. If a default setID appears in this field, it is derived from User Preferences.

Unit

Select a business or leave the field blank to search all business unit associated one or more customers. If a default business unit appears in this field, it is derived from the User Preferences – Receivables Data Entry 1 page, Default Business Units group box.

Customer

Select a customer or leave the field blank to search for all customers.



Click this Notes icon to display any notes or documents associated with the selected customer. If there are no notes associated with the selected customer, this icon will not appear on the page.

Level

Select one of these customer relationship options to display on the Hierarchy tab the remit from, correspondence, or corporate multilevel hierarchy that was set up from the customer's General Information page. If a multilevel hierarchy was set up for the selected customer relationship, dates for all customers associated with each level of the hierarchy displays on each of the Customer Workbench tabs. If you select No Relationship, then the data will display only for the selected customer or customers, but no multilevel hierarchy will apply to any of the Collections Workbench tabs.

- *Corporate*
- *Correspondence*
- *No Relationship*

This is the default field value.

- *Remit From*

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Corporate Customers.

Display Currency

Displays the currency that is the default currency for the setID in the Receivables Options component, the default currency in the Receivables business unit, or the default currency in the Customer definition.

Add Conversation

Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.

See [Chapter 36, "Managing Credit, Collections, and Exceptions,"](#)
[Reviewing Conversations and Promises, page 1129.](#)

Personalize Content

Click this link to access the Personalize Content page where you can personalize the way the Customer Details fields and the tabs appear on the Collections Workbench page.

Personalizing Content

Access the Personalize Content page (click the Personalize Content link in the header section of the Collections Workbench).

Personalize Content

Overall Options

*Action List:

Collapse Upon Entry

*Customer Details:

Expand Upon Entry

☒ View Customer Messages Alert

Personalize Customer Details Section

Select a category and then the fields you wish to display in each row.

Summary

*Category:

Activity Field

	Column 1		Column 2		Column 3
Row 1	Bill To Address 1	General	Balance	Balances	Primary Contact
Row 2	Bill To City	General	Past Due	Balances	Contact Title
Row 3	Bill To State	General	Credit Limit	General	Contact Phone
Row 4	Last Payment Date	Activity	Risk Score	General	Contact EMail
Row 5	Last Payment Amour	Activity	Broken Promises	Activity	Last Statement Date
Row 6					
Row 7					
Row 8					
Row 9					

Personalize Content page (1 of 2)

Personalize Tabs

Tabs				Customize
Display	*Order	Description	Name Display	
☒	1	Credit Profile	Credit Profile	
☒	3	Items	Items	
☒	6	Aging	Aging	
☒	7	Corporate Accounts	Customer Hierarchy	
☒	2	Payments	Payments	
☒	4	Conversations	Conversations	
☒	5	Correspondence	Correspondence	

Personalize Content page (2 of 2)

Action List

Select one of these values:

- *Collapse Upon Entry*

Displays only the Action List group box header when you access the Collections Workbench.

- *Expand Upon Entry*

Displays the entire Action List group box with a list of any actions that apply to either the user or the selected customer when you access the Collections Workbench.

- *Always Hide*

Does not display the Action List Header or group box when you access the Collections Workbench.

Customer Details

Select from the same options that appear for the Action List to determine how you want the Customer Details group box to appear or not appear in the Collections Workbench.

**View Customer Messages
Alert**

Select this check box to display the Notes icon next to the customer ID to enable the you to access Customer Notes page to review any notes regarding the selected customer.

Personalization of Customer Details

Category

Select from one of these categories:

- *Activity Field*

When you select this category, you can select the column and row number where you want to display the activity attribute field. Search and select the appropriate activity attribute. This attribute appears as the field name on the Collections Workbench in the Customer Details group box in the location indicated on the grid. The system displays a value next to that attribute.

For example, if you select the category *Activity* and click the Search icon in Column 1, Row 1, a list of attributes that apply to activity appears. Select the attribute that you want to display in the Customer Details section of the Collections Workbench.

- Select the category *Activity*.
- Click the Search icon in Column 1, Row 1 to display a list of activity attributes.
- Select the activity attribute that you want to appear in the Customer Details section of the Collections Workbench such as *Last Payment ID*.
- When you save the Personalize Content page, the Last Payment ID appears as the field name in column 1, row 1 in the Customer Details group box along with the Last Payment ID number for the selected customer, if applicable. For example: Last Payment ID 12345 for Customer 1001.

- *Balances Field*

Select this category and select attributes for the selected row and column as described for the Balances Field category, which will appear in the Customer Details group box of the Collections Workbench.

- *General Field*

Select this category and select attributes for the selected row and column as described for the General Field category, which will appear in the Customer Details group box of the Collections Workbench.

- *Metric Field*

Select this category and select attributes for the selected row and column as described for the Metric Field category, which will appear in the Customer Details group box of the Collections Workbench.

- User Field*

Select this category and select attributes for the selected row and column as described for the User Field category, which will appear in the Customer Details group box of the Collections Workbench.

You define and populate fields that apply to your organization.

See [Chapter 5, "Defining Additional Processing Options," Setting Up User-Defined Fields, page 179.](#)

See [Chapter 40, "Using the Collections Workbench," Content Personalization, page 1191.](#)

Personalization of Customer Detail Tabs

Access the Tabs group box on the Personalizing Content page.

Display	Select the check box next to each tab's row to indicate that you want the tab to appear on the Collections Workbench page.
Order	Enter the numerical order that you want the tabs to appear on the Collections workbench page.

Important! You must enter a different number to order each of the tabs even if you left the Display check box unchecked, which indicates that you do not want to the tab to appear on the Collections Workbench page.

For example, if you number the tabs 1,2,6,4,5,3,7, leave the Display check box for tab 3 and 4 unchecked, and save the page, the tabs 1, 2, 6, 5,7 will appear on the Collections Workbench page in that order.

Description	Displays the system-defined description of each tab.
Name Display	Enter a name for each tab that you want to display on the Collections Workbench page. If you do not enter a name and you select the Display check box for that tab, a blank tab will appear on the Collections Workbench page. You can enter any name for the tab. However, PeopleSoft recommends that the name of the tab corresponds with the page content of the tab.

Using the Action List

Access the Action List group box on the Collections Workbench page (Accounts Receivable, Customer Accounts, Collections Workbench, Collections Workbench).

Action List

Reassign Action

Judy Action Filter 2

Add Filter

Customize | Find | View All | 1-2 of 2 | Last

General 1

General 2

General 3

	Status	Action	Customer	Customer Name	Unit	Customer Balance	Currency	Past Due	Currency
Detail	New	Send Other Letter	1002	Easy Solutions	US001	\$1,000.00	USD	\$1,000.00	USD
Detail	New	Send Other Letter	1010	Florence Garden	US001	\$1,000.00	USD	\$1,000.00	USD

Action List – General 1 tab

Action List

Reassign Action

Judy Action Filter 2

Add Filter

Customize | Find | View All | 1-2 of 2 | First | Last

General 1

General 2

General 3

Item	Item Line	Item Amount	Currency	Due Date	Promise Date	Promise Amount	Risk Score	Action Owner	Supervisor	AR Specialist	State	Country
CCOL-CC-DISP1		\$1,071.64	USD	03/08/2008				Atamian,Wes	VP2	RAM	CA	USA
CC4-DISP	4	\$1,069.18	USD	03/08/2008				Atamian,Wes	VP2		OR	USA

Action List – General 2 tab

Action List						
Reassign Action						Judy Action Filter 2
						Customize Find View All 1-2 of 2 First Last
General 1 General 2 General 3						
Date Added	Condition	Priority	Action Parameter	Assigned	Owner Type	
03/05/2008	Disputed Items	34 F	VP1	Specialist		
03/05/2008	Disputed Items	34 F	VP1	Specialist		

Action List – General 3 tab

Reassign Action

Select the Reassign Action link to reassign an action to another owner.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Reassigning Actions, page 1098.](#)

Select Action Filter

Click the Search icon to select an action filter from a list of one or more action filters that you previously set up using the Add Filter link.

When you select an action filter, a list of actions appear in the Action List group box based on the criteria you selected and saved on the Filter Action List page.

Add Filter

Select this link to access the Filter Action List page.

Refer to the Adding Filters sub-section following this section.

General 1

Displays a list of any actions that have been for each customer in the list. You can click the Action link to view details about the action. You can also click the customer link to view details about this customer.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Working with Actions on the Customer Action List, page 1109.](#)

General 2

Displays the items and their amounts affected by the action, the promise date information from the Conversations page, the customer's risk score, the action owner, the supervisor and location information.

General 3

Displays the conditions related to the action, the priority of the condition, the action parameter, the user ID assigned to the action, and the user's role.

Search Filter Creation

Access the Filter Action List page (select the Add Filter link on the Collections Workbench page).

Filter Action List

Name:

Save

Delete

Search

Cancel

Clear

Filter By

SetID:	Equal	SHARE
Business Unit:	Equal	US001
Customer ID:	Equal	
Assigned:	Equal	DVP1
Action:	Equal	
Action Status:	Greater Than or Equal	New
Owner Type:	Equal	
Supervisor:	Equal	
Specialist:	Equal	
Country:	Equal	
State:	Equal	
Condition:	Equal	
Customer Group:	Equal	
Region:	Equal	
Support Team:	Equal	
Priority:	Equal	
Customer Balance:	Equal	

Filter Action List page (1 of 2)

Past Due:

Equal

Item Amount:

Equal

Risk Score

Equal

Promise Amount:

Equal

From Date:

Through:

From Due Date:

To Date:

From Promise Date:

To Promise Date:

Show All Actions:

Name:

Save

Delete

Search

Cancel

Clear

Filter Action List page (2 of 2)

- Name**

Enter a name for the action filter that you want to create and save.
You can also click the Search icon next to the field and search for and display an existing action filter.
- Filter By** group box

Select action criteria listed in this group box that will narrow your search for action items that you want to appear in the Action List group box on the Collections Workbench page.
You can use this filter criteria to display action items assigned to more than one owner.
- Save**

Click this button to save your selection of filter options by the filter name that you entered or selected in the Name field. The system adds this action filter name and its settings to the list of available action filters.
- Delete**

Select the name of an action filter that you want to delete and click the Delete button. The selected action filter will be removed from your list of action filters.
- Search**

Click the Save button and then click this button to search for any actions that fall within the Filter By criteria that you selected for this action filter.
When you click the Search button, the system searches for actions based on your filter criteria and displays those actions in the Action List group box on the Collections Workbench page. The name of the filter that you used to perform the search replaces *Select Action Filter* field value in the field next to the Search icon.

Cancel

Click this button to cancel the Filter Action List page and return to the Collections Workbench page. If you already saved the action filter and its search criteria and select the Cancel button, the Collections Workbench page appears and the saved action filter appears in the list of saved action filters.

Clear

Click this button to clear any values entered or selected in the Filter By group box. If an action filter name appeared in the Name field, it is replaced by the field value *Select Action Filter*. However, the action filter that originally appeared in the Name field still appears on the list of action filters as long as you saved it before clicking the Clear button.

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions and Sending Notification, page 1093](#).

Reviewing the Customer's Credit Profile

Access the Credit Profile tab (select the Credit Profile tab of the Collections Workbench).

Credit Profile																					
Credit Profile		Items	Aging	Hierarchy	Payments	Conversations	Correspondence														
Balance:	1,674,294.90	USD	Past Due:	1,671,743.40	USD	Promises: Fiscal Year to Date															
Credit Limit:	100,000.00	USD	Risk Score:	13		<table border="1"> <thead> <tr> <th></th> <th>This Year</th> <th>Last Year</th> </tr> </thead> <tbody> <tr> <td>Open</td> <td>0</td> <td>0</td> </tr> <tr> <td>Kept</td> <td>1</td> <td>0</td> </tr> <tr> <td>Broken</td> <td>2</td> <td>0</td> </tr> </tbody> </table>					This Year	Last Year	Open	0	0	Kept	1	0	Broken	2	0
	This Year	Last Year																			
Open	0	0																			
Kept	1	0																			
Broken	2	0																			
Collector:	CBB		Risk Level:	M																	
Credit Class:	A		D+B Rating																		
☐ Credit Hold		Customer Messages																			
Breakdown Balances																					
Customize Find View All 1 of 1 First Last																					
SetID	Unit	Customer	Name	Item Balance	Currency																
1 SHARE	US001	1000	Alliance Group	1,674,294.90	USD																
History ID: History : All Search Aged Date: Posted Date:																					
Customer History																					
Customize Find View All 1 of 15 First Last																					
Year	Period	History ID	Description	Amount	Currency	Count	Overall Weighted Average Days	Weighting Amt													
2009	9	CURRENTDUE	Current Due	400,700.00	USD	1	0.00	0.000													
2009	9	FUTUREDUE	Future Due	2,551.50	USD	2	0.00	0.000													
2003	10	HI_BAL_AMT	High Balance Amount	-3,710.00	USD	1	0.00	0.000													
2006	8	HI_BAL_AMT	High Balance Amount	1,074,290.00	USD	1	0.00	0.000													
2008	3	HI_BAL_AMT	High Balance Amount	1,192,504.43	USD	1	0.00	0.000													
2009	4	HI_BAL_AMT	High Balance Amount	1,271,043.40	USD	1	0.00	0.000													
2009	9	HI_BAL_AMT	High Balance Amount	1,674,294.90	USD	1	0.00	0.000													
2009	9	HI_CURRENT	High Current Balance	400,700.00	USD	1	0.00	0.000													

Credit Profile tab on the Collections Workbench page

Balance

Displays the current outstanding balance for the selected customer. Click the Balance amount link to display the Items tab, which contains the list of items and their amounts that were purchased to make up this balance amount. The Total Amount on the Items tab should equal the Balance amount on the Credit Profile tab.

Past Due

Displays the amount of the outstanding balance owed that is currently past due. Click the Past Due amount link to display the Items tab, which contains a list of items and their amounts that are past due.

Credit Limit

Displays the current credit limit for this customer. This value is derived from the Customer Information – Credit Profile page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).

Risk Score	Displays the risk score that is calculated based on setting up risk scoring rules and running the Request Risk Scoring process (AR_RISK). Click the Risk Score value link to access the Risk Score Details page. See Chapter 36, "Managing Credit, Collections, and Exceptions," Generating Risk Scores, page 1118.
Collector	Displays the collector ID and name assigned to this customer on the Bill to Options page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).
Risk Level	Displays the level of risk for this customer, which is set up on the Credit Profile page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).
Credit Class	Displays the credit class for this customer, which is set up on the Credit Profile page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).
D&B Rating (Dun & Bradstreet rating)	Displays the Dun & Bradstreet credit rating for the selected customer. You can purchase a Dun & Bradstreet Report for a customer, which you can integrate with PeopleSoft. This Dun & Bradstreet rating is derived from the Dun & Bradstreet Report's Credit and Risk page. See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i>, "Maintaining Additional Customer Information," Obtaining D&B Credit Reports.
Credit Hold	If this check box is selected, the customer has been put on a credit hold. When you run the Condition Monitor process, the process searches for customers with credit holds and creates an action based on the rules that you define. See Chapter 36, "Managing Credit, Collections, and Exceptions," Running the Condition Monitor Process, page 1093.
Customer Messages	Click this link to access the Customer Messages page. See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i>, "Maintaining General Customer Information," Attaching Messages to Customers.
Promises: Fiscal Year to Date group box	Displays the number of Open, Kept, and Broken promises for this year and last year. See <i>PeopleSoft Order to Cash Common Information 9.1 PeopleBook</i>, "Managing Conversations," Understanding Conversations.
Breakdown Balances grid	Displays the setid, business unit, item balance and currency for a specific customer.

Customer History

Access the Customer History grid on the Credit Profile tab of the Collections Workbench.

History ID Select a History ID such as *HI_BAL_AMT*, *CURRENTDUE*, *AVGDAY*.

History Select either:

- *All*

This enables you to view the customer history amounts for all accounting periods of the selected History ID.

- *Most Recent*

This enables you to view the customer history amount for the most recent accounting period of the selected History ID.

See [Chapter 8, "Setting Up History and Aging," Understanding History Calculations, page 251.](#)

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Setting Up and Reviewing Customer Credit Profiles.

See [Chapter 33, "Researching Customer Accounts," Reviewing Customer Account Information, page 1034.](#)

Reviewing Customer Payment Information

Access the Payments tab (select the Payments tab of the Collections Workbench).

Credit Profile

Items

Aging

Hierarchy

Payments

Conversations

Correspondence

On Account

-4,000.00

USD

Prepayments

-257.81

USD

Credit Memos

-3,815.21

USD

Filter Payment

☒ Payments in Process

☐ Unapplied Payments

☐ Drafts

☐ Direct Debits

Outstanding Paym

Outstanding Payments

Customize | Find | View All

Unit	Customer	Deposit ID	Payment Method	Payment ID	Status	Accounting Date	Entered Date	Payment Amount	Currency	Base Amount	Base Currency	Bank Account #
US001	1000	13	Credit Card	1	Worksheet	04/05/2006	04/05/2006		USD		USD	0741-25645
US001	1000	16	Check	1000-APPLIED	Worksheet	04/10/2006	04/10/2006	7,000.00	USD	7,000.00	USD	0741-20784
US001	1000	SAN	Check	SAN	Worksheet	09/25/2009	09/25/2009	1,000.00	USD	1,000.00	USD	0741-25645
US001	CWB2001	14	Check	1000-WRKSHEET	Worksheet	04/10/2006	04/10/2006	1,000.00	USD	1,000.00	USD	0741-25645
US001	CWB2001	14	Check	SMP-102	Worksheet	04/10/2006	04/10/2006	7,000.00	USD	7,000.00	USD	0741-25645

Totals

Total Payments:

5

Amount:

16,000.000

From Date

09/29/2009

To Date

09/29/2009

Complete Payments Search

Complete Payments

Customize | Find | View All

More Info	Deposit Unit	Deposit ID	Customer	Payment Sequence	Payment ID	Payment Method	Accounting Date	Payment Amount	Payment Currency	Base Amount	Currency Code
	US001	8	1000	1	BKRECON-PMT1	Check	04/30/2005	111.00	USD	111.00	USD
	US001	15	CWB2001	1	1000-COMPLETE	Check	04/10/2006	5,000.00	USD	5,000.00	USD

Payments tab on the Collections Workbench page (1 of 2)

Totals				
Payment Count:		2	Total: 5,111.000	
Payment Performance				
Customize Find View All First 1 of 1 Last				
Fiscal Year	Accounting Period	Weighted Average Days	Amount	Currency
		0.000	0.000	
Totals				
Overall Weighted Average Days:		0.00	Basis:	0.000

Payments tab on the Collections Workbench page (2 of 2)

On Account

Displays the total amount of payments placed on a customer's account.

Click the On Account amount link to access the Items tab, which lists the individual items making up the amount. The Total Amount at the bottom of the Items tab equals the On Account amount on the Payments tab.

Prepayments

Displays the total amount of prepayments made by this customer.

Click the Prepayments amount link to access the Items tab, which lists the individual items making up the amount. The Total Amount at the bottom of the Items tab equals the Prepayments amount on the Payments tab.

Credit Memos	Displays the total amount of credit memos issued to this customer. Click the Credit Memos amount link to access the Items tab, which lists the individual items making up the amount. The Total Amount at the bottom of the Items tab equals the Credit Memos amount on the Payments tab.
Filter Payment	Click this link to access the Filter Payment page. Use this page to create filters that enable you to specify values that narrow your search for Outstanding Payments and Complete Payments for this customer. This page works the same way as the Filter Action List page. Click the Search icon for the adjacent field to select one of the filters that you have set up. See Chapter 40, "Using the Collections Workbench," Search Filter Creation, page 1212.
Payments in Process	Select this check box to display payments that have worksheets created and have been partially or fully applied in the Outstanding Payments grid for the selected customer.
Unapplied Payments	Select this check box to include any payments that been identified but not applied in the Outstanding Payments grid for the selected customer.
Drafts	Select this check box to include any drafts in the Outstanding Payments and the Complete Payments grids for the selected customer.
Direct Debits	Select this check box to include any direct debit payments in the Outstanding Payments and Complete Payments grids for the selected customer.
Outstanding Payment Search	Click this button to search for payments based on the filter and the check boxes you selected.
Outstanding Payments grid	Displays details of the payments and the total of all of the payments displayed based on the filter and check boxes you selected after clicking the Outstanding Payment Search button. You can click the Deposit ID link to access the Review Payments page for each outstanding regular payment, the Direct Debit Control page for each outstanding direct debit payment, and the Draft Control page for each outstanding draft payment. See Chapter 27, "Managing Direct Debits," Reviewing Direct Debit Control Information, page 893. See Chapter 26, "Managing Drafts," Reviewing All Drafts, page 858.
From Date and To Date	Enter a date range to narrow your search for completed payments. This date range will work with the selected filter and the selected check boxes (Drafts, Direct Debits) to display the complete payments on the Complete Payments grid.

Complete Payments grid

Displays payment information for payments where the Receivable Update process has successfully posted the payment. After a payment has been marked Complete, you can only inquire on it. To change it, you must unpost the payment group.

See [Chapter 12, "Setting Up Receivable Update and Pending Group Generator," Receivable Update Processing Options, page 378.](#)



Click this icon in the Complete Payments grid to access the Item Activity for a Payment page, which describes the effect of the payment on the payment items.

Payment Performance grid

Displays the Weighted Average Days and Amount for payments within a specific fiscal year and accounting period. Also displays the Total Weighted Average Days and Basis for all payments listed for the specific fiscal year and accounting period for the selected customer.

See [Chapter 8, "Setting Up History and Aging," Customer History Calculations in the Receivable Update Process, page 251.](#)

See [Chapter 33, "Researching Customer Accounts," Reviewing Customer History, page 1049.](#)

Researching Customer Item Information

Access the Items tab (select the Items tab of the Collections Workbench).

Credit ProfilePaymentsItemsConversationsCorrespondenceAgingCustomer Hierarchy

Status:

Open

GOAdd FilterAccount Overview

Row Selection

Range:

e.g.: 1-9

GOSelect AllDeselect All

Item Action

Choice:

...Select Action

GO

Item List

Detail 1Detail 2Detail 3Detail 4Detail 5Detail 6

CustomizeFindView AllFirst1-8 of 9Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Currency
1	☐	0000678498			4	US001 1000	Open	IMMED	CR	MAINT	10/07/2003	2,897	-173.24	USD
2	☐	0000678499			4	US001 1000	Open	IMMED	CR	MAINT	10/07/2003	2,897	-3,641.97	USD
3	☐	0000678523			1	US001 1000	Open	IMMED	IN	OTHER	09/04/2009	738	400,700.00	USD
4	☐	0000678527			1	US001 1000	Open	IMMED	IN	OTHER	10/05/2009	707	1,275.75	USD
5	☐	0000678530			1	US001 1000	Open	IMMED	IN	OTHER	11/06/2009	675	1,275.75	USD
6	☐	OC-11			4	US001 1000	Open		OC	FIN	03/05/2008	1,286	99,363.59	USD
7	☐	OC-53			1	US001 1000	Open		OC	FIN	04/10/2009	885	65,499.98	USD
8	☐	RE-00006616			4	US001 1000	Open	IMMED	IN	OTHER	05/03/2006	1,958	1,095,544.45	USD

Search Result Totals

Debits:	7	Debit Amount:	1,678,110.11	Currency:	USD
Credits:	2	Credit Amount:	-3,815.21	Currency:	USD
Total:	9	Total Amount:	1,674,294.90	Currency:	USD
Selected:					

Items tab on the Collections Workbench page

- Status

Select the status of the items that you want to appear on the Item List grid from these options and select the Go button:

 - All
 - Closed
 - Collection
 - Deduction
 - Dispute
 - Doubtful
 - Last Conv (last conversation)
 - Open (default)
 - Past Due

Add Filter

Click this link to access the Filter Items page. Select the attributes that you want to use for this filter, enter the name of the new filter in the Search Preferences field on the Filter Items page and click the Save button. You set up and use this filter like you do the filters for the action list.

See Chapter 40, "Using the Collections Workbench," Search Filter Creation, page 1212.

Account Overview

Click this link to access the Account Overview – Balances page for the selected customer.

See [Chapter 33, "Researching Customer Accounts," Reviewing Customer Account Information, page 1034.](#)

Range

Enter a range for the Item List rows that you want to select and click the Go button. For example, if you enter 3–5 in this field, the system will place a check mark next to rows 3, 4, and 5 in the Item List.

Item Action

After selecting the rows on which you want to perform an item action, select one of the actions in the item action list.

For example, if you select an item row, select the item action *Create a Maintenance Worksheet*, and click the Go button, the Worksheet Application page appears with the selected item in the Item List grid.

See [Chapter 34, "Researching Receivables," Researching a Customer's Items, page 1056.](#)

See [Chapter 36, "Managing Credit, Collections, and Exceptions," Assigning Actions to Items, page 1094.](#)

Managing Customer Conversations and Promises

Access the Conversations tab (select the Conversations tab of the Collections Workbench).

Credit Profile Payments Items Conversations Correspondence Aging Customer Hierarchy												
Filter Conversations Add Conversation Update Contacts Promises Inquiry												
Conversations Customize Find View All First 1-3 of 3 Last												
Detail 1 Detail 2												
Unit	Cust ID	Description	Conversation Date	Status	Number of Entries	Attachments	Subject	Subject Topic	Amount Referenced	Promise Date	Promise Status	Promise Amount
US001	1000	PROM-B	04/10/2009	Closed	1	N	PRODUCTS			04/10/2009	Broken	2,000.00
US001	1000	NONE	04/10/2009	Open	1	N	PRODUCTS			04/22/2009	Broken	20.00
US001	1000	KEPT	04/10/2009	Closed	1	N	ORDER			04/12/2009	Kept	40,000.00

Conversations tab on the Collections Workbench page (1 of 2)

Item ID	Invoice	Contract	Bill of Lading	Purchase Order	Payment ID	Order No	Subrog Case No
		CON000000000003					

Conversations tab on the Collections Workbench page (2 of 2)

Filter Conversations

Click this link to access the Filter Conversations page where you can select or enter attributes to narrow your search for conversations associated with the selected customer and display them in the Conversations grid on the Conversations tab of the Collections Workbench.

Add Conversation

Click this link to access the Conversations page, where you can add a new conversation. The setID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations," Entering Conversations.

See Chapter 7, "Setting Up Exception and Collection Processing," Setting Up Promise Date Options for a Customer, page 239.

Update Contacts

Click this link to access the Customer Contacts page, which lists the name of each contact associated with the selected customer. You can perform these activities from this page:

- Click the link associated with a contact's name to access the Contact page and maintain the selected contact's information.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Contacts," Setting Up Contacts.

- Click the Telephone icon on a customer contact row and the system will automatically dial this customer contact's phone number.

Important! This icon will only appear if Computer Telephony Integration (CTI) is activated and the user is a CTI user.

- Click the contact's e-mail address, which enables you to create and send an e-mail to the customer contact.
- Click the Add a New Contact link to access a blank Contact page, where you can add a new contact for the selected customer.

Conversations grid

The conversations associated with the selected customer based on your search criteria are listed on this grid. You can click on the link associated with a Conversation Date to access the Conversations page of the Conversations component, where you can review and update the details about the conversation associated with the selected Conversation Date.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations."

Promise Date Inquiry

Access the Promise Date Inquiry page (click the Promises Inquiry link on the Conversations tab of the Collections Workbench).

Promise Date Inquiry

Search Promises

*Customer SetID:

Equal

SHARE

Business Unit:

Equal

US001

Customer ID:

Equal

Promise Date:

Equal

Promise Status:

Equal

Promise Amount:

Equal

Promise Amount Currency:

Equal

Collector:

Equal

Supervisor:

Equal

Display Options

☒ Show All

☐ Group by Collector

☐ Group by Customer

☐ Group by Supervisor

☐ Group by Business Unit

Search

Clear

Promise Date Inquiry page (1 of 2)

Promises									
Customize Find View All First 1-10 of 11 Last									
Business Unit	Customer	Promise Date	Promise Status	Promise Amount	Currency	Override	Override Reason	Collector	Supervisor
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Kept	27.83	USD	N		BGO	
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Broken	95.14	USD	N		BGO	
US001	CWB2001 - Alliance Directional Services	12/07/2008	Cancelled	50.00	AUD	Y	Pay Invald	CBB	
US001	CWB101 - Alliance Drilling Inc.	04/10/2009	Broken	500.00	AUD	Y	Override	CBB	
US001	CWB101 - Alliance Drilling Inc.	12/31/2008	Broken	100.00	AUD	N		CBB	
US001	CWB101 - Alliance Drilling Inc.	12/07/2008	Cancelled	10.00	AUD	Y	Pay Invald	CBB	
US001	1000 - Alliance Group	04/10/2009	Broken	2,000.00	USD	Y	Cancelled	CBB	
US001	1000 - Alliance Group	04/12/2009	Kept	40,000.00	USD	Y	Override	CBB	
US001	1000 - Alliance Group	04/22/2009	Broken	20.00	USD	N		CBB	
US001	USA05 - SouthEast Wholesaler	09/21/2009	Open	600.00	USD	N		JAJ	

Promise Date Inquiry (2 of 2)

Search Promises group box

Select or enter the attributes that will narrow your search for promises made by a customer.

Display Options group box

Click on one of these options to determine how you want the promises to appear on the Promises list.

- *Show All*

When you click the Search button, the system return all conversations based on the search parameters that you entered and display all promise conversations.

- *Group by Collector*

When you click the Search button, the system will group conversations by collector and display the summarized information for each collector.

- *Group by Customer*

When you click the Search button, the system will group conversations by customer and display the summarized information for each customer.

- *Group by Supervisor*

When you click the Search button, the system will group selected conversations by supervisor and display the summarized information for each supervisor.

- *Group by Business Unit*

When you click the Search button, the system will group conversations by business unit and display the summarized information for each business unit.

Promisesgrid

When you click the Search button, promise information and associated details display based on your selection of the search criteria and your selection of a display option.

Reviewing Customer Correspondence

Access the Correspondence tab (select the Correspondence tab of the Collections Workbench).

The screenshot shows the 'Correspondence' tab in the Collections Workbench. It features two main sections: 'Statement History' and 'Dunning History'. Each section has search fields for 'Statement Number' and 'Statement Date' (or 'Dunning Number' and 'Dunning Date') with 'Search' buttons. Below these are grids for 'Statements' and 'Letters'. The 'Statements' grid shows three entries with columns for Statement Number, Statement Date, Amount, Currency, Statement Image, and Email. The 'Letters' grid shows one entry with columns for Dunning Number, Dunning Date, Amount, and Currency.

Statement Number	Statement Date	Amount	Currency	Statement Image	Email
65	09/12/2011	127.32	USD		
62	04/10/2009	1,334,433.89	USD		
61	03/05/2008	1,160,042.22	USD		

Dunning Number	Dunning Date	Amount	Currency
76	03/05/2008	1,160,842.22	USD

Correspondence tab on the Collections Workbench page

Statement History

Statement Number

Select a Statement Number associated with the selected customer and click the Search button. The statement associated with this number appears in the Statements grid.

Statement Date

Select a date and click the Search button, to list any statements created on that date in the Statements grid.

Note. You can also select a Statement Number and Statement Date and click the Search button to display the selected statement on the Statements grid. However, if you select a Statement Number and a Statement Date that is not associated with that number and click the Search button, nothing will appear in the Statements grid.

Statements grid

When you access the Correspondence tab, a maximum of eight statements will appear on the details grid in descending date order for the selected customer. Use the Statement Number field to search for and display a specific statement in the grid, and the Statement Date field to search for and display any statements created on the selected date in the grid.

Click the link associated with a Statement Number in the grid to display the Review Statements page, where you can review the items associated with this statement.

If an image file has been generated and is available for a statement, you have the option to do the following:

- Click the Statement Image icon associated with the statement to view an online image of the statement.
- Click the Email icon associated with the statement to open the Send Statement page, where you can send an e-mail message that includes this statement as an attachment.

See [Chapter 38, "Generating Correspondence," Generating Customer Statements, page 1152.](#)

Dunning History

Dunning Number

Select a Dunning Number associated with the selected customer and click the Search button. The Dunning Number and its details appear in the Letters grid.

Dunning Date

Select a Dunning Date associated with the selected customer and click the Search button. Any dunning numbers created on this date appear in the Letters grid.

Note. You can also select a Dunning Number and Dunning Date and click the Search button to display the specific Dunning Number on the Letters grid. However, if you select a Dunning Number and a Dunning Date that is not associated with the selected dunning number and click the Search button, nothing will appear in the Letters grid.

Letters grid

When you access the Correspondence tab, a maximum of eight Dunning IDs will appear on the dunning letters detail grid in descending date order for the selected customer. Use the Dunning Number field to search for and display a specific Dunning Number in the grid, and the Dunning Date field to search for and display any Dunning Numbers created on the selected date in the grid.

Click the link associated with a Dunning Number in the grid to display the Dunning Letters page, where you can review the details concerning the items that associated with the dunning letter. You can click the Letter Content tab to view the actual dunning letter that was sent out to the customer.

See [Chapter 38, "Generating Correspondence," Generating Dunning Letters, page 1162.](#)

Sending Customer Statements From the Collections Workbench

Access the Send Statement page (click the Email icon associated with a statement on the Correspondence tab of the Collections Workbench).

Collections Workbench

Send Statement

Email

Type email addresses in the To, CC, or BCC fields, using a semicolon as a separator.

To

pibomuser01@ap6023fems.us.oracle.com

CC

BCC

peoplesoft@peoplesoft.com

Subject

Copy of statement 65

Message

Attached please find a copy of the statement.

Send Email

Cancel

Attach Statement

Attach	Statement Number	Statement Date	Filename
☒	65	09/12/2011	SHARE1001.pdf

Collections Workbench – Send Statement page

The default value for the recipient (To field) is the e-mail address of the primary contact for the customer, and your e-mail address appears by default in the BCC field. You can edit these and the other Email field values as required for your business processes and record keeping.

You can view the statement before sending the e-mail by clicking the statement filename link. The Attach check box must be selected for the statement to be delivered with the e-mail message.

Reviewing Customer Aging

Access the Aging tab (select the Aging tab of the Collections Workbench).

Credit Profile

Items

Aging

Hierarchy

Payments

Conversations

Correspondence

Customer Balances

Balance: 1,674,294.90

Hi Balance: 2,945,338.30

Balance Date: 09/21/2009

Past Due: 1,671,743.40

Hi Past Due: 2,463,436.83

Past Due Date: 09/28/2009

Aged Date: 09/28/2009

Customer Aging

Customize

Find

View All

First

1-3 of 3

Last

Aging Category	Aging ID	Aging Amount	Currency	Aging Count
01 Future	STD	2,551.50	USD	2
06	STD	1,271,043.40	USD	6
02	STD	400,700.00	USD	1

Aging tab on the Collections Workbench page

Balance

Displays this customer's balance as of the current date.

Click the link associated with the balance amount to display the Items tab of the Collections Workbench.

See [Chapter 40, "Using the Collections Workbench," Researching Customer Item Information, page 1221.](#)

Hi Balance (highest balance)

Displays the highest balance for the selected customer since the last time the Aging process was run.

Important! This amount only appears if you select a business unit for this customer and the History Options is turned on when ARUPDATE is run.

Balance Date

Displays the date on which the balance amount was calculated.

Past Due

Displays the portion of the balance amount that is currently past due.

Click the link associated with the balance amount to display the Items tab of the Collections Workbench.

Hi Past Due (highest past due)

Displays the highest past due amount for the selected customer since the last time the Aging process was run and the History Options is turned on when ARUPDATE is run.

Important! This amount only appears if you select a business unit for this customer.

See [Chapter 40, "Using the Collections Workbench," Researching Customer Item Information, page 1221.](#)

Past Due Date

Displays the date an amount is past due.

Note. This amount only appears if you select a business unit for this customer.

Aged Date	Displays the system date from the beginning of the aging run. For example, if the Aging process starts at 11:58 p.m. on September 12 and ends at 12:01 a.m. on September 13, the aged date is September 12.
New Balance	This appears if the customer's balance has changed since it was last aged. This indicates that you may want to rerun the Aging process.
	Click the Update Aging button to age the customer's items during the next run of the Aging process.
Customer Aging grid	This grid is updated if the aging process has been run for the selected customer. Values appear in the Aging Category, Aging ID, Aging Amount, Currency, and Aging Count fields Click the link associated with an Aging Category to display the Items tab of the Collections Workbench, which lists the items and amounts included in the selected Aging Category.

See [Chapter 8, "Setting Up History and Aging," Setting Up Aging, page 258.](#)

Reviewing the Customer Hierarchy

Access the Customer Hierarchy tab (select the Customer Hierarchy tab of the Collections Workbench).

Credit Profile Items Aging Hierarchy Payments Conversations Correspondence			
Corporate Credit Limit: \$0.00 Display Currency: USD Corporate Credit Currency			
Corporate Balances Customize Find   First 1-5 of 5 Last			
Customer Hierarchy	Item Balance	Past Due	Credit Limit
 1 - SHARE - 1002 - Easy Solutions (5)	<u>\$2,333,204.15</u>	<u>\$2,330,485.43</u>	
<u>1.1 - SHARE - 1002 - Easy Solutions</u>	<u>\$654,613.75</u>	<u>\$654,613.75</u>	<u>\$150,000.00</u>
 1.2 - SHARE - 1000 - Alliance Group (4)	<u>\$1,678,590.40</u>	<u>\$1,675,871.68</u>	
<u>1.2.1 - SHARE - 1000 - Alliance Group</u>	<u>\$1,674,294.90</u>	<u>\$1,671,743.40</u>	<u>\$100,000.00</u>
 1.2.2 - SHARE - CWB101 - Alliance Drilling Inc. (3)	<u>\$4,295.50</u>	<u>\$4,128.28</u>	

Customer Hierarchy tab on the Collections Workbench page

Corporate Credit Limit	Displays the credit limit for the parent customer in the hierarchy.
Display Currency	Displays currency associated with customer's general information.

Corporate Balances grid

This grid displays the levels of the Customer Hierarchy, which include the customer ID, the Item Balance amount, the Past Due amount, and the Credit Limit each customer on the grid.

Customers that have other customers defined as children display the summarized item balance and past due amounts of all of their children. The credit limit is not summarized for each level of the hierarchy, because the credit limit is controlled by the parent's corporate credit limit.

When summarized information for each level of the hierarchy displays, you cannot drill down to a more detailed level of data.

Click one of the customer ID links in the Customer Hierarchy to access the selected customer's general information (Customers, Customer Information, General Information, General Info).

Click the Item Balance link for a selected customer within the Customer Hierarchy to display the Items tab of the Collections Workbench.

Click the Past Due balance link for a selected customer within the Customer Hierarchy to display the Items tab, where you can select *Past Due*, search for, and display the items that make up the selected Past Due balance.

Click the Credit Limit amount link for a selected customer within the Customer Hierarchy to display the Credit Profile tab for the selected customer.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Corporate Customers.

Chapter 41

Interfacing with U.S. Federal Systems

This chapter discusses how to:

- (USF) Refer delinquent items to the Debt Management Service (DMS).
- (USF) Submit transactions between agencies using the Intra-Governmental Payment and Collection System (IPAC).
- (USF) Reclassify receivables accounting entries, direct journal accounting entries, and open items.
- (USF) Track memo status changes.
- Write off by ChartFields.
- (USF) Generate the Receivables Due From the Public report.
- Generate the 1099-C report.
- (USF) Create federal customer statements.

(USF) Referring Delinquent Items to the DMS

This section provides an overview of the delinquent debt referral process, lists prerequisites and common elements, and discusses how to:

- Select items for referral.
- Create a DMS referral file.
- Create a debt adjustment file.
- Process DMS receipts.

Understanding the Delinquent Debt Referral Process

The Debt Collection Improvement Act (DCIA) requires that any non-tax debt or claim owed to the United States that has been delinquent for a period of 180 days be turned over to the DMS of the U.S. Department of Treasury for appropriate action. This is known as cross-servicing. Debts less than 180 days delinquent can be voluntarily submitted to private collection agencies and agency Debt Collection Centers (DCCs). These are referred to as pass-through debts.

Using the PeopleSoft Receivables Delinquent Accounts feature, you can:

- Enter DMS information for individual items on the DMS Information page.
- Select items for referral.
- Run the DMS Referral Application Engine process (AR_DMSREFRRL) to create the electronic flat file for submission to the DMS.
- Run the DMS Adjustment Application Engine process (AR_DMSADJST) to create an electronic flat file containing adjustments and corrections to previously referred debt for submission to the DMS.
- Run the DMS Process Receipts Application Engine process (AR_DMSRECEIP) to process any inbound files from the DMS containing collections or adjustments against the previously referred debt.

You can verify that each process runs successfully by viewing the log files for errors.

Prerequisites

Before creating debt referral files:

1. Enable DMS processing by selecting the DMS Interface check box on the Installation Options - Receivables page.
2. Enter business unit-level DMS data on the DMS Information page.
3. Enter customer DMS information in the DMS Customer 1, DMS Customer 2, and DMS Customer 3 pages.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," (USF) Defining Debt Management Information, page 53

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Entering Customer DMS Information

Common Elements Used in This Section

Admin Debt Classification (administrative debt classification)	Select the appropriate value for credit bureau reporting. Values are <i>Employee Advance</i> , <i>Fee</i> , <i>Fine</i> , <i>Miscellaneous Debt</i> , <i>Overpayment</i> , and <i>Penalty</i> .
Business Unit	Enter the business unit for which you want to select items for referral. Generally, you process referrals monthly for a given business unit.
Program ID	Enter a code that enables the DMS to group related debts in their system for processing under specific business rules.

Referral Type

Select the type of referral for the items. Values are:

Passthrough: Debts for referral to the Debt Management Service Center (DMSC) and Financial Management Service (FMS) system for referral to Private Collection Agencies (PCAs) under existing FMS contracts.

Cross-Servicing: Debts for referral to the DMS for general collection activities.

Destination File Name

Enter the file path and file name of the delinquent account file that you are creating.

Secured Debt

Select to indicate that the debt is secured with collateral.

Manual Selection

Select to refer debts that are less than 180 days.

Pages Used to Refer Delinquent Items to the DMS

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
View/Update Item Details - Detail 1	ITEM_MAINTAIN	- Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1 - Click the View Detail button for an item on the Select Referral items page.	View item information and access the DMS Information page.
DMS Information (Debt Management Service information)	DMS_ITEM_SEC	Click the DMS Information link on the View/Update Item Details - Detail 1 page.	Update DMS information for the item.
Select Referral Items	DMS_CONTROL	Accounts Receivable, Customer Accounts, Delinquent Accounts, Select Referral Items, Select Referral Items	Select items to be referred to the DMS.
Create Referral File	DMS_REFERRAL	Accounts Receivable, Customer Accounts, Delinquent Accounts, Create Referral File, Create Referral File	Create a file of referred debt for submission to the DMS.
Create Adjustment File	RUN_DMS_ADJST	Accounts Receivable, Customer Accounts, Delinquent Accounts, Create Adjustment File, Create Adjustment File	Create a file of subsequent collections and adjustments of previously referred debt.

Page Name	Definition Name	Navigation	Usage
Process Receipts	RUN_DMS_RECEIPT	Accounts Receivable, Customer Accounts, Delinquent Accounts, Process Receipts, Process Receipts	Process an inbound file of collections or adjustments against previously referred debt.

Selecting Items for Referral

Access the Select Referral Items page (Accounts Receivable, Customer Accounts, Delinquent Accounts, Select Referral Items, Select Referral Items).

Select Referral Items

Business Unit:US001Referral Type:Cross-Servicing

Select All

Unselect All

Details

CustomizeFindView 1001-5 of 293Last

ItemsDMS Detail

	View Detail	Selected Flag	Business Unit	Customer ID	Item ID	Item Line	Due Date	Item Amount	Currency
1		☐	US001	1011	OE-00091125		11/27/2003		USD
2		☐	US001	1001	0000678443		03/09/2000	8600.89	USD
3		☐	US001	1001	0000678444		03/02/2000	12556.57	USD
4		☐	US001	1001	0000678445		04/06/2000	4199.64	USD
5		☐	US001	1001	0000678446		04/09/2000	16347.73	USD

Select Referral Items page

Select a business unit and referral type. The system processes one file for each business unit and referral type combination.

The page displays delinquent items for referral.

Viewing Item-Level Information

For each item listed in the grid, you can view the business unit, item ID, customer ID, and due date.



Click the View Detail button for an item to access the View/Update Item Details - Detail 1 page and access and change the DMS information for the item.

Selected Flag

Select to mark individual items for referral.

Viewing and Adjusting DMS Information

Select the DMS Detail tab to view the DMS Information for the item. This information is automatically supplied based on the business unit and customer DMS setup. You can override these default values as needed.

Creating a DMS Referral File

Access the Create Referral File page (Accounts Receivable, Customer Accounts, Delinquent Accounts, Create Referral File, Create Referral File).

Select the business unit for which you want to create the referral file, the referral type that you want to process (*Cross-Servicing* or *Passthrough*), and enter the file path and name for the destination file.

Run the DMS Referral process to create the referral file for the DMS.

Creating a Debt Adjustment File

Access the Create Adjustment File page (Accounts Receivable, Customer Accounts, Delinquent Accounts, Create Adjustment File, Create Adjustment File).

Select the business unit and enter the destination file path and name.

Run the DMS Adjustment process. This process generates a file of subsequent adjustments or collections for debt that was previously referred to the DMS.

Processing DMS Receipts

Access the Process Receipts page (Accounts Receivable, Customer Accounts, Delinquent Accounts, Process Receipts, Process Receipts).

Attached File

Displays the name of the file received from the DMS.



Click the Add Attachment button to browse for the file to attach. Once you have located the file, click the Upload button to load the file.



Click the Delete Attachment button to delete the currently selected attachment.



Click the View Attachment button to view the currently selected attachment.

Run the DMS Process Receipts process to insert delinquent account data from the DMS into the Pending Item PS_PENDING_ITEM table using the DMS Inbound process.

Completing the Process Receipts Process

To complete the Process Receipts process:

1. Check the message log for errors.
2. View the group using the External Pending Item Entry component (ENT_EXT_AID_UPDT) and select a posting action for the group.
3. Run the Receivable Update Application Engine process (ARUPDATE) to post the pending items.

See Also

Chapter 18, "Entering Pending Items," page 515

(USF) Submitting Transactions Between Agencies Using the IPAC System

This section provides an overview of IPAC processing, lists prerequisites, and discusses how to:

- Enter IPAC information for an item.
- Enter additional IPAC information.
- Enter override options for the Format EFT File Application Engine process (FIN2025).
- Run the Format EFT File process.

Understanding IPAC Processing

The IPAC system is maintained by the U.S. Department of Treasury for intra-governmental transactions. The IPAC system transmits billing information electronically, using a formatted file, to the U.S. Department of Treasury specifications so that bills and payments can be applied to the correct account. If your organization requires that you use the IPAC system, you can use PeopleSoft Receivables to create an extract file with receivables data that you send to the U.S. Department of Treasury. You create a request to collect funds from customers that are federal agencies by creating a flat file in PeopleSoft Receivables and sending the file online or in a bulk file connection to the IPAC system.

PeopleSoft Receivables supports four types of IPAC transactions:

- Collection, which is associated with the 810 format.

Use this transaction type to collect funds from other agencies.

- Adjustment, which is associated with the 812 format.

Use this transaction type to correct payment or collection information received by your agency, including the amount and the Standard General Ledger (SGL) account information. This transaction type is not available if you initiated the IPAC transaction.

Note. A credit item cannot be selected for refund processing until an IPAC adjustment transaction is entered. If an item that belongs to a customer, who requires IPAC processing, is selected for refund and the adjustment transaction is not created for the item, then an error message appears on the Maintenance Worksheet - Worksheet Application page.

- Zero dollar, which is associated with the 835 format.

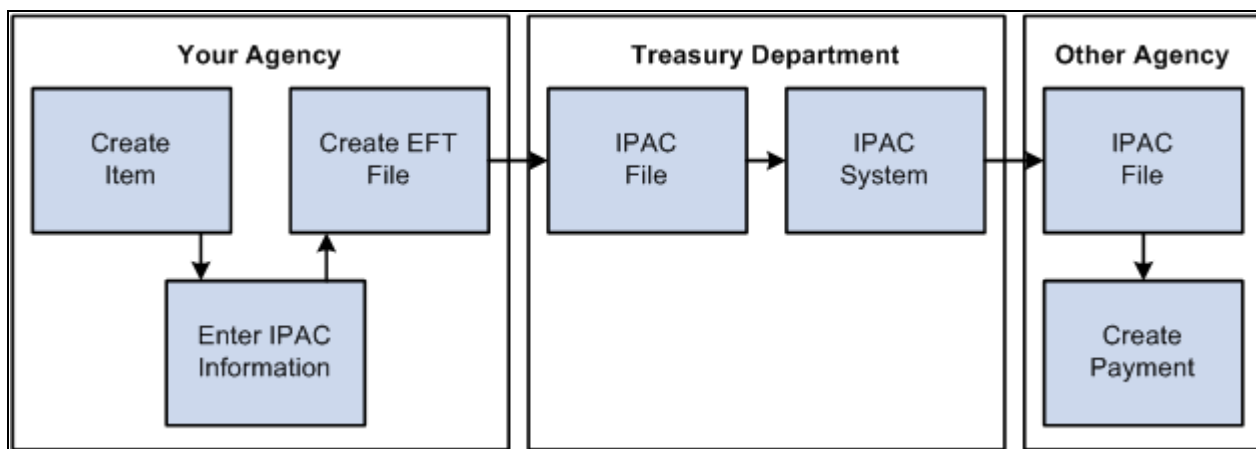
Use this transaction type to add or change collection information that you sent in an earlier transmission. This transaction type does not change the transaction amount or SGL account information.

- Post SGL, which is associated with the 840 format.

Use this transaction type to add or change SGL account information for previously received or sent transactions. You can add or change the sender's information, the receiver's information, or both.

The system includes transactions in the file only if they are marked as *Not Processed* in the IPAC record.

This diagram shows the flow of the IPAC information. Your agency creates an item, enters the IPAC information, and creates an EFT file, which is sent to the Treasury Department and updated in the IPAC system. The Treasury Department sends the IPAC file to another agency, which creates the payment.



IPAC processing from your agency to the Treasury Department to another agency where payments are created.

If an IPAC transaction has been processed, the item and the group of items it belongs to cannot be unposted. If IPAC items are bundled and posted, but the file is not sent immediately to the Treasury Department, the bundled items can be unposted only in the time frame before sending to the Treasury Department. A suggestion would be to group all IPAC items into one group to be processed by IPAC on the same date. If the items were posted and a period of time elapsed before sending to IPAC, in this window, the group could be unposted.

See Also

[Chapter 23, "Maintaining and Reviewing Item Information," Changing and Reviewing Item Information, page 725](#)

[Chapter 5, "Defining Additional Processing Options," Selecting EFT Layouts, page 137](#)

Prerequisites

Before you export PeopleSoft Receivables transactions to IPAC:

1. Enable the IPAC interface on the Installation Options - Receivables page.

2. Assign an IPAC billing agency location code and sender DO (disbursing office) to a setID for each business unit.
3. When defining customers, select the options for the IPAC interface and the customer agency location code.
4. Select a primary IPAC contact for each customer.

If you want to automatically supply the SGL account information, you must perform these tasks:

1. Create entry event codes that include the WS-01 step for the ARUPDATE entry event process on the Entry Event Code Definition page.
2. Add two ChartField attributes for accounts to which IPAC processing applies on the ChartField Attributes page:
 - *IPAC*: Enter Y for the ChartField attribute value.
 - *USSGL*: Enter the four-character SGL account that you want to interface with the IPAC system for the ChartField attribute value.

When you run the Receivable Update process (ARUPDATE), the system compares the GL accounts in the entry event code definition to the Account ChartField attributes to determine whether IPAC processing applies. If IPAC processing applies, the system uses the four-character GL account that you enter for the USSGL attribute value to populate the SGL Account fields.

If invoices are loaded from an external billing source, the IPAC interface option is selected on the Installation Options - Receivables page, and the IPAC interface option is selected for the customer who is associated with the invoice, then the Receivable Update process performs these edits:

- Billing ALC - The pending item is marked in error if the ALC is not defined on the Receivables Business Unit options page.
- Sender DO - The pending item is marked in error if the sender do is not defined on the Receivables Business Unit options page.
- Customer ALC - The pending item is marked in error if the ALC is not defined on the Customer-General Options page.
- Sender TAS - The pending item is marked in error if the TAS string is not defined and associated with the fund code on the item AR accounting line.
- Unit Price - The pending item is marked in error if the item entry amount is zero.
- SGL Account - The pending item is marked in error if the SGL Account is not defined and associated with an entry event code on the item.
- Obligation Document and Purchase Order Id - Both fields default from the Purchase Order reference field. The pending item is marked in error if the purchase order reference is not populated.

See Also

Chapter 3, "Defining PeopleSoft Receivables Business Units," Defining General Options, page 24

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding Customer Names and Levels and Assigning Roles

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Contacts"

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Using Entry Events," Defining Entry Event Codes

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining and Using ChartFields," Defining and Using Account Types and Attributes

PeopleSoft General Ledger 9.1 PeopleBook, "Setting Up and Generating Federal Government and Statutory Reports"

Pages Used to Submit Transactions Between Agencies Using IPAC

Page Name	Definition Name	Navigation	Usage
View/Update Item Details - Detail 1	ITEM_MAINTAIN	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 1	Change information about open and closed items.
Receivable IPAC Transactions	AR_IPAC_SEC	Click the Transfer to IPAC Transactions link on the View/Update Item Details - Detail 1 page.	Enter information required by IPAC.
IPAC Description	AR_IPAC_DESCR_SEC	Click the Description link on the Receivable IPAC Transactions page.	Enter a detailed description for an IPAC transaction.
IPAC Miscellaneous Description	AR_IPAC_MISC_SEC	Click the Misc Info (miscellaneous information) link on the Receivable IPAC Transactions page.	Enter additional text to describe an IPAC transaction and additional sender and receiver information.
Post SGL Comments	AR_IPAC_SGLCMT_SBP	Click the SGL Comments link on the Receivable IPAC Transactions page.	Enter standard general ledger comments.
Override Options	PRCSDEFNOVRD	PeopleTools, Process Scheduler, Processes, Override Options	Enter override options for the Format EFT File process.

Page Name	Definition Name	Navigation	Usage
AR IPAC Run Request	IPAC_EXP_RQST	Accounts Receivable, Receivables Maintenance, Request IPAC Interface, AR IPAC Run Request	Run the Format EFT File process, which creates a file that can be uploaded to IPAC.

Entering IPAC Information for an Item

Access the Receivable IPAC Transactions page (click the Transfer to IPAC Transactions link on the View/Update Item Details - Detail 1 page).

Receivable IPAC Transactions

Unit: US001 Item ID: IPAC-001-A Item Line:

Customer: 1FEDERALCUST Name: One Federal Customer OK Cancel

Header Information Find | View All | First 1 of 1 Last

Billing ALC	Sender DO	Customer ALC	IPAC Type	Document Reference	Total Amount
1 06180701	12345	11000002	Collection ▼ Create	PSF00001	10000.00

Processed

Detail Information Find | View All | First 1 of 1 Last

Trace ID: Misc Info Description

Transaction Information

Line Amount Quantity: 1.0000 UOM: EA Unit Price: 10000.00000 Amount: 10000.000	Invoice Number Invoice: IPAC-001-A Invoice Date: Obligation Doc: PO-001 ☐ Final Pay	Contract: Contract Line: Requisition: PO ID: PO-001

Contact Name

Contact Name: Phone:

Receivable IPAC Transactions page (1 of 2)

Sender/Receiver TAS/BETC

Sender Information

Sender TAS

(47)018/9100

Sender BETC

Sender DUNS

DUNS

Sender DUNS4

DUNS

Receiver Information

Receiver TAS

(47)018/9100

Recvr BETC

20

Recvr DUNS

1FEDCUST

Recvr DUNS4

1FED

Receiver Dept.

11

SGL Information

[SGL Comment](#)

SGL Information

Customize | Find | View All | First 1 of 1 Last

	SGL Account	Dr/Cr	SGL Amount	Sender/Receiver Flag	Federal Flag
1	4011	Debit	10000.00	Sender	Federal

Receivable IPAC Transactions page (2 of 2)

Some of the information displayed on this page comes from the default values for IPAC that you assigned to business units, customers, and contacts. You can override the default values as needed.

Entering IPAC Header Information

- Billing ALC** (billing agency location code)

Displays the billing agency location code that you assigned to the setID for the business unit. Override the code if needed.
- Sender DO** (sender disbursing office)

Displays the five-digit ID that you assigned to the setID for the business unit. Override if needed.
- Customer ALC** (customer agency location code)

Displays the agency location code that you assigned to the customer associated with the item. Override if needed.

IPAC Type

Select an IPAC transaction type. Values are:

Collection: Use for new transactions that you are sending to the IPAC system.

Adjustment: Use for IPAC payment transactions received from another agency to add information and adjust the amount due. This option is not available if you initiated the transaction.

Post SGL: Use to add or change the SGL account information for prior transactions that you sent for collection.

Zero: Use for IPAC transactions that you have already sent to the IPAC system to change information other than the amount or the SGL account information.

None: Use for information purposes only. No data is sent to the Department of Treasury.

Note. The fields that require entry on the page vary based on the transaction type.

Create

Click to validate that no previous transactions exist for the item and to create IPAC transactions. Any previously entered transactions for the item must have a process status of *Processed*. After you click the Create button, the system enables data fields based on the IPAC record type selected.

If you click the Create button after IPAC detail records have been created, the system issues a message warning that the existing IPAC detail records for this IPAC transaction will be re-created. You can proceed or cancel the action.

Note. If you want to create additional IPAC transactions for an item that has prior transactions with a *Processed* status, you must insert a new record and IPAC type prior to clicking the Create button.

Total Amount

Displays the total amount of the IPAC transaction for all item lines.

Entering Detail Information

Only the Original Line Item Number field is available for adjustment types. No other fields are available.

Trace ID

Displays the user-assigned identification number to enable back-end systems to match transactions.

Cross Ref Doc (cross-reference document)

Displays the document reference number on the header of the original transaction. This field appears only for zero dollar transaction types.

Original Line # (original line number)

Displays the detail line number from the original transaction, which is used for adjustments only.

Misc Info (miscellaneous information)

Click to add additional information about the transaction.

Description	Click to add information about the IPAC description.
Quantity	Displays the quantity amount that can be used to verify that the amount on each IPAC detail record equals the quantity times unit price, except for the Zero Dollar record type.
UOM (unit of measure)	Displays the units by which goods and services are measured. This field is not available for adjustment type.
Unit Price	Displays the total amount of each IPAC unit, which is quantity multiplied by unit price. This field is required for payment and collection.
Obligation Doc (obligation document)	Displays the billing agency's internal accounting document associated with a specific bill.
Final Pay	Select to indicate whether a payment is final (<i>F</i>) or partial (<i>P</i>).
Contract	Displays a number that uniquely identifies a contract between two trading partners.
Contract Line	Displays a contract line item number.
Requisition	Displays whether a payment is from a requisition or a partial payment.
PO ID (purchase order ID)	Displays a purchase order number. This field is required for IPAC collections. A PO must exist before IPAC is created.
Contact Name and Phone	Displays information about the primary IPAC contact that you assigned to a customer.

Entering Sender/Receiver TAS/BETC Information

The fields that are available in this section vary based on the IPAC transaction type. This table shows the fields that are available based on the IPAC type:

<i>IPAC Transaction Type</i>	<i>Available Fields</i>
Collection	All fields.
Adjustment	All fields except sender and receiver DUNS and DUNS4.
Zero Dollar	All fields except sender and receiver BETC.

TAS (treasury account symbol) For the sender, select the account number assigned by the U.S. Department of Treasury to classify transactions. Indicates the agency that initiated the billing.

For the receiver, select the account of the fund that will receive the payment.

BETC (business event type code)	Select the code used in the Governmentwide Accounting and Reporting Program (GWA) to indicate the type of activity being reported, such as payments, collections, and so on. This code must accompany the Treasury Account Symbol (TAS) and the dollar amounts to classify the transaction against the fund balance with the Treasury.
DUNS (Dun & Bradstreet number)	Enter the Dun & Bradstreet number used to identify the sender (your agency) or the receiver (the customer's agency). The sender DUNS appears by default from the values defined on the Receivables Business Unit Options page. The receiver DUNS appears by default from the values defined on Customers - Additional General Information page.
DUNS4	Enter the four-character identifier, along with the DUNS number, which identifies individual business locations for federal vendors and federal customers. The sender DUNS4 appears by default from the values defined on the Receivables Business Unit Options page. The receiver DUNS4 appears by default from the values defined on Customers - Additional General Information page.
Department	Displays the receiver department code of the customer. This field appears by default from the first two characters of the Customer ALC.

Entering SGL Information

If you entered an entry event code for the item in PeopleSoft Billing or during pending item entry on the Pending Item 1 page, the Receivable Update process populates the fields in the SGL Information grid. You can override the values if needed. If you did not enter an entry event code, you must enter SGL account information for Post SGL transaction types, and you can optionally enter SGL account information for the Collection and Adjustment transaction types. The SGL information fields are not available for zero dollar transaction types.

SGL Comment (standard general ledger comments)	Click to access the AR Post SGL Comments page. This link is active only when <i>Post SGL</i> is selected in the IPAC Type field.
SGL Account (standard general ledger account)	Enter a chart of accounts used by the U.S. Department of Treasury for central agency reporting.
Dr/Cr (debit/credit)	Select a debit or credit, which determines the type of amount entered. When this value is saved, the system validates that the total debit amount is equal to the total credit amount.
SGL Amount (standard general ledger amount)	Enter an SGL amount. The Dr/Cr field determines the type of amount to enter. This value is used to verify that the total SGL debit amount is equal to the total SGL credit amount. It also verifies that the individual SGL amount is no greater than the amount on the IPAC detail record
Sender/Receiver Flag	Select a value to indicate whether the SGL account information for the line is for the sender (your agency) or the receiver (the customer's agency).

Federal Flag	Select a value to indicate whether the SGL account information for the line is Federal or Non-Fed (non-federal).
SGL Action (standard general ledger action)	Select a value that indicates the action for the line. Values are: <i>Add</i>: Indicates that this is a new line. <i>Edit</i>: Indicates that this is a changed line. For Post SGL transaction types, the action is <i>Edit</i> for existing lines and <i>Add</i> for new lines. For Adjustment transaction types, the action is <i>Edit</i> even though no existing rows exist.

Entering Additional IPAC Information

Access the IPAC Miscellaneous Description page (click the Misc Info (miscellaneous information) link on the Receivable IPAC Transactions page).

IPAC Miscellaneous Description

IPAC Miscellaneous Description:

Federal Customer

Fiscal Year Obligation ID

Not Applicable

Accounting Codes

ACL/CD:

ACRN:

Job:

JAS:

FSN:

DoD:

IPAC Miscellaneous Description page

Enter comments about the collection request in the text box.

Fiscal Year Obligation ID	Select a value to indicate the fiscal year of the obligation. Values are <i>Not Applicable</i> , <i>Current Fiscal Year</i> , and <i>Prior Fiscal Year</i> .
ACL/CD (account classification code)	Displays a project code and is supplied to the billing agency by the customer on the original request for services.
ACRN (account classification reference number)	Appears for adjustment type only.
Job	Not available for adjustment type.
JAS (job agency site)	Displays a combination of job order number, accounting classification record number, and site ID.
FSN (fiscal station number)	Displays an 8-digit number identifying the subdivision of an agency location code.
DoD (activity address code)	Displays the activity address code.

The fields that are available on this page vary based on the IPAC transaction type. This table shows the fields that are available based on the IPAC type:

<i>IPAC Transaction Type</i>	<i>Available Fields</i>
Collection	All fields.
Adjustment	All fields.
Zero Dollar	All fields except Fiscal Year Obligation ID.
Post SGL	Only the text box.

Entering Override Options for the Format EFT File Process

Access the Override Options page (PeopleTools, Process Scheduler, Processes, Override Options).

Process Definition	Process Definition Options	Override Options	Destination	Page Transfer
Process Type: Crystal Name: FIN2025				
Override Options				
Parameters				
*Parameter List:		Prepend ▼	%%OWNERID%% :EFT_WRK_PARM1	
*Command Line:		None ▼		
*Working Directory:		None ▼		

Override Options page (Format EFT File process)

If you run PeopleSoft Receivables on a DB2 database on a Microsoft Windows or IBM OS390 server, you must manually insert an owner ID parameter in the list of parameters for the process definition before you can run the Format EFT Files process.

Parameters List Enter *Prepend*.

Parameters In the Parameters field next to the Parameters List field, enter %%OWNERID%% :EFT_WRK_PARM1 as shown in the preceding example. Note that a space is between the owner ID parameter (%%OWNERID%%) and :EFT_WRK_PARM1.

Running the Format EFT File Process

Access the AR IPAC Run Request page (Accounts Receivable, Receivables Maintenance, Request IPAC Interface, AR IPAC Run Request).

IPAC Interface Options Select an IPAC Interface option: Values are *Generate for All Units*, *Generate for One Unit*, *Generate for One Customer*, and *Rerun for Previous Job*.

(USF) Reclassifying Receivables Accounting Entries, Direct Journal Accounting Entries, and Open Items

To set up agency location codes (ALCs) and government wide accounting (GWA) reporting options for reporting, use the Agency Location component (AGENCY_LOC_CD).

To create Partial SF224 reports, use the SF224/ SF1220 Report Definition component (SF224_SF1220_DEFN).

This section provides an overview of Partial SF224 reporting and discusses how to:

- Reclassify receivables item accounting entries.
- Reclassify direct journal accounting entries.
- Reclassify open receivables items.

Understanding Partial SF224 Reporting

The Financial Systems Integration Office (FSIO) has issued Core Systems Requirements that impact the SF224 report and the electronic interface that is used to report cash receipt and cash disbursement activity by Agency Location Code (ALC) to the U.S. Treasury. The FSIO Core System Requirements are based on new Government-wide Accounting (GWA) Partial 224 Business Rules. The GWA business rules set the stage for ultimately phasing out the SF-224 report over the next several years and replacing it with the Partial SF224 report. The new GWA Business Rules dictate how specific activity is to be excluded from SF224 reporting as the U.S. Treasury systems are modified in the future. When agencies can finally report cash activity by the Business Event Type Codes (BETC), the agencies will report only non-BETC-coded cash activity and cash reclassifications using the Partial SF224 report.

The U.S. Treasury will be implementing the BETC for federal agencies to use to identify and report specific information about cash receipt and disbursement transactions in lieu of that provided by the SF224 report. The BETC is being implemented by the U.S. Treasury during the next few years for IPAC (collections and payments), Cashlink II (collections), Electronic Certification System (payments), and the Treasury Disbursement Office (TDO) systems.

Agency financial systems will be modified so that the BETC code can be specified for all cash transactions. The evolution of the BETC drives the need for agency financial systems in the short term to be configurable so as to identify those interfaces (IPAC, CASHLINK, TDO Payments) when they are modified to pass BETC with the associated cash activity to the U.S. Treasury.

Note. The Partial 224 report will not be available for use until the U.S. Treasury implements BETC.

Contact the U.S. Treasury Financial Management Service (FMS) for its schedule for implementation of the BETC. Until such time as the BETC is implemented by the FMS, you must continue to produce the full SF224 - Statement of Cash Transactions report.

See Also

PeopleSoft General Ledger 9.1 PeopleBook, "Setting Up and Generating Federal Government and Statutory Reports," Defining, Generating, Creating, and Printing SF224, SF1219, and SF1220 Reports

Chapter 5, "Defining Additional Processing Options," (USF) Setting Up Agency Location Codes, page 175

Pages Used to Reclassify Accounting Entries and Items

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Reclassify AR accounting entries	PAR224_ARENTRIES	Accounts Receivable, Receivables Maintenance, Reclassify AR Entries	Change the fund associated with posted accounting entries. You can reclassify the entire stream of the transaction. The reclassification entries are recorded in the PS_ITEM_DST table with a sequence number starting from 600.
Reclassify Direct Journal Entries	PAR224_DIRJRNL	Accounts Receivable, Receivables Maintenance, Reclassify Direct Jnl Entries	Identify accounting entries for direct journals and reclassify the entries to correct the fund. The reclassification entries are recorded in the PS_PAY_MISC_DST table with a line number starting from 600.
Transfer Selection	PAR224_TRANSFER	Accounts Receivable, Receivables Maintenance, Reclassify Open Item	Create a new worksheet or add items to a transfer worksheet.
Worksheet1	TRN_WORKSHEET1	Accounts Receivable, Receivables Maintenance, Reclassify Open Item, Worksheet 1	Select the items to transfer.
Worksheet2	TRN_WORKSHEET2	Accounts Receivable, Receivables Maintenance, Reclassify Open Item, Worksheet 2	Override the default receivable distribution code.
Transfer Action	TRN_ACTION	Accounts Receivable, Receivables Maintenance, Reclassify Open Item, Transfer Action	Select a posting action for a worksheet. Also use this page to delete a worksheet, create accounting entries online for the worksheets, or to delete accounting entries.

Reclassifying Receivables Accounting Entries

Access the Reclassify AR accounting entries page (Accounts Receivable, Receivables Maintenance, Reclassify AR Entries).

Reclassify AR accounting entries

**Business Unit:

*Item ID:

Line:

Search

*Customer ID:

Fund Code:

Selection Criteria:

*Fund Code:

*Accounting Date:

12/30/2011

Update

Accounting Lines

Personalize

Find

First

1 of 1

Last

Item Sequence Number	Distribution Sequence	System Defined Line	Ledger	GL Business Unit	Account	Department	Product	Fund Code	Budget Reference	Affiliate	Currency Code	Distribut
☐												

Reclassify AR accounting entries page

- Item Search

Click to display the accounting lines that match the entered business unit, item ID, customer ID, fund code, and accounting date.
- Selection Criteria

Select the types of entries to display in the Accounting Lines area. the values are *All Entries* and *Reclassification Entries*.
- Update

Click to generate new accounting entries for the selected accounting lines after you have entered the appropriate fund code and accounting date.

The system generates reversal entries for the selected accounting lines and creates new accounting entries with the following attributes:

 - The fund code and accounting date are changed to the specified values.
 - The distribution sequence number begins at 600.
 - The value in the Distribution Status field changes to *N* if the value in the selected rows is *N* or *D*.

For distribution status *I* in the selected rows, the value remains the same.

 - The entry event process status is updated to *N*.

Reclassifying Direct Journal Accounting Entries

Access the Reclassify Direct Journal Entries page (Accounts Receivable, Receivables Maintenance, Reclassify Direct Jml Entries).

Reclassify Direct Journal entries

*Deposit Unit:

*Payment Sequence:

Selection Criteria:

*Deposit ID:

Fund Code:

Search

*Fund Code:

*Accounting Date:

12/30/2011

Budget Status:

Update

Accounting Lines

Personalize | Find | | First 1 of 1 Last

	Business Unit	Distribution Sequence	System Defined Line	Ledger	GL Business Unit	Account	Department	Product	Fund Code	Budget Reference	Affiliate	Currency Code	Distribution
☐													

Reclassify Direct Journal Entries page

- Search

Click to display the accounting lines that match the entered deposit unit, payment sequence, fund code, and accounting date.
- Selection Criteria

Select the types of entries to display in the Accounting Lines area. the values are *All Entries* and *Reclassification Entries*.
- Accounting Date

Enter the accounting date to be used on the new reclassification entries. If no date is entered, it will default to the current date. The budget date will be set to the same date as the accounting date.
- Update

Click to generate new accounting entries for the selected accounting lines after you have entered the appropriate fund code and accounting date.

The system generates reversal entries for the selected accounting lines and creates new accounting entries with the following attributes:

 - The fund code and accounting date are changed to the specified values.
 - The distribution sequence number begins at 600.
 - The value in the Distribution Status field changes to *N* if the value in the selected rows is *N* or *D*.

For distribution status *I* in the selected rows, the value remains the same.

 - The entry event process status is updated to *N*.

Reclassifying Open Receivables Items

This section discusses how to:

- Build a transfer worksheet for reclassifying receivables items.
- Reclassify open receivables items.
- Modify the distribution code.
- Choose an action for a receivables reclassification worksheet.

Building a Transfer Worksheet for Reclassifying Receivables Items

Access the Transfer Selection page (Accounts Receivable, Receivables Maintenance, Reclassify Open Item).

Enter your customer and reference selection criteria.

Build Click to build a worksheet that reclassifies an open item.

See [Chapter 25, "Transferring Receivables," Building a Customer or Business Unit Transfer Worksheet, page 793.](#)

Reclassifying Open Receivables Items

Access the Worksheet1 page (Accounts Receivable, Receivables Maintenance, Reclassify Open Item, Worksheet 1).

Sel (select) Select the items to reclassify.

Modifying the Distribution Code

Access the Worksheet2 page (Accounts Receivable, Receivables Maintenance, Reclassify Open Item, Worksheet 2).

Dist ID AR (receivables distribution code) Override the default distribution code that was assigned to the business unit. For reclassification, use the *RECLASSIFY* distribution code.

See [Chapter 25, "Transferring Receivables," Modifying Item Information, page 797.](#)

Choosing an Action for a Receivables Reclassification Worksheet

Access the Transfer Action page (Accounts Receivable, Receivables Maintenance, Reclassify Open Item, Transfer Action).

See [Chapter 25, "Transferring Receivables," Selecting a Transfer Worksheet Action, page 798.](#)

(USF) Tracking Memo Status Changes

This section provides an overview of the track memo status changes process, lists prerequisites, and discusses how to:

- Check an item's current memo status.
- Change an item's memo status.
- Run the Memo Status Changes report.

Understanding the Track Memo Status Changes Process

The DMS requires you to maintain account information about individual accounts receivable. To support this requirement, PeopleSoft Receivables enables you to track multiple statuses for a receivable item.

This involves:

- Updating the memo status and details on the View/Update Item Details - Detail 2 page.
- Running the Memo Status Changes report, which lists, by item, the history of changes to the memo status field.

Two tables are required to use the track memo changes:

- The Memo Status Codes table (PS_MEMO_STATUS_TBL) contains the valid statuses.
- The Memo Status Changes Control table (PS_ITEM_MEMO_CHGS) contains each change made to the memo status field, along with the user ID.

Prerequisites

Before tracking memo status:

- Enable the Track Memo Status Changes feature by selecting the Use Memo Status check box on the Installation Options - Receivables page.
- Set up memo status codes.

See Also

[Chapter 5, "Defining Additional Processing Options," \(USF\) Setting Up Memo Status Codes, page 177](#)

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Receivables Installation Options

Pages Used to Track Memo Status Changes

Page Name	Definition Name	Navigation	Usage
View/Update Item Details - Detail 2	ITEM_MAINTAIN_2	Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 2	Check an item's current memo status.
Memo Status Changes	MEMO_STATUS_SEC	Click the Detail button on the View/Update Item Details - Detail 2 page.	Add and maintain a history of memo status code changes.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Memo Status Changes (report)	RUN_AR34006	Accounts Receivable, Customer Accounts, Item Information, Memo Status Change Report, Memo Status Changes	Generate the Memo Status Changes report (AR34006). Use the report to see the history of memo status changes by item.

Checking an Item's Current Memo Status

Access View/Update Item Details - Detail 2 page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Detail 2).

Memo Status Code Displays the current memo status for the item. This field appears only if you have enabled this feature on the Installation Options - Receivables page.

Detail Click to access the Memo Status Changes page, where you can review a history of status changes for the item and add a status change as needed.

Changing an Item's Memo Status

Access the Memo Status Changes page (click the Detail button on the View/Update Item Details - Detail 2 page).

Change an item's memo status by adding a new row to the Memo Status Changes grid.

Date Assigned Enter the date of the status change.

Memo Status

Select from any memo status codes that you have defined or one of the following PeopleSoft-delivered memo status codes:

FOREBEAR: In forbearance or appeal.

GARNISH: In wage garnishment.

RESCHEDULE: Rescheduled.

WAIVE: Waiver or unwaived.

ELGBOFF: Eligible for Treasury offset.

REFOFF: Referred to Treasury for offset.

ELGBINT: Eligible for internal offset.

ELGBCROSS: Eligible for cross-servicing.

REFCROSS: Referred for cross-servicing.

REFCOLL: Referred to private collection.

REFJUST: Referred to Department of Justice.

OFFSET: Offset.

SUSPENDED: Suspended.

COMPROMISE: Compromised.

WRITEOFF: Written-off.

CLOSEOUT: Closed out.

Running the Memo Status Changes Report

Access the Memo Status Changes (report) page (Accounts Receivable, Customer Accounts, Item Information, Memo Status Change Report, Memo Status Changes).

You can specify a date range for the report, a specific business unit, a customer ID, and whether to include closed items on the report. If you specify a date range, the report includes only items with a memo status change within the specified date range.

Writing Off By ChartFields

This section provides an overview of the Write-Offs By ChartField Application Engine process (AR_WOBYCF) and discusses how to run the Write-Offs by ChartField process.

Understanding the Write-Offs By ChartField Application Engine Process

The Write-Offs By ChartField process searches for items that contain distribution lines with ChartField values that match the selection criteria that you enter on the run control. Run this process to close out a specific ChartField, such as a Fund. If all the distribution lines for an item qualify, the process assigns the entire open amount of the items to a pending group and sets the posting action to Batch Standard. The next time you run the Receivable Update process, the process writes off the items and closes the group. If the qualifying distribution lines for an item make up only a portion of the open amount, the Write-Offs By ChartField process assigns the remaining balance of the items to a maintenance worksheet. You must access the maintenance worksheet and decide how to write off the item.

Page Used to Write Off By ChartField

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Write-Offs By ChartField	AR_WOBYCF_REQ	Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Write-Offs by Chartfield, Write-Offs By ChartField	Enter ChartField selection criteria to select items to write off by running the Write-Offs By ChartField process.

Running the Write-Offs By ChartField Process

Access the Write-Offs By ChartField page (Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Write-Offs by Chartfield, Write-Offs By ChartField).

Select a business unit and customer to process. You can process only one business unit at a time. The system uses the setID for the business unit to provide prompt values for the customer and the write-off reason.

Write-off Reason	Enter an entry reason that the process assigns to the write-off items that it creates.
Field Name	Select the ChartField values that you want to select in the ChartField value fields.
ChartField Value and ChartField TO Value	Select the range of ChartField values that are in the distribution lines for the items that you want to write off.

Treasury Report on Receivables (TROR) and Debt Collection Activities

This section provides an overview of the Treasury Report on Receivables (TROR) and Debt Collection Activities, and describes how to:

- Add a TROR Template.

- Update a TROR Template.
- Set up the Reporting Entity Code.
- Generate the Treasury Report on Receivables.

Understanding TROR and Debt Collection Activities

The Treasury Report on Receivables and Debt Collection Activities is the U.S. Department of Treasury's means for periodically collecting data on the status and condition of the federal government's nontax department portfolio in accordance with the requirements of the Debt Collection Act of 1982 and the Debt Collection Improvement Act of 1996 (DCIA).

This report creates a form used by the U.S. Department of Treasury to collect data on the status and condition of the federal government's non-tax debt portfolio. This report is used if an agency has debts but is pursuing them through collection. The Department of Treasury shares the information in this report with other government agencies, some private sector organizations, and the public.

Process Flow

1. Set up the following:
 - Receivables Installation Options
 - Receivables Types
 - Customer Types
 - Delinquency Codes
 - TROR Templates
 - Reporting Entity Codes
2. Assign an entity code and receivable type to an item in one of the following places:
 - TROR Report Types page, which you access from the Pending Item 1 page.
This assigns the codes to pending items.
 - View/Update Item Details - Detail 2 page.
This assigns the codes to posted items.
3. Post pending items by running the Receivable Update process.
4. Assign a delinquency code on the Item Delinquency page to items whose amounts you want to include in various report lines.
5. Access Treasury Report on Receivables, enter report parameters, and run the report.
6. View the XML and PDF report output in the Report Manager.

Setup Procedures

You must perform these setup procedures prior to setting up and updating one or more TROR templates:

- Access the Receivables installation options page (Set Up Financials/Supply Chain, Installation Options, Receivables) and select the Treasury Report on Receivables check box to enable the fields and buttons that are associated with the Treasury Report on Receivables report to appear on the business unit, pending item entry, and item maintenance pages.
- Access the Add a Report Template page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Add Report Template) to define a new report template name and version.
- Access the Update Report Template page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Update Report Template) to search for the template that you just added and set up the characteristics of each system-defined line, which is associated with a system-defined part and section.
- Access the Receivable Type page (Set Up Financials/Supply Chain, Product Related, Receivables, and Options, Receivable Type) to define the codes that represent the receivable types.
- Access the Reporting Entity Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reporting Entity Code) to define the report entity codes for the government agencies and divisions to which the Treasury Report on Receivables is submitted.

The entity code component now includes TROR reporting options. These reporting options enable users to set up and report behavior and map Receivable business units to the entity code.

- Access the Delinquency Code page (Set Up Financials/Supply Chain, Product Related, Payments, Delinquency Code) to define delinquency codes.

Note. You can also set up user-defined customer types.

TROR Template

The TROR Template provides you with the flexibility to set up one or more effective dated report templates. There are two ways to add a TROR Template:

1. Access the Add a Report Template page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Add Report Template) to define a new report template name and version. Next, access the Update Report Template page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Update Report Template) to search for the template that you just added and set up the characteristics of each system-defined line, which is associated with a system-defined part and section.
2. Access the Update Report Template search page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Update Report Template) to search for an existing template. Click the Copy Template icon on the Report on Receivables Setup page to display the Report on Receivables Template Copy page. You can select a new setID and enter a new template name on this page. The version is display only and is controlled by the system defined version control table. For example, user can create a new template using sample template TRORV1 under setID SHARE, report version 2007.01, if wish to reuse the set up data for the sample template.

Once the new template has been copied, you can return to the Update Report Template search page and search for the new template that you just created. You can modify the characteristics of this template as needed.

Use the TROR template to select data that you want to appear on the TROR report. The template enables the inclusion and exclusion of receivables based on the setup. This means that item entry use Id's can be included or excluded from certain lines in the report, as well as item delinquency codes.

The report version system data controls the output and template structure. Lines cannot be added or deleted to a template by the end user. The end user can set up a new template for a report using the system-defined version of the report. The system-defined version of the report cannot be modified. This ensures that the generated report is current and complies with the output specifications of the US Treasury.

When a newer version of the report is released by the US Treasury in the future, the system data and report output will be updated using the support development process.

The TROR template consists of these categories.

- Report Template

The report template is created by the end user to select and report on receivables within their system.

- Report Part

The number of Report Parts in the template is defined in the report version control record. Report parts cannot be added or deleted to a template. This ensures that the report output is consistent with the US Treasury's version of the report.

- Report Section

The number of Report Sections in the template is defined in the report version control record. Report sections cannot be added or deleted to a template. This ensures the report output is consistent with the US Treasury's version of the report.

- Report Line

The number of Report Lines in the template is defined in the report version control record. Report lines cannot be added or deleted to a template. This ensures the report output is consistent with the US Treasury's version of the report.

The lines in the report display as one line or many sub-lines. The report template component will treat each line/sub line combination as one line. Each line has its own select statement where you define the receivable select criteria as well as delinquency code selection criteria.

Since the TROR uses setup data defined specific to your implementation of Receivables, the process of establishing a new template with selection and exclusion criteria can be an involved process. To expedite the setup process, a sample template is delivered as demo data. The sample template can be copied and used as a starting point to create a template for your implementation.

Entity Code Setup

You set up reporting entity codes (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reporting Entity Code) to represent the government agencies and divisions for which the Treasury Report on Receivables is submitted.

Setting up an entity code enables you to set up report behavior and map Receivable business units to the entity code. You select a TROR reporting template for an entity code. When you run the report, this template is applied based on the setID and entity code that you select on the Preparer run control page. You select the receivable types that can be applied to a report, and select only one of these receivable type options to apply to the specific report you are running.

You select business units for the entity code. When you select a setID on the Preparer run control page, it determines which entity codes are available for selection, which in turn determines the business units and associated data that are selected to the Treasury Report on Receivables that you generate. There is an edit on the Reporting Entity Code page that verifies that the business units you select on the Reporting Entity Code page have the same setID as the setID the entity code that you are setting up.

Treasury Report on Receivables Run Control

Users run the Treasury Report on Receivables by entering the entity code on which to report. Users select the range of periods to include in the processing on the Treasury Report on Receivables run control Preparer's page. When the entity code is set up, the system verifies that all selected business units have the same calendar id to ensure that the selected period range is valid. The beginning and ending dates for generating the report are determined by the begin date of the From Period and the ending date of the To Period.

The report output can be viewed in a pdf format.

Adding a TROR Template

Access the Add Report Template page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Add Report Template).

Add Report Template

*SetID:

SHARE

*Template Name:

TROR

*Report Version:

2007.01

Add

Add Report Template page

SetID	Select the setID that applies to your organization.
Template Name	Assign an identifiable name for this TROR template.
Report Version	Select the version of this report. This number represents the most current report version and is derived from the version control record (AR_RPT_VERSION), which is delivered as system data.

Updating a TROR Template

Access the Report on Receivables Setup page (Set Up Financials/Supply Chain, Product Related, Receivables, TROR Report, Update Report Template, Report on Receivables Setup).

Report On Receivables Setup

SetID:SHARE

Template Name:TROR_R

Report Version:2007.01

Template

Find | View All | First | 1 of 1 | Last

*Effective Date:01/11/2011

*Status:Active

Description:

Basis Date for Aging:Due Date

Excluded Customers

Find | View All | First | 1 of 1 | Last

Customer Type:

Report Setup

Find | View 100 | First | 1 of 107 | Last

Part:IName:Status of Receivables

Section:AName:Receivables and Collections

Line:1Name:(1) Beginning FY Balance

Line Setup

Date Criteria:None

☒ Display Count

☒ Display Amount

☐ Select Entry Use Ids

☐ Exclude Entry Use Ids

☐ Select Delinquency Code

☐ Exclude Delinquency Code

☐ Calculation

☐ Include in Footnotes

Report on Receivables Setup page

SetID, Template Name, Report Version	These values displayed based on the values selected on the Update Report Template search page.
Effective Date	Select the date from which this report template setup is applicable.
Status	Select whether the data on this report template is an Active or Inactive.
Note. You can modify the information on this template as of a selected effective date by clicking the + icon, changing the effective data and making that date active.	

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1265

Description	Enter a description of this template.
Basis Date for Aging	Select either the Due Date, which is the due date assigned to an item, or the As of Date of an item.
Customer Type	Customer Types are defined based on your implementation setup. You can select a specific type of customer to exclude from this report or you can leave the field blank to include all customer types in the report. If you want to exclude more than one customer type, you can click the + icon to the right of the Customer Type field and select another customer type to exclude from the report. You can continue to add the customer types that you want to exclude using the + icon.
Report Setup	Click the Report Setup arrow to display the Report Setup and Line Setup group boxes. The Report Setup group box consists of a consecutive series of Parts, Sections, and Lines along with their descriptions. When you click View All on the right side of the Report Setup header row, you can display all of the Report Setup and Line Setup for each part, section and line of the report.

Line Setup

Name indicates the name of the part, section, and line that will be printed on the report.

To define the Line Setup, you can select from these options (some of which are active or inactive due to your selection):

- **Date Criteria** - Date Criteria applies to the selection of items in the line in relation to the fiscal year and accounting period provided on the run control.

Some lines in the report are not controlled by the date criteria due to the aging of receivables. In these cases the date criteria will not have an impact on the selection of receivables for this line. These are the options for date criteria:

- **None**
- **Previous Fiscal Year**
- **Reported Accounting Period**
- **Reported Fiscal Year**
- **Display Count check box** - Indicates that the count of items selected for this line will be displayed on the report. This check box is selected during system setup and cannot be accessed by the user.
- **Display Amount check box** - Indicates that the amount will display on the report. This check box is selected in the system data and cannot be accessed by the user.
- **Select Entry Use Ids check box** – Select this check box to enable users to select one or more Entry Use Ids for the line on the report. If selected, you must define at least one entry use ID.
- **Exclude Entry Use ID check box** – Select this check box to enable users to exclude specific entry use id's for the line on the report. If selected, you must define at least one entry use ID.
- **Select Delinquency Code check box** - Select this check box to enable users to select delinquency codes for the report. When selected, the user must define at least one delinquency code.
- **Exclude Delinquency Code check box** - Select this check box to enable users to exclude selected delinquency codes for the report. When selected, the user must define at least one delinquency code to be excluded.

- Calculation check box – This check box is selected to enable the system to use results from other lines in the report to calculate the output. If this check box is selected, the Date Criteria value has no impact since no items are selected; only the results from other lines are calculated. This check box is selected in the system data and cannot be changed by the user. The selected Calculation check box enables you to select the Parts, Sections, Line Numbers, and Operations to use to perform the calculation.
- Include in Footnotes check box - This check box is selected to indicate that the items selected based on the criteria will be printed at the end of the report as footnotes. This check box is selected in the system data and cannot be changed by the user.

For example, to define the line setup for:

Part I Name: Status of Receivables

Section A Name: Receivables and Collections

Line 4A Name: (A) At Agency (-)

You can select from these options:

- Date Criteria
Same choices as Line 4.
- Display Count check box
- Display Amount check box
- Select Entry Use Ids check box selected
- System Function ID – WS-01 –
- Description – Pay an Item
- Entry Type –PY – A payment would be considered a collection.
- Entry Reason - The entry reason can be left blank which allows all payments to be selected.
- Exclude Entry Use ID check box will be grayed out since the option to select entry use ids are already selected.
- Select Delinquency Code check box is enabled.
- Delinquency Code – AGN (At Agency) will select receivables that have a delinquency code of AGN.
- Exclude Delinquency Code check box not be enabled since the option to select Agency Codes is enabled.
- Calculation check box will not be enabled based on report version control data.

- Include in Footnotes check box not be enabled based on report version control data.

Setting Up the Reporting Entity Code

Access the Reporting Entity Code page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reporting Entity Code, Reporting Entity Code).

Reporting Entity Code

SetID: SHARECORPORATE SETIDEntity Code: 123

Reporting Entity

Find | View All First1 of 1Last

*Effective Date:01/11/2011

*Status:Active

*Description:

Short Description:

Report On Receivables Options

*Reporting Template:

*Default Delinquency Code:

Exclude Pre-Paid Items

Receivable Types

Administrative:

Defaulted Guaranteed Loans:

Direct Loans:

*Calendar ID:

Included AR Business Units

Customize | Find | View All | First1 of 1Last

*Business Unit	Description
1	

Reporting Entity Code page

- Entity Code

Enter the entity code for the reporting entity that you want to define. The first two digits identify the agency, the next two digits identify the bureau, and the remaining digits identify the entity.
- Reporting Template

Select the TROR reporting template to use when generating the Treasury Report On Receivables based on the selection of this reporting entity code.

Default Delinquency Code	Select the delinquency code that you prefer as the default value for new receivables.
Exclude Prepaid Items	Select this check box if you want to exclude prepaid items on the Treasury Report on Receivables for this reporting entity code.
Receivable Types	Select the Receivable Types that identify a receivable as Administrative, Default Guaranteed Loans, and Direct Loans. The receivable type can be defined as any value in the system and is mapped from this entity code to the receivable type on the TROR. Note. Only one Receivable Type appears on a given report.
Calendar ID	Select the calendar that you want to apply to the generation of data for the Treasury Report on Receivables report. The calendar ID that you select for the entity code determines the fiscal year and accounting periods that appear on the report.
Included AR Business Units	Select any business units that you want to include in the processing of the data for the Receivable Due From the Public report. An error message will display If the calendar ID for the selected business unit does not match the calendar ID selected for this reporting entity code.

Generating the Treasury Report on Receivables

Access the Preparer run control page (Accounts Receivable, Receivables Update, Posting Results - Upd Pend Item (update pending items), Treasury Report on Receivables).

PreparerAddressDebt Disposition

Run Control ID: TESTReport ManagerProcess MonitorRun

Language: English

Report Request Parameters

*SetID:SHARE

*Receivable Type:

*Accounting Period:

*Entity Code:

*Fiscal Year:

*Accounting Period To:

Preparer Information

Name:

Phone:

Fax:

Email ID:

Supervisor Information

Name:

Phone:

Fax:

Email ID:

Preparer run control page

SetID	Select the setID that is associated with the entity code selected for this report.
Entity Code	Select the reporting entity code that will be included in this report. The selected entity code contains the TROR template to be used for this report and all business units defined for this entity.
Receivable Type	Select the Receivable Type to apply to this report. The possible Receivable Types for this entity are set up on the Reporting Entity Code page.
Fiscal Year	Select the fiscal year to apply to this report. The fiscal year that you select is based on the Calendar ID setup for the selected entity code.
Accounting Period From, Accounting Period To	Enter the accounting period range that you want to include in this report.
Preparer's Information	Enter the name, phone number, fax number, and e-mail address of the preparer depending on the information that is available.
Supervisor Information	Enter the name, phone number, fax number, and e-mail address of the preparer's supervisor depending on the information that is available.

Access the Address tab.

Preparer Address Debt Disposition

Run Control ID: TEST [Report Manager](#) [Process Monitor](#) [Run](#)

Language: English

Report Request Parameters

SetID: SHARE Entity Code: Receivable Type:

Fiscal Year: Accounting Period: Accounting Period To:

Address Information

Address 1: St/Prov: Postal:

Address 2: Country: USA United States

Address 3:

Address 4:

City/Twn1:

Cnty/Twn2:

Address tab

Enter the Address Information for the entity associated with this report.

Access the Debt Disposition tab.

Preparer

Address

Debt Disposition

Run Control ID: TEST

[Report Manager](#)

[Process Monitor](#)

Run

Language: English

Report Request Parameters

SetID: SHAREEntity Code:

Receivable Type:Fiscal Year:

Accounting Period:Accounting Period To:

CNC Debt Status

PCA Debt Disposition Number:PCADebt Disposition Amount:

TXS Debt Disposition Number:TXS Debt Distribution Amount:

TOP Debt Disposition Number:TOP Debt Disposition Amount:

OTH Debt Disposition Number:OTH Debt Disposition Amount:

IRS 1099-C Submitted Number:IRS 1099-C Submitted Amount:

IRS Not Reported 1099-C Number:IRS Not Reported 1099-C Amount:

Footnote:

Debt Disposition tab

PCA Debt Disposition Number, Amount (private collection agency debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by the U. S. Department of Treasury or a private collection agency.
TXS Debt Disposition Number, Amount (treasury or debt collection center debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by the U. S. Department of Treasury or a designated debt collection center.
TOP Debt Disposition Number, Amount (treasury for offset debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by the U. S. Department of Treasury for offset.
OTH Debt Disposition Number, Amount (other debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by means other than those listed.
IRS 1099-C Submitted Number, Amount	Enter the number and amount of written-off delinquent debts that have been reported to the IRS on Form 1099-C.
IRS Not Reported 1099-C Number, Amount	Enter the number and amount of written-off delinquent debts that have been not been reported to the IRS on Form 1099-C.
Footnote	This field does not print to the Treasury Report on Receivables.

The PeopleSoft Application Engine processing (AR_TROR_XML) generates the Treasury Report on Receivables using BI Publisher based on the selected information:

Generating the 1099-C Report

This section provides an overview of 1099-C report generation and discusses how to set up and run the 1099-C report.

Understanding 1099-C Report Generation

The 1099-C form for Cancellation of Debt is required by the Internal Revenue Service (IRS) in the United States to summarize how much debt has been written off for a specific customer.

To generate the 1099-C form for one or more customers:

1. Enable 1099-C processing in the Receivables installation options.
2. Define the system functions that are legitimate canceled debt transactions.
3. Create the debt creditor ID, including taxpayer identification, address, and associated Receivables business units.
4. Set up customers for 1099-C processing, including taxpayer identification and reporting details.
5. Create a customer group for Canceled Debt Reporting. (Optional)
6. Run the 1099-C process.

You can also audit the 1099-C processing history for one or more customers.

Prerequisite

Before you generate the 1099-C report, enable 1099-C processing by selecting the 1099-C Forms check box on the Installation Options - Receivables page (Set Up Financials/Supply Chain, Install, Installation Options, click the Receivables link).

Pages Used to Generate the 1099-C Report

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Canceled Debt Report Setup	AR_CANCEL_DEBT_RP	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Cancel Debt Report Setup 1099, Canceled Debt Report Setup	Define control values to identify the type of system function codes to use for canceled debt reporting.

Page Name	Definition Name	Navigation	Usage
Canceled Debt Creditor	AR_CANCEL_DEBT_CR	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Canceled Debt Creditor 1099-c, Canceled Debt Creditor	Enter creditor taxpayer ID and address information. Associate AR business units with the ID.
1099-C Reporting Details	CUST_CREDIT_SEC	Customers, Customer Information, General Information, Credit Profile, and click the 1099-C Reporting link	Enter customer cancellation of debt details.
Receivables 1099-C	RUN_AR_1099C	Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables 1099C Prep	Run control to create a preliminary table with data necessary for 1099-C reporting.
Submit 1099-C	SUBMIT_AR_1099C	Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables 1099C Submit	Select one or more customers for 1099-C form submission. Reset submission dates for or delete selected customer rows from the reporting table.
Audit 1099-C	AUDIT_AR_1099C	Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables 1099C Audit	Search for and review 1099-C actions for one or more customers.

Setting Up System Control Values

Access the Canceled Debt Report Setup page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Cancel Debt Report Setup 1099, Canceled Debt Report Setup).

Canceled Debt Report Setup

SetID: SHARE Control ID: CONTROL3

Description

*Effective Date: 01/01/2000 *Status: A

Description: CONTROLTHREE

Short Description: CONTROL3

Canceled Debt Entries

System Function ID	Description	Entry Type	Entry Reason	Reason
1 WS-09	Write-off an Item			

Canceled Debt Report Setup page

You must enter at least one System Function ID in the Canceled Debt Entries grid. Control values identify which function codes the system will use to report canceled debt. If desired, you can further limit which system function codes to select by entering an Entry Type and Entry Reason.

Only transactions with a *Posted* status in the Item Activity table are eligible for 1099-C reporting. If only the system function code is selected without a qualifying entry type or reason code, all transactions with the system function code are considered eligible. If a user defines an entry type and entry reason, only transactions with the specified entry type and entry reason are selected; all other entry types and entry reasons for the system function code will be ignored.

Reporting Interest Amounts in Box 3

The amount of canceled debt reported on the 1099-C form includes write-offs of principal owed, which can also include interest, administrative fees, and penalties, as specified in the Canceled Debt Entries on the Canceled Debt Report Setup page.

To report interest amounts in Box 3 of the 1099-C form, you must add a Canceled Debt Entry using system functions FC-01 and/or IT-01 with OC in the Entry Type field to designate Overdue Charges. If desired, you can include an Entry Reason value to further filter which types of overdue amount transactions are reported in Box 3 of the 1099-C form.

Note. On the Canceled Debt Report Setup page, entry type OC is reserved for reporting interest amounts in Box 3 of the 1099C form. Entry type OC will not be used for reporting amounts in Box 2.

Defining Creditor 1099-C Details

Access the Canceled Debt Creditor page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Canceled Debt Creditor 1099-c, Canceled Debt Creditor).

Canceled Debt Creditor

SetID:SHARE

Creditor Identifier:CREDITORB

Definition

*Effective Date

D1/01/2000

Status

A

Description

CREDITOR B

Canceled Debt Report Setup

*Control ID

CONTROL2

Creditor Information

*Taxpayer ID:

567876567

*Name

BUBBA

Address Line 1

B ST

Address Line 2

Address Line 3

City

BOULDER

State

CO

* Zip Code

94333

Telephone

234/567-8966

AR Business Units

CustomizeFindView All

First1-2 of 2Last

	*Business Unit	Description		
1	US002	US002 MASSACHUSETTS OPERATIONS	+	-
2	US004	US004 ILLINOIS OPERATIONS	+	-

Canceled Debt Creditor page

Control ID

Enter a valid control value. You can define control values on the Canceled Debt Report Setup page. The Control ID will identify which function codes the system will use to report canceled debt for this creditor.

See [Chapter 41, "Interfacing with U.S. Federal Systems," Setting Up System Control Values, page 1274.](#)

Taxpayer ID

Enter the 9-digit numerical value that identifies this creditor to the IRS.

AR Business Units

Enter at least one business unit associated with this creditor. Conversely, a business unit can be associated with only one creditor. The system uses the business unit to identify which items to select when creating canceled debt amounts.

Setting Up 1099-C Customers

Before you can create the 1099-C Cancellation of Debt report, the customer for whom you are submitting the 1099-C report must have required tax identification in your Receivables system. To set up customers for 1099-C processing, complete these steps:

1. Enter customer tax identification numbers.
2. Define customer 1099-C reporting details.

Note. Only customer transactions with a *Posted* status in the Item Activity table are used to gather amounts. The total amount of canceled debt for a customer must be more than 600 USD to be eligible for 1099-C reporting.

See *PeopleSoft Order to Cash Common Information PeopleBook*, "Maintaining General Customer Information."

Entering Taxpayer IDs for Customers

The tax identification number as well as subcustomer information can be entered on the Miscellaneous General Info page (Customers, Customer Information, General Information, Miscellaneous General Info).

See *PeopleSoft Order to Cash Common Information PeopleBook*, "Maintaining General Customer Information," Entering Tax ID, Vendor ID, Web Addresses, Stock Symbols, and SubCustomer Information.

Defining Customer 1099-C Reporting Details

Access the 1099-C Reporting Details page (Customers, Customer Information, General Information, Credit Profile, and click the 1099-C Reporting link).

1099-C Reporting Details

1099-C Information

☒ Bankrupt

☐ Personally Liable

Description:

Fair Market Value: USD

AR Business Unit: 🔍

1099-C Reporting Details page

Bankrupt	Select this check box if the customer is bankrupt. For reporting Receivables transactions such as write-offs as canceled debt, the Bankrupt check box must be selected or a Description must be entered.
Personally Liable	Select this check box if this customer is an individual and not a business entity. This information appears on the 1099-C form to be submitted to the IRS.
Description	If desired, enter a description of the canceled debt. This information appears on the 1099-C form to be submitted to the IRS.
Fair Market Value	Enter an amount in USD for the fair market value of the canceled debt, such as a foreclosure, to indicate that the canceled debt is not related to a Receivables transaction, such as a write-off. If you enter a value here, the system bypasses transactions associated with the control values identified on the Canceled Debt Report Setup page for this customer in Receivables and reports <i>only</i> this amount on the 1099-C form. See Chapter 41, "Interfacing with U.S. Federal Systems," Setting Up System Control Values, page 1274.
AR Business Unit	Required if you enter a fair market value amount. The business unit must be associated with a creditor on the Canceled Debt Creditor page. See Chapter 41, "Interfacing with U.S. Federal Systems," Defining Creditor 1099-C Details, page 1275.

See *PeopleSoft Order to Cash Common Information PeopleBook*, "Maintaining General Customer Information," Setting Up and Reviewing Customer Credit Profiles.

Using Customer Groups for 1099-C Reporting

You can optionally group customers with similar traits and define processing criteria for the entire group instead of individual customers. If desired, you can associate a customer with the Canceled Debt Reporting customer group. You can then select the designated 1099-C customer group, a single customer, or all customers for 1099-C preparation processing on the Receivables 1099-C Run Control page.

For 1099-C reporting, use the Canceled Debt Reporting group type delivered as system data. First, create a group table for your 1099-C customers. Then add eligible customers to the customer group.

Creating a Canceled Debt Reporting Customer Group Table

Access the Customer Group Table search page (Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Group Table).

To add a new customer group specifically for canceled debt reporting, follow these steps:

1. Select a setID value.
2. Select *Canceled Debt Reporting* from the Customer Group Type list.

3. Add a Customer Group value, for example, USGROUP.
4. Click the Add button.

The Customer Group Table page for your new Customer Group appears.

Customer Group Table

SetID: SHARE Customer Group: USGROUP Customer Group Type: 1099C

Customer Group Description Find | View All First 1 of 1 Last

*Effective Date: 01/01/2000 *Status: Active

*Description: US Customers

*Short Description: US Cust

Customer Group Catalogs Find | View All First 1 of 1 Last

Catalog Number:

Description:

Include/Exclude Type:

[Return to Customers](#)

Customer Group Table page

5. Enter required values on the Customer Group Table page, including Effective Date, Description, and Short Description. In this example, the user has already saved these values.

See *PeopleSoft Order to Cash Common Information PeopleBook*, "Maintaining Additional Customer Information," Establishing Customer Group Tables.

Adding Customers to the Canceled Debt Reporting Customer Group

Access the General Information - Customer Group Info page (Customers, Customer Information, General Information, and select *0070 - Customer Group* in the General Info Links list on the General Info page).

To associate a customer with a group, add a row to the Customer Groups by Type grid. In the Group Type field, select *CDT*. Select a Customer Group from the lookup list. Only groups added with the Canceled Debt Reporting group type will display on the list. Customers associated with a group can also be selected for individual 1099-C reporting.

See *PeopleSoft Order to Cash Common Information PeopleBook*, "Maintaining General Customer Information," Assigning Individual Customers to Customer Groups.

Running the 1099-C Process

Run the 1099-C process to create the report in two steps. First, you run a preparation Application Engine program, which creates the basic data table (AR_1099C_TBL). Next, you use the Submission page to select records from this table to print, resubmit, or delete.

Running the 1099-C Preparation Program (AR_1099_PREP)

Access the Receivables 1099-C page (Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables 1099-C Prep, Receivables 1099-C).

The screenshot displays the 'Receivables 1099-C' interface. At the top, it shows 'Run Control ID: WARCD01' and navigation links for 'Report Manager' and 'Process Monitor', along with a 'Run' button. Below this is a 'Report Request Parameters' section with the following fields:

- *SetID: SHARE
- *Creditor Identifier: CREDITORA
- *Calendar Year: 2011
- *From Date: 01/01/2011
- *To Date: 09/21/2011
- Taxpayer ID: 123234345

Below the parameters is a 'Customer Reporting Group' section with the following fields:

- Customer ID: (empty)
- Customer Group: (empty)

Receivables 1099-C page

SetID

Select a setID. Customer data used for reporting must be within this setID value. You cannot report 1099-C information across setIDs.

Creditor Identifier

Select the Creditor ID. This value determines the creditor information including taxpayer ID and address, as defined on the Canceled Debt Creditor page. This value also determines the Control ID as entered on the Canceled Debt Creditor page, which controls the type of data selected for the 1099-C report.

The business units associated with the Creditor ID are the only business units that will be used to gather data for the customer's 1099-C report. Receivables business units can be associated with only one Creditor ID. You cannot create 1099-C reports that contain data across taxpayer IDs.

Calendar Year

Enter a four-digit value for the calendar year. All data selected for reporting are restricted to one calendar year. Any calendar year is valid.

From Date and To Date

Select a date range within the calendar year entered in the Calendar Year field. The data for reporting will be restricted to the selected date range.

Customer Reporting Group

Select the customers to be included in the record table from these options:

- *Customer ID*: Choose one customer for whom to create a report.
- *Customer Group*: Choose a customer group that you have created for Canceled Debt Reporting.

See Chapter 41, "Interfacing with U.S. Federal Systems," Using Customer Groups for 1099-C Reporting, page 1278.

- *None*: If both Customer Reporting Group fields are blank, the process will create records in the AR_1099C_TBL for all customers with eligible data within the Receivables business units for the selected Creditor ID.

Enter the desired parameters and click the Run button to launch the AR_1099_PREP process to create the record table (AR_1099C_TBL) that will be used to submit records for the Cancellation of Debt report.

Submitting Records for the 1099-C Form

Access the Submit 1099-C page (Accounts Receivable, Receivables Update, Posting Results—Upd Pend Items, Receivables 1099 Submit Report, Submit 1099-C).

Submit 1099-C

SetID: SHARE Calendar Year: 2011

Search Selected Cancelled Debt

Customer ID:

Date Selected:

Date Submitted:

Taxpayer Identification Number:

Canceled Debt Worksheet

Customize | Find | View All | First 1 of 1 Last

Select	Customer ID	Date Selected	Date Submitted	Cancelled Amount	Interest	Bankrupt	Fair Market Value
1 ☐							

[Process Monitor](#)

Submit 1099-C page

Search Selected Canceled Debt

Select the search criteria for customer records to retrieve from the record table (AR_1099C_TBL) to display in the Canceled Debt Worksheet grid. You can choose from these search options to display records within the setID and calendar year specified on the Submit 1099-C page:

- Customer ID
- Date Selected
- Date Submitted
- Taxpayer Identification Number

For each field, you can select a filter from the drop-down list to search for values that are *Equal*, *Greater Than*, *Greater Than or Equal*, *Less Than*, *Less Than or Equal*, *Like*, or *Not Equal* to the entered values.

If you leave the search fields blank, the system retrieves all records for the selected setID and calendar year.

Canceled Debt Worksheet

Select rows in the worksheet for which you want to perform a single action. You can select rows in the worksheet using these options:

- Select the check box for individual rows.
- Click the Select All button to select all rows displayed in the grid.
- Click the Clear All button to deselect all rows displayed in the grid.

The action buttons will delete, submit reports for, or reset for submission the rows that you select in the worksheet.

Selecting a 1099-C Action

To perform an action, click one of the action buttons to delete selected records, submit selected records to be formatted for the 1099-C form and sent to the IRS, or reset the selections for submission. When you click an action button, a warning message appears. You can choose to cancel or proceed with the action.

Note. The 1099-C action buttons on the Submit 1099-C page produce one-way results. After you confirm the action, the only recovery is to run or in some cases re-run the 1099-C process.

Delete Selected Rows

Click this button to remove rows from the record table, AR_1099C_TBL. Use this button to remove data before recreating the row with corrected data for the customer, if needed.

Only selected rows with a Date Submitted value of *None* can be deleted. If a row has already been submitted, you must first reset the row using the Reset for Submission button, then delete the row. An audit record will be written to the AR_1099_AUD_TBL for each row that has been deleted.

- Submit Report

Click this button to create a 1099-C form for all selected rows that have a Date Submitted value of *None*. The system will not process any row that has already been submitted, namely, that has a Date Submitted field with any value other than spaces. When processing is complete, the Date Submitted field for the row will be updated with the current date.
- Reset for Submission

Click this button to reset the Date Submitted value for the selected row to *None* before deleting or resubmitting the row to create a new 1099-C form. Only selected rows with a Date Submitted value other than spaces will be processed. An audit record will be written to the AR_1099_AUD_TBL for each row with a Date Submitted value that has been reset to *None*.

Reviewing the 1099-C Processing History

Access the Canceled Debt Audit page (Accounts Receivable, Receivables Update, Posting Results–Upd Pend Items, Receivables 1099C Audit, Canceled Debt Audit).

Canceled Debt Audit

SetID: SHARE

Search Selected Canceled Debt

Customer ID:

Equal

CAN03

Teknotrix Co

Search

Canceled Debt Audit Records

Customize | Find | View All |

First 1-2 of 2 Last

	Customer ID	Name	Action	Date of Action	Cancelled Amount	Interest Expense	Fair Market Value	Tax ID	Calendar Year
1	CAN03	Teknotrix Co	Reset for 1099C Submission	10/02/2011	6000.00		6000.00	111222333	2011
2	CAN03	Teknotrix Co	Deleted from 1099C Prep Table	10/03/2011	6000.00		6000.00	111222333	2011

Canceled Debt Audit page

- If the Customer ID fields are blank when you click the Search button, the system displays all records on the audit table (AR_1099_AUD_TBL).
- You can filter the Canceled Debt Audit Records by Customer ID in the Search Selected Canceled Debt box.

(USF) Creating Federal Customer Statements

This section provides an overview of federal customer statements, lists prerequisites, and discusses how to generate federal customer statements.

Understanding Federal Customer Statements

The Federal Customer Statements report is used internally by the federal government to track agreements between federal government agencies. This feature gathers information from the PeopleSoft General Ledger, PeopleSoft Receivables, and PeopleSoft Contracts systems to produce the Federal Customer Statements report.

To create federal statements, run the Federal Customer Statements multiprocess job (ARSTFED), which includes:

- The AR_FED_STMTS Application Engine process, which merges information from the PeopleSoft General Ledger and PeopleSoft Contract systems with PeopleSoft Receivables data and updates these tables:
 - Reimbursable Agreements Federal Statement table (PS_FEDST_TBL_RA), which stores information from PeopleSoft General Ledger and PeopleSoft Contracts for reimbursable agreements.
 - PeopleSoft Receivables Federal Statement table (PS_FEDST_TBL_AR), which contains customer-related information for the period that the report is run.
- The Federal Customer Statement report (AR80019/ARX80019).

If a customer has reimbursable activity and nonreimbursable activity, the report displays summary totals for both.

Prerequisites

Before creating federal customer statements:

1. Enable the Federal Customer feature on the General Info page for the customer.
2. Enable the Federal Reimbursable Agreement feature on the Installation Options - Contracts page.
3. Set up the account mappings on the Reimbursable Agreement Account page.

Note. If you do not have PeopleSoft General Ledger or PeopleSoft Contracts installed on your system, disable the products on the Installed Products page to ensure that the reports show correct information.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining General Customer Information," Adding Customer Names and Levels and Assigning Roles

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Contracts Installation Options

PeopleSoft General Ledger 9.1 PeopleBook, "Setting Up and Generating Federal Government and Statutory Reports," Setting Up Federal Reimbursable Agreement Accounts in General Ledger

Page Used to Create Federal Customer Statements

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Create Federal Statements	FEDERAL_CUST_STMT	Accounts Receivable, Customer Interactions, Statements, Create Federal Statements, Create Federal Statements	Enter the run control parameters for the Federal Customer Statements multiprocess job that creates federal customer statements.

Generating Federal Customer Statements

Access the Create Federal Statements page (Accounts Receivable, Customer Interactions, Statements, Create Federal Statements, Create Federal Statements).

Unit	Enter a business unit to create statements for all customers with transactions in a specific business unit. If you leave this field blank, a default business unit will automatically appear in the field.
From Date and To Date	Enter a date range for the accounting date of items that are included in the statement activity. The dates determine the fiscal year and accounting periods used to select information from PeopleSoft General Ledger.
SetID	Select a setID or accept the default setID. If you leave this field blank, a default setID will automatically appear in the field.
Customer	Enter only a customer ID to create statements for the specified customer. If you select a customer who is part of a correspondence group, the system addresses the statement to the correspondence customer, but includes only the specified customer's information.
Correspondence Customer	Enter only the customer ID for a correspondence customer to create statements for all customers in the correspondence group.
Project	Optionally, enter a project ID that is associated with a reimbursable agreement to include information only for customers that have reimbursable activity for that project.

Provide more than one parameter to tailor statements even further. The following table describes the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right of that parameter:

<i>Parameter</i>	<i>SetID</i>	<i>Business Unit</i>	<i>Customer ID</i>
Business Unit	One statement for each correspondence customer in the business unit.	Not applicable (NA)	NA

<i>Parameter</i>	<i>SetID</i>	<i>Business Unit</i>	<i>Customer ID</i>
Customer ID	A single statement for the customer. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items that are for the specified customer.	A single statement for the customer, containing only items in the business unit. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items for the specified customer.	NA
Correspondence Customer	A single statement, for the correspondence customer, containing items for all customers in the correspondence group.	A single statement for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	A single statement that is addressed to the correspondence customer, containing only items for the specified customer.

Chapter 42

Archiving Transactions

This chapter provides overviews of the data types available for archiving and of the archive objects definitions, PSQuery objects, and template objects, and discusses how to:

- Archive data.
- Generate archive candidate reports.
- Restore archived data.
- Clear PeopleSoft Receivables transaction tables.
- Use SQL to clear PeopleSoft Receivables transaction tables.

See Also

PeopleTools PeopleBook: Data Management, "Using PeopleSoft Data Archive Manager."

Understanding Data Types Available for Archiving

This section discusses:

- Data types.
- Pending item data.
- Payment data.
- Posted item data.
- Direct debit data.
- Action list data.
- Statement information, dunning letter information, and overdue charge information.
- Posted customer data.
- Conversation data.
- Customer definition data.
- Message log data.

- Suggested order of data removal.

Data Types

Most PeopleSoft Receivables tables contain data keyed either by business unit or TableSet. The tables keyed by business unit accumulate large volumes of data over time. Eventually, you may not need to access some of the data routinely. PeopleSoft Receivables enables you to archive the inactive data on the transaction tables keyed by business unit to the history tables. If you need to access the data later, you can restore it.

The following table lists the tables keyed by business unit. PeopleSoft Receivables delivers archive objects to remove only the first six types of data listed in the table: pending item, payment, posted item, statement, action list, and direct debit data using the PeopleSoft Data Archive Manager.

Note. To remove the other data types, you must directly remove the records from the database. You can remove the records either by using a SQL script that you write or by creating your own archive objects in PeopleTools and then using the Data Archive Manager.

<i>Type of Data</i>	<i>Description</i>	<i>Tables</i>
Pending item data	Group control, pending item, pending tax information, and pending accounting entries processed by the Receivable Update Application Engine process (ARUPDATE).	• PS_GROUP_CONTROL • PS_PENDING_ITEM • PS_PENDING_VAT • PS_PENDING_DST • PS_PENDING_TAX • PS_PENDING_TAX_DTL • PS_PENDING_IT_MRL
Payment data	Deposit and payment information provided during online entry or during the Payment Interface Application Engine process (AR_PAYLOAD).	• PS_DEPOSIT_CONTROL • PS_PAYMENT • PS_PAYMENT_ITEM • PS_PAYMENT_ID_CUST • PS_PAYMENT_ID_ITEM • PS_PAY_MISC_DST • PS_PAY_ITEM_MRL • PS_EE_DJR_ACCTG_LN

<i>Type of Data</i>	<i>Description</i>	<i>Tables</i>
Posted item data	Item information, such as item activity, item tax information, and item accounting entries maintained by the Receivable Update and Aging Application Engine processes (AR_AGING).	• PS_ITEM • PS_ITEM_ACTIVITY • PS_ITEM_ACT_VAT • PS_ITEM_DST • PS_ITEM_ACTTAX • PS_ITEM_ACTTAX_DTL • PS_ITEM_AUDIT • PS_AR_IPAC_HDR • PS_AR_IPAC_SGL • PS_AR_IPAC_DETAIL • PS_AR_CC_TRAN_HDR • PS_AR_CC_TRAN_TBL • PS_EE_ITM_ACCTG_LN
Statement data	Customer and item summary data maintained by the Statement Application Engine process (AR_STMTS).	• PS_STMT_CUST • PS_STMT_CUST_DTL • PS_STMT_CUST_BFWD • PS_AR_STMT_CUST
Action list data	Actions added to actions lists by the Condition Monitor process (AR_CNDMON) or by entering them on the Item Action page.	PS_ACTION_LST
Direct debit data	Direct debit control and direct debit item data created when you create direct items, run the Receivable Update process, and run the Create Direct Debit process (AR_DIRDEBIT).	• PS_DD_CONTROL • PS_DD_ITEM • PS_DD_ITEM_MRL

Type of Data	Description	Tables
Posted customer data	Summary information at a customer level maintained by the Receivable Update and Aging processes.	• PS_CUST_AGING • PS_CUST_DATA • PS_CUST_HISTORY • PS_SUBCUST_AGING • PS_SUBCUST_DATA • PS_SUBCUST_HISTORY
Dunning data	Customer and item summary data maintained by the Dunning Application Engine process (AR_DUNNING).	• PS_DUN_CUST • PS_DUN_DTL
Overdue charge data	Customer and item summary data maintained by the Overdue Charge Application Engine process (AR_OVRDUE).	• PS_OC_CUST • PS_OC_CUST_DTL
Conversation data	Summary and detailed information about conversations with customers.	• PS_CUST_CONVER • PS_CUST_CONV_HDR • PS_CUST_CONVER_DTL • PS_CUST_CONVER_ATT

<i>Type of Data</i>	<i>Description</i>	<i>Tables</i>
Customer Definition data	Required for processing customers.	• PS_CUSTOMER • PS_CUST_REGN_TYPE • PS_CUST_VAT_REG • PS_CUST_ADDR_SEQ • PS_CUST_ADDRESS • PS_CUST_CNTCT_SEQ • PS_CUST_CONTACT • PS_CUST_CNTCT_TYPE • PS_CUST_CNTCT_DOC • PS_CUST_CNTCT_CARD • PS_CUST_CNTCT_PHN • PS_CUST_CREDIT • PS_CUST_OPTION • PS_CUST_SHIPTO_OPT • PS_CUST_SOLDTO_OPT • PS_CUST_BILLTO • PS_CUST_SHIPTO • PS_CUST_CRSPD • PS_CUST_CONVER • PS_CONVR_DTL • PS_KEYWORD_TBL_AR • PS_FOLLOWUP_TBL
Message log data	Log messages generated by background processing.	• PS_MESSAGE_LOG • PS_MESSAGE_LOGPARM

Pending Item Data

The Receivable Update process is the only way to create posted information, such as customer balance and history information, as well as the corresponding item, item activity, item activity taxes, and item accounting entry information.

The tables for pending item data can be populated in many ways:

- Through interface programs that convert information from an existing system or bring in information from billing systems.
- Through the online Group Entry function, which provides pending item information for the tables.
- Through worksheets (payment, maintenance, transfer, direct debit, and draft).
- Through Automatic Maintenance Application Engine (AR_AUTOMNT) and Payment Predictor Application Engine (ARPREDCCT) processing.
- Through overdue charges, item splits, and the unpost function.

After a group posts, the system updates customer-level posted data and item-level posted data. The system records the data from the pending item data tables in a relational form into the posted item data tables. The data is no longer needed for its original purpose.

The system does not delete the pending item data. Instead, it marks the data as posted and stores it in its original form. The system continues to use the data in the pending item tables for control and inquiry and for unposting groups. From a control and inquiry perspective, you may want to keep all pending data, even though it has been posted, until all groups from a certain day or time period have been posted.

The most important reason for retaining pending item data is that the system uses it for unposting a group. When you set a group or a payment to unpost, the system uses the pending data to create a mirror-image group, one that is opposite in sign from the original. We recommend that you retain pending item data until you are sure that you no longer need to unpost a group or payment.

If you delete pending item data for posted payment groups, you should also delete its associated deposit and payment information.

Payment Data

The payment data tables store payment information that you entered directly online or through the payment interface. Payments are processed when you:

- Apply them through a payment worksheet or automatically with Payment Predictor.
- Journal them directly to the general ledger.

The end result of the payment application process (whether it occurs online or during background processing) is the transformation of each payment into a group and its components. The system restates the payment data in pending item data format for submission to the Receivable Update process. The system stores the pending item data in the pending item tables.

After you post the group and its components and distribute it to your general ledger, the posted data tables contain all the information necessary to reference payment information for customer questions. For example, you can review the payment application on the Item Activity From A Payment page. The item activity table stores the payment ID.

When all payments in a deposit have been completely posted, you may want to retain the original entered format of the payment data so you can use the inquiry pages to view totals and a summary of the status of deposits and payments received.

You must keep deposit and payment information, in addition to the related group and pending items to unpost a payment. If you archive a deposit and its payments or the associated pending item data, you cannot unpost any of the payments within the deposit.

For directly journaled payments, the accounting entries in the PS_PAYMENT_MISC_DST table must remain in PeopleSoft Receivables until the Journal Generator Application Engine process (FS_JGEN) processes them.

A suggested approach for archiving payment data is to select deposits that have been completely posted and processed by the Journal Generator process and whose accounting date matches the archive criteria.

When all relevant conditions for a given deposit have been met, remove the data in all eight payment tables.

Posted Item Data

If the records in the Item family meet certain criteria, you can remove or archive closed item information from these posted item data tables:

- PS_ITEM
 - Has a closed status and has been closed for a designated amount of time.
 - Is not referenced by an active conversation entry that is less than 90 days old.
 - Has no associated customer statement detail records.
 - Has no associated customer dunning letter detail records.
 - Has no associated customer overdue charge detail records.
 - Has no associated payment worksheet activity (PS_PAYMENT_ITEM records).
 - Has no associated maintenance worksheet activity (PS_WS_ITEM records).

- PS_ITEM_ACTIVITY

- Are no longer needed for Unit Activity page inquiry or reporting.

The Unit Activity page and reports show the beginning and ending balances of a business unit and the related financial events. The page and reports are based on the information contained in ITEM_ACTIVITY records.

- No longer have corresponding pending item data.
- PS_ITEM_ACT_VAT records that have been posted to the VAT ledger and are no longer needed for audit purposes.
- PS_ITEM_DST records that have been distributed to your general ledger.
- PS_ITEM_ACTTAX and PS_ITEM_ACTTAX_DTL records that contain tax information that are no longer needed for audit purposes.
- PS_ITEM_AUDIT records that contain changes to posted items from item maintenance and are no longer needed.

- PS_AR_IPAC_HDR, PS_AR_IPAC_SGL, PS_AR_IPAC_DETAIL records that contain information for the U.S. Department of Treasury for intra-governmental transactions that you no longer need to interface to the U. S. Department of Treasury.
- PS_AR_CC_TRAN_HDR and PS_AR_CC_TRAN_TBL records that contain the source transactions for control budgets and are no longer needed.
- AR_EE_ITEM_ACCTG_LN records that contain entry event information that has been distributed to your general ledger.

When all relevant conditions have been met for a given item family, remove the data from all thirteen tables at the same time.

You must remove the related CUST_CONVER_DTL records when you remove items and payments. This table ties conversations to items and payments.

Direct Debit Data

The direct debit data tables store information from direct debit groups that you create by running the Create Direct Debits process (AR_DIRDEBIT) and update using a direct debit worksheet. You should keep direct debit data until the direct debit has been paid by the bank. If you archive a direct debit, you can no longer unpost the direct debit group or any of the items paid by the direct debit.

The system archives direct debit data when:

- The cash posting date or cancel posting data for the direct debit group is equal to or less than the archive date.
- The status of the direct debit group is either Completed or Rejected.

The system does not change the status to Completed or Rejected until you run the Receivable Update process.

Action List Data

Each time you run the Condition Monitor process or add an action for an item on the Item Action page, the system adds an action to the Action List table (ACTION_LST). You can view a list of all actions for a customer, including completed actions on the Action History page. You need to determine how frequently you want to archive actions.

The system only archives actions if the actions have:

- A date that the action was added that is equal to or less than the archive date.
- A status of Cancelled, Completed, System Cancelled, or System Completed.

Statement Information, Dunning Letter Information, and Overdue Charge Information

Each time that you run statements, generate dunning letters, or generate overdue charges, the system updates the relevant information tables.

Because the most recent statement or letter or the second most recent statement letter is probably the one that will most likely be discussed with a customer, you may decide not to keep older statements or letters. When you decide to archive statements or dunning letters, compare the statement date or dunning date to the target archive date.

Note. PeopleSoft Receivables only provides archive objects to archive statement tables.

Posted Customer Data

After you post pending items to a customer and age them, the posted customer data tables contain summary data. If you do not use subcustomer qualifiers, none of the three subcustomer-oriented tables will contain information.

When no more open items exist in a business unit and customer combination, and after you run the Aging process, the customer aging and subcustomer aging tables do not contain any rows.

The PS_CUST_DATA and PS_SUBCUST_DATA tables contain balance and event information. Unless you know that you will never post to the customer or subcustomer again, *do not* remove or archive data from these tables.

If you archive these tables, delete rows for a customer only if the customer has no item information and has been inactive for a significant period of time. Do not delete these rows if another business unit has data that you need to maintain for the customer.

The PS_CUST_HISTORY and PS_SUBCUST_HISTORY tables contain one row for each history element for each fiscal year and accounting period. Unless you need history at the business unit level for the period, you can delete or archive history information that you no longer need. The system does not store business unit summary information. Instead, it derives that information by combining customer-level information.

You should compare the fiscal year and accounting period of the data that you selected to delete to your target fiscal year and accounting period. Because the system needs some of the history elements for other elements to work correctly, we recommend keeping all history elements for a given fiscal year and accounting period.

Conversation Data

Conversation information can accumulate rapidly, depending on how you record multiple conversations. You can open a single conversation record and use the Comments field to record multiple conversations by date and time on the Conversations page. You can also use the DateTime field to enter a separate row for each conversation.

If you maintain a single conversation record using the Comments field, the volume remains lower, and you may not need to delete the row until the customer becomes inactive.

If you use more than one row for each conversation, you can remove conversation rows if the conversation:

- Has a date older than your target archive date.
- No longer requires review.
- Has a status of closed.
- Does not reference any open items directly by an item reference or indirectly through a purchase order, bill of lading, document, or payment reference.

- Does not reference unposted payment information.

The keys for the PS_CUST_CONVER_HDR table are SETID, CUST_ID, CONVER_DTTM_INIT, and CONVER_DT.

You must remove the PS_CUST_CONVER_DTL records when you remove items and payments. This table ties conversations to items and payments.

Customer Definition Data

The customer definition tables are keyed by setID.

Determining whether a customer is active requires a cross-business perspective. In other words, information contained in these tables may be eligible for removal or archiving if a customer is no longer active in any of the business units that use the TableSet customer definitions. To meet these criteria, a customer *cannot* have any of the following information:

- Customer balance information (PS_CUST_DATA) in any business unit.
- Customer aging information (PS_CUST_AGING) in any business unit.
- Customer history information (PS_CUST_HISTORY) in any business unit.
- Customer conversations (PS_CUST_CONVER) in this TableSet.
- Customer conversation references (PS_CUST_CONVER_DTL) in any business unit.
- Customer relationships.

For example, the customer cannot be a corporate, remit from, or correspondence customer for another customer.

- A reference in a corporate customer tree.
- Posted item information in any business unit.

(This information should not exist if the preceding posted customer information does not exist.)

- Statement information in any business unit.

(This information should not exist if the preceding posted customer information does not exist.)

- Dunning information in any business unit.

(This information should not exist if the preceding posted customer information does not exist.)

- Overdue charge information in any business unit.

(This information should not exist if the preceding posted customer information does not exist.)

- Pending item data in any business unit (pending item data family).
- Saved payment worksheets in any business unit (PS_PAYMENT_ITEM).
- Saved maintenance worksheets in any business unit (PS_WS_ITEM).

Note. You must remove data from all the tables at the same time. You can remove Dun & Bradstreet information independently of the other customer tables if it becomes outdated. You may need a separate step to remove effective-dated rows from the PS_CUST_DB table based on a target removal or archive date.

Message Log Data

Whenever a background process runs, such as Receivable Update or Aging, the system creates messages and stores them in the message log tables. The system does not need these messages for subsequent processing, such as unposting a group or a payment. These tables can quickly become quite large, especially if you run a background process in debug mode.

If you decide to archive these tables, compare the date and time stamp in the message log to the archive date.

Suggested Order of Data Removal

When archiving data, remove data in the following order (taking into consideration your removal or archive date requirements):

1. Pending item data for completely posted groups.
2. Payment data for completely posted deposits.
3. Direct debit data for completed or rejected direct debits that are posted.
4. Inactive conversation data.
5. Inactive statement data.
6. Inactive dunning data.
7. Inactive overdue charge data.
8. Closed action data.
9. Closed posted item data.
10. Inactive posted customer data.
11. Inactive customer definition data.

Understanding Archive Objects Definitions, Query Definitions, and Template Definitions

PeopleSoft Receivables delivers archive object definitions, query definitions, and template definitions to archive:

- Pending item data
- Payment data

- Posted item data
- Action list data
- Direct debit data
- Statement data

You can modify them if needed using the Data Archive Manager. You can also use the Data Archive Manager to create your own archive object definitions, query definitions, and template definitions to archive other types of data.

Archive Object Definitions

An archive object definition identifies the tables that contain the data to be archived and the history tables that will be updated for each table. PeopleSoft Receivables delivers these archive objects:

<i>Data Type</i>	<i>Archive Object</i>
Pending item data	AR_ARCH_PENDING_ITEM
Payment data	AR_ARCH_PAYMENTS
Posted item data	AR_ARCH_ITEMS
Direct debit data	AR_ARCH_DIRECT_DEBITS
Action list data	AR_ARCH_ACTIONS
Statement data	AR_ARCH_STATEMENTS

Archive Query Definitions

Each archive query definition defines the selection criteria to archive data from transaction tables. PeopleSoft Receivables delivers these archive queries:

<i>Data Type</i>	<i>Archive Query</i>
Pending item data	AR_ARCH_PENDING_ITEM
Payment data	AR_ARCH_PAYMENTS
Posted item data	AR_ARCH_ITEM
Direct debit data	AR_ARCH_DIRECT_DEBIT
Action list data	AR_ARCH_ACTION_LST
Statement data	AR_ARCH_STATEMENTS

Review these queries to determine whether you want to add additional selection criteria for the transactions to be archived.

Archive Template Definitions

When you archive data, you select an archive template definition. Each archive template definition includes one or more archive object definitions and the archive query definitions used to select the data. PeopleSoft Receivables delivers these archive templates:

<i>Data Type</i>	<i>Archive Template</i>
Pending item data	ARPEND
Payment data	ARPYMT
Posted item data	ARITEM
Direct debit data	ARDIRDEB
Action list data	ARACTLST
Statement data	ARSTMT

Archiving Data

This section provides overviews of the archive process flow and of history tables, and lists the pages used to archive data.

Understanding the Archive Process Flow

Use the Data Archive Manager to archive transactions. You use the same run control page for each step in the process except for auditing the archive selection and generating archive candidate reports.

Perform these tasks to archive data:

1. Archive transaction data to the history tables by selecting the archive template and query for the data type that you want to archive on the Archive Data to History page.

Also, enter the archive date (or statement ID for the statement archive process) used to select the transactions by clicking Reset Query Bind Variables on the Define Query Bind Variables page.

This table shows what the system compares the archive date to for the different data types:

<i>Data Type</i>	<i>Archive Date</i>
Pending item data	Accounting date for the pending item group.
Payment data	Accounting date for the deposit.
Posted item data	Accounting date for the item.
Direct debit data	Cash posting date or cancellation posting date for the direct debit.
Action list data	Date that the action was added.
Statement data	Statement ID for the statement.

Note. You can run the process multiple times to create various what-if scenarios based on the archive date.

2. (Optional) Review the number of rows that were selected for archiving for each table on the Audit Archiving page.

This page lists the number of rows that were selected for archiving for each archive ID (template), archive batch number, and table combination.

Note. This page displays data only if you selected the Audit Row Count check box on the Archive Data to History page.

3. (Optional) Run the archive candidate reports delivered with PeopleSoft Receivables to see a list of the transactions that were selected in the transaction tables and copied to the history tables.
4. Delete the data from the transaction tables for a specific archive ID (template) and batch number on the Archive Data to History page.
5. (Optional) Roll back the transaction data from the history tables for a specific archive ID (template) and batch number on the Archive Data to History page if you deleted the transaction data in error.
6. Remove the transaction data from the history tables for a specific archive ID (template) and batch number on the Archive Data to History page.

Understanding History Tables

PeopleSoft Receivables updates these history tables when you run the selection process:

Data to Archive	History Tables
Pending item data	• PS_AR_GROUP_CNTL_H • PS_AR_PEND_ITM_H • PS_AR_PEND_DST_H • PS_AR_PEND_VAT_H • PS_AR_PEND_TAX_H • PS_AR_PEND_TX_DT_H • PS_AR_PEND_IT_MR_H
Payment data	• PS_AR_DEP_CTRL_H • PS_AR_PAYMENT_H • PS_AR_PAY_ITEM_H • PS_AR_PAY_ID_CUS_H • PS_AR_PAY_ID_ITM_H • PS_AR_PAY_IT_MRL_H • PS_AR_PAY_MIS_DS_H • PS_AR_EE_DJR_ACT_H
Posted item data	• PS_AR_ITEM_H • PS_AR_ITEM_DST_H • PS_AR_ITM_ACTVTY_H • PS_AR_ITM_ACTVAT_H • PS_AR_ITM_ACTTAX_H • PS_AR_ITMACTXDT_H • PS_AR_ITEM_AUDIT_H • PS_AR_IPAC_HDR_H • PS_AR_IPAC_SGL_H • PS_AR_IPAC_DET_H • PS_AR_CCTR_N_HDR_H • PS_AR_CCTR_N_TBL_H • PS_AR_EE_ITACL_N_H

<i>Data to Archive</i>	<i>History Tables</i>
Direct debit data	• PS_AR_DD_CONTROL_H • PS_AR_DD_ITEM_H • PS_AR_DD_ITM_MRL_H
Action list data	PS_AR_ACTION_LST_H
Statement data	• PS_AR_STMT_CUST_H • PS_AR_STMT_CUSDT_H • PS_AR_STMT_CUSBD_H • PS_AR_STMT_CUS_H

The data in these tables is keyed by the archive ID (template) and batch number for each archive run. If you want to see all transactions that are selected to archive, you can run a query on the history tables or you can run one of the PeopleSoft Receivables archive candidate reports.

You may not want to delete data from the history tables each time that you select and delete data from the transaction tables. This way, the data will be available for a period of time to enable you to restore the data into the transaction tables. We recommend that you create a schedule for deleting data from the history tables. Before you delete data from the history tables, you should use a database utility to copy the contents to a flat file.

Important! If you decide to run the archive selection process again because you did not select the correct data, you must first use the Data Archive Manager option to remove the data from the history tables.

Pages Used to Archive Data

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Archive Data to History	PSARCHRUNCNTL	PeopleTools, Data Archive Manager, Archive Data to History	Select an archive template and query, and select the action you want to take in the archiving process.
Define Query Bind Variables	PSARCHRUNQRYBND	Click Define Binds on the Archive Data to History page.	Enter the date used to select the transactions to archive by clicking the Reset Query Bind Variables button.
Audit Archiving	PSARCHIVEAUDIT	PeopleTools, Data Archive Manager, Audit Archiving	View the number of rows selected to be archived for each table for a specific archive run.

Generating Archive Candidate Reports

This section provides an overview of archive candidate reports, lists common elements used in this section, and lists the pages used to generate archive candidate reports.

Understanding Archive Candidate Reports

PeopleSoft Receivables provides these reports that list the transaction data selected by the Archive Data Manager for deletion:

<i>Data Type</i>	<i>Report</i>
Pending item data	AR Pending Item Archive Candidates (AR70001)
Payment data	AR Payment Archive Candidates (AR70002)
Posted item data	AR Item Archive Candidates (AR70003)
Direct debit data	AR Direct Debit Archive Candidates report (AR70006)
Action list data	AR Action List Archive Candidates report (AR70005)
Statement data	AR Statement Archive Candidate (AR70004)

Use these reports to determine whether you have selected the data that you want to delete from the transaction tables.

Common Elements Used in This Section

Archive Batch Number

Enter the batch number for the archive run whose data you want to review. The system assigns a batch number each time you run the Data Archive Manager process (SPARCHIVE) to select rows for archiving. You can obtain the batch numbers by viewing the details from the run control page or on the Audit Archiving page.

Archive ID

Displays the archive ID, which is the archive template for the data type whose report you are running.

Pages Used to Generate Archive Candidate Reports

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Pending Archive Candidates	RUN_AR70001	Accounts Receivable, Receivables Update, Archive Receivables, Pending Candidate Report, Pending Archive Candidates	Run the AR Pending Item Archive Candidates report. Use the report to view pending item groups that you selected to archive.
Item Archive Candidates	RUN_AR70003	Accounts Receivable, Receivables Update, Archive Receivables, Item Candidate Report, Item Archive Candidates	Run the AR Item Archive Candidates report. Use the report to view closed items that you selected to archive.
Payment Archive Candidates	RUN_AR70002	Accounts Receivable, Receivables Update, Archive Receivables, Payment Candidate Report, Payment Archive Candidates	Run the AR Payment Archive Candidates report. Use the report to view payments that you selected to archive.
Statement Archive Candidates	RUN_AR70004	Accounts Receivable, Receivables Update, Archive Receivables, Statement Candidate Report, Statement Archive Candidates	Run the AR Statement Archive Candidates report. Use the report to view customer statements that you selected to archive.
Run AR70005	RUN_AR70005	Accounts Receivable, Receivables Update, Archive Receivables, Action List Candidate Report, Run AR70005	Run the AR Action List Archive Candidates report. Use the report to view actions that you selected to archive.
Run AR70006	RUN_AR70006	Accounts Receivable, Receivables Update, Archive Receivables, Direct Debit Candidate Report, Run AR70006	Run the AR Direct Debit Archive Candidates report. Use the report to view direct debits that you selected to archive.

Restoring Archived Data

This section provides an overview of data restoration and lists the page used to restore data.

Understanding Data Restoration

The Selection option on the Archive Data to History page places a copy of the data in the transaction tables in the history tables, and the Delete option removes the transaction data from the transaction tables. If you delete the data from transaction tables in error, you can restore the data from the history tables by using the Rollback option on the Archive Data to History page. The process restores all data for a specific archive ID (template) and process run. You cannot restore selected data. For example, you cannot specify that you want to restore data for a specific customer or group control.

Important! After you delete data from the history tables by using the Remove from History option on the Archive data to History page, you cannot restore it to the transaction tables unless you first manually restore it to the history tables from a flat file.

See Also

[Chapter 42, "Archiving Transactions," Understanding History Tables, page 1300](#)

Page Used to Restore Archived Data

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Archive Data to History	PSARCHRUNCTL	PeopleTools, Data Archive Manager, Archive Data to History	Select an archive ID (template) and the batch number for the process run of the data that you want to restore.

Clearing PeopleSoft Receivables Transaction Tables

During your implementation process, you may have entered test data that you want to delete without going through a formal archiving process.

To remove test data without going through a formal archiving process, remove records from the database through a program that you have written. If you have tested archiving, you will also need to remove data from the history tables.

Using PeopleSoft Receivables Tables

This section lists the tables, keyed by business unit, from which you need to delete rows to clear receivables transactions and history from the system:

Type of Data	Tables
Pending item data	• PS_GROUP_CONTROL • PS_PENDING_DST • PS_PENDING_ITEM • PS_PENDING_VAT • PS_PENDING_TAX • PS_PENDING_TAX_DTL • PS_PENDING_IT_MRL
Payment data	• PS_DEPOSIT_CONTROL • PS_PAYMENT • PS_PAYMENT_ID_CUST • PS_PAYMENT_ID_ITEM • PS_PAYMENT_ITEM • PS_PAY_MISC_DST • PS_ITEM_MRL • PS_EE_DJR_ACCTG_LN
Maintenance worksheet data	• PS_WS_CONTROL • PS_WS_ID_CUST • PS_WS_ID_ITEM • PS_WS_ITEM
Transfer worksheet data	• PS_TRN_CONTROL • PS_TRN_ID_CUST • PS_TRN_ID_ITEM • PS_TRN_ITEM

<i>Type of Data</i>	<i>Tables</i>
Draft worksheet data	• PS_DRAFT_CONTROL • PS_DRAFT_ITEM • PS_DR_REMIT_CNTL • PS_DR_REMIT_CUST • PS_DR_REMIT_DATE • PS_DR_REMIT_DTL • PS_DR_REMIT_ITEM
Posted item data	• PS_ITEM • PS_ITEM_ACT_VAT • PS_ITEM_ACTIVITY • PS_ITEM_DST • PS_ITEM_ACTTAX • PS_ITEM_ACTTAX_DTL • PS_ITEM_AUDIT • PS_AR_IPAC_HDR • PS_AR_IPAC_SGL • PS_AR_IPAC_DETAIL • PS_AR_CC_TRAN_HDR • PS_AR_CC_TRAN_TBL • PS_EE_ITM_ACCTG_LN
Direct debit worksheet data	• PS_DD_CONTROL • PS_DD_ITEM • PS_DD_ITEM_MRL
Action list data	PS_ACTION_LST

Type of Data	Tables
Posted customer data	• PS_CUST_AGING • PS_CUST_DATA • PS_CUST_HISTORY • PS_SUBCUST_AGING • PS_SUBCUST_DATA • PS_SUBCUST_HISTORY
Statement data	• PS_STMT_CUST • PS_STMT_CUST_DTL • PS_STMT_CUST_BFWD • PS_AR_STMT_CUST
Dunning data	• PS_DUN_CUST • PS_DUN_CUST_DTL
Overdue charge data	• PS_FC_CUST • PS_FC_CUST_DTL
Conversation data	• PS_CUST_CONVER • PS_CUST_CONVER_DTL • PS_CUST_CONVER_HDR • PS_CUST_CONVER_ATT
Revaluation	PS_RVL_ACCTG_LN_AR

Type of Data	Tables
Archived closed items	• PS_AR_ITEM_H • PS_AR_ITEM_DST_H • PS_AR_ITM_ACTVTY_H • PS_AR_ITM_ACTVAT_H • PS_AR_ITM_ACTTAX_H • PS_AR_ITMACTXDT_H • PS_AR_ITEM_AUDIT_H • PS_AR_IPAC_HDR_H • PS_AR_IPAC_SGL_H • PS_AR_IPAC_DET_H • PS_AR_CCTRN_HDR_H • PS_AR_CCTRN_TBL_H • PS_AR_EE_ITACLN_H
Archived pending items	• PS_AR_GROUP_CNTL_H • PS_AR_PEND_ITM_H • PS_AR_PEND_DST_H • PS_AR_PEND_VAT_H • PS_AR_PEND_TAX_H • PS_AR_PEND_TX_DT_H • PS_AR_PEND_IT_MR_H
Archived payments	• PS_AR_DEP_CONTRL_H • PS_AR_PAYMENT_H • PS_AR_PAY_ITEM_H • PS_AR_PAY_ID_CUS_H • PS_AR_PAY_ID_ITM_H • PS_AR_PAY_IT_MRL_H • PS_AR_PAY_MIS_DS_H • PS_AR_EE_DJR_ACT_H

Type of Data	Tables
Archived direct debits	- PS_AR_DD_CONTROL_H - PS_AR_DD_ITEM_H - PS_AR_DD_ITM_MRL_H
Archived actions	PS_AR_ACTION_LST_H
Archived statements	- PS_AR_STMT_CUST_H - PS_AR_STMT_CUSTDT_H - PS_AR_STMT_CUSBD_H - PS_AR_STMT_CUS_H

Using SQL to Clear PeopleSoft Receivables Transaction Tables

Use the following SQL script to clear PeopleSoft Receivables transaction tables in test databases that are populated when you enter and post transactions, run aging, run statements, and generate overdue charges. This script also clears history tables.

```
SET ECHO ON
TRUNCATE TABLE PS_ITEM;
TRUNCATE TABLE PS_ITEM_ACT_VAT;
TRUNCATE TABLE PS_ITEM_ACTTAX;
TRUNCATE TABLE PS_ITEM_ACTTAX_DTL;
TRUNCATE TABLE PS_ITEM_ACTIVITY;
TRUNCATE TABLE PS_ITEM_DST;
TRUNCATE TABLE PS_ITEM_AUDIT
TRUNCATE TABLE PS_AR_IPAC_HDR
TRUNCATE TABLE PS_AR_IPAC_SGL
TRUNCATE TABLE PS_AR_IPAC_DETAIL
TRUNCATE TABLE PS_AR_CC_TRAN_HDR
TRUNCATE TABLE PS_AR_CC_TRAN_TBL
TRUNCATE TABLE PS_EE_ITM_ACCTG_LN
TRUNCATE TABLE PS_GROUP_CONTROL;
TRUNCATE TABLE PS_PENDING_DST;
TRUNCATE TABLE PS_PENDING_ITEM;
TRUNCATE TABLE PS_PENDING_VAT;
TRUNCATE TABLE PS_PENDING_TAX;
TRUNCATE TABLE PS_PENDING_TAX_DTL;
TRUNCATE TABLE PS_PENDING_IT_MRL;
TRUNCATE TABLE PS_DEPOSIT_CONTROL;
TRUNCATE TABLE PS_PAYMENT;
TRUNCATE TABLE PS_PAYMENT_ID_CUST;
TRUNCATE TABLE PS_PAYMENT_ID_ITEM;
TRUNCATE TABLE PS_PAYMENT_ITEM;
TRUNCATE TABLE PS_PAY_MISC_DST;
TRUNCATE TABLE PS_PAY_ITEM_MRL;
TRUNCATE TABLE PS_EE_DJR_ACCTG_LN;
TRUNCATE TABLE PS_CUST_DATA;
TRUNCATE TABLE PS_CUST_HISTORY_TBL;
TRUNCATE TABLE PS_SUBCUST_DATA;
TRUNCATE TABLE PS_SUBCUST_HISTORY;
TRUNCATE TABLE PS_VAT_BALANCES;
TRUNCATE TABLE PS_RVL_ACCTG_LN_AR;
TRUNCATE TABLE PS_TRN_CONTROL;
TRUNCATE TABLE PS_TRN_ID_CUST;
TRUNCATE TABLE PS_TRN_ID_ITEM;
TRUNCATE TABLE PS_TRN_ITEM;
TRUNCATE TABLE PS_DRAFT_CONTROL;
TRUNCATE TABLE PS_DRAFT_ITEM;
TRUNCATE TABLE PS_REMIT_CNTL;
TRUNCATE TABLE PS_REMIT_CUST;
TRUNCATE TABLE PS_REMIT_DATE;
TRUNCATE TABLE PS_REMIT_DTL;
TRUNCATE TABLE PS_REMIT_ITEM;
TRUNCATE TABLE PS_DD_CONTROL;
TRUNCATE TABLE PS_DD_ITEM;
TRUNCATE TABLE PS_DD_ITEM_MRL;
TRUNCATE TABLE PS_ACTION_LST;
TRUNCATE TABLE PS_CUST_AGING;
TRUNCATE TABLE PS_SUBCUST_AGING;
TRUNCATE TABLE PS_STMT_CUST;
TRUNCATE TABLE PS_STMT_CUST_DTL;
TRUNCATE TABLE PS_STMT_CUST_BFWD;
TRUNCATE TABLE PS_AR_STMT_CUST;
TRUNCATE TABLE PS_DUN_CUST;
TRUNCATE TABLE PS_DUN_CUST_DTL;
TRUNCATE TABLE PS_FC_CUST;
TRUNCATE TABLE PS_FC_CUST_DTL;
TRUNCATE TABLE PS_WS_CONTROL;
TRUNCATE TABLE PS_WS_ID_CUST;
TRUNCATE TABLE PS_WS_ID_ITEM;
TRUNCATE TABLE PS_WS_ITEM;
```

```
TRUNCATE TABLE PS_CUST_CONVER;  
TRUNCATE TABLE PS_CUST_CONVER_HDR;  
TRUNCATE TABLE PS_CUST_CONVER_DTL;  
TRUNCATE TABLE PS_CUST_CONVER_ATT;  
TRUNCATE TABLE PS_AR_ITEM_H;  
TRUNCATE TABLE PS_AR_ITEM_DST_H;  
TRUNCATE TABLE PS_AR_AR_ITM_ACTVITY_H;  
TRUNCATE TABLE PS_AR_ITM_ACTVAT_H;  
TRUNCATE TABLE PS_AR_ITM_ACTTAX_H;  
TRUNCATE TABLE PS_AR_ITM_ACTXDT_H;  
TRUNCATE TABLE PS_AR_ITEM_AUDIT_H;  
TRUNCATE TABLE PS_AR_IPAC_HDR_H;  
TRUNCATE TABLE PS_AR_IPAC_SGL_H;  
TRUNCATE TABLE PS_AR_IPAC_DET_H;  
TRUNCATE TABLE PS_AR_CCTRN_HDR_H;  
TRUNCATE TABLE PS_AR_CCTRN_TBL_H;  
TRUNCATE TABLE PS_AR_EE_ITACLN_H;  
TRUNCATE TABLE PS_AR_GROUP_CNTL_H;  
TRUNCATE TABLE PS_AR_PEND_ITM_H;  
TRUNCATE TABLE PS_AR_PEND_DST_H;  
TRUNCATE TABLE PS_AR_PEND_VAT_H;  
TRUNCATE TABLE PS_AR_PEND_TAX_H;  
TRUNCATE TABLE PS_AR_PEND_TX_DT_H;  
TRUNCATE TABLE PS_AR_IT_MR_H;  
TRUNCATE TABLE PS_AR_DEP_CONTRL_H;  
TRUNCATE TABLE PS_AR_PAYMENT_H;  
TRUNCATE TABLE PS_AR_PAY_ITEM_H;  
TRUNCATE TABLE PS_AR_PAY_ID_CUS_H;  
TRUNCATE TABLE PS_AR_PAY_ID_ITM_H;  
TRUNCATE TABLE PS_AR_PAY_IT_MRL_H;  
TRUNCATE TABLE PS_AR_PAY_MIS_DS_H;  
TRUNCATE TABLE PS_AR_EE_DJR_ACT_H;  
TRUNCATE TABLE PS_AR_STMT_CUST_H;  
TRUNCATE TABLE PS_AR_STMT_CUSDT_H;  
TRUNCATE TABLE PS_AR_STMT_CUSBD_H;  
TRUNCATE TABLE PS_AR_STMT_CUS_H;  
TRUNCATE TABLE PS_AR_DD_CONTROL_H;  
TRUNCATE TABLE PS_AR_DD_ITEM_H;  
TRUNCATE TABLE PS_AR_DD_ITM_MRL_H;  
TRUNCATE TABLE PS_AR_ACTION_LST_H;
```


Chapter 43

Using OLAP Tools to Analyze Receivables Data

This chapter provides an overview of using online analytical processing (OLAP) cubes with PeopleSoft Receivables and discusses how to:

- Plan the OLAP database.
- Prepare trees and queries.
- Build the cube.
- Analyze cube data.

Understanding OLAP Cubes

When you analyze PeopleSoft Receivables data, you probably want to look at it from several perspectives: by company, division or business unit, product line, or time. If you try to use the columns or rows on a typical spreadsheet to analyze PeopleSoft data, it is difficult to represent more than two dimensions (or attributes) at a time.

The OLAP tools that integrate with PeopleSoft products offer a solution for viewing PeopleSoft data with three or more dimensions. You can think of the OLAP tools as an arrangement of data in a cube, with each side of the cube representing a different dimension.

To view data from different perspectives, you can pivot or reposition the cube.

You can use different combinations of dimensions to slice and dice the data. For example, you could examine receivables for all business units that are in the western region and are selling to a particular industry group for the entire year. You could *slice* off part of the cube or *dice* it to access an individual cell, perhaps to view a single business unit. These multidimensional views of financial data can provide valuable information for effective data analysis, decision-making, and forecasting.

Before you set up PeopleSoft Receivables for OLAP tools, you should be familiar with general OLAP concepts and terminology, as well as the use of PeopleSoft Query and PeopleSoft Tree Manager.

PeopleTools provides a standard OLAP cube template for use in PeopleSoft Receivables. This template enables you to design and build OLAP databases (referred to as cubes) for multidimensional analysis and reporting of receivables data.

After PeopleSoft Receivables data is integrated with the third-party OLAP tool of your choice, you can use the OLAP tool to analyze and interact with the data.

Planning the OLAP Database

Integrating OLAP tools with PeopleSoft Receivables data begins with a careful examination of the data that you want to report on and analyze by using OLAP. You must define specific goals and determine the results that you need from online data analysis.

Preparing Trees and Queries

After defining goals, you need to design the PeopleSoft trees and queries that are appropriate for creating both the structure and data of the OLAP database (the cube) that you plan to build.

To map the ledger query result to the cube, each column of the query becomes either a dimension or a measure for the cube. For each dimension, you specify how detail values roll up to higher levels. For ChartFields, such as Department ID, you can use existing department trees for the roll-up, or you can create additional trees or queries for use with OLAP. In addition, you must define a query to extract the data from the PeopleSoft database and add it to the OLAP cube.

PeopleSoft Receivables comes with the following queries and trees. You can use them as delivered or modify them.

<i>Queries</i>	<i>Tree Structure ID</i>	<i>Tree</i>
OLAP_AR_AGING_DATA OLAP_AR_CUSTOMER_DIM OLAP_AR_COLLECTOR_DIM	AR_AGING	AR_AGING_CATEGORY

Building the Cube

This section provides an overview of cube building and discusses how to build the aging analysis cube.

Understanding Cube Building

To build a cube, you use the Build Aging Analysis Cube page, which runs a background process that extracts hierarchies and data from PeopleSoft Receivables.

The Build Aging Analysis Cube page builds cubes that display aging information. You can also use this page as a template for creating a specialized request page for a different type of cube.

Page Used to Build a Receivables Cube

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Build Aging Analysis Cube	AR_OLAP_AGE_REQ	Accounts Receivable, Receivables Analysis, Aging, Build Aging Analysis Cube, Build Aging Analysis Cube	Build an OLAP cube that displays aging information or create a template for building other cubes.

Building an Aging Analysis Cube

Access the Build Aging Analysis Cube page (Accounts Receivable, Receivables Analysis, Aging, Build Aging Analysis Cube, Build Aging Analysis Cube).

Cube Instance ID

Select the cube template to build the cube.



Click to view or change the settings that are on the Cube Inst Def (cube instance definition) page.

Post-Build Script

If you use Essbase, use this field to indicate the script that you want to run on the cube after the system builds and populates it.

Meta-Data Action

Select a value that identifies the period over which an accumulator collects and accumulates amounts. Values are:

Create: Creates the cube. If a cube already exists, then the process overwrites dimensions and data that previously existed.

Update: Updates the structure of the cube according to the metadata update action. This field value is linked to the Meta-Data Update Action field on the Essbase Cube Instance Definition page.

None: Does not change the structure of the cube or its individual dimensions. (Use to update data only.)

Data Action

Select a value that identifies the action that takes place when updating the cube. Values are:

Create: Completely reloads the data and overwrites any existing data.

Update: Updates the existing data. For Essbase, this option is linked to the data load action that is on the Essbase Cube Instance Definition page.

None: Not applicable in PeopleSoft Receivables.

Analyzing Cube Data

You can use PowerPlay (or another third-party OLAP tool, depending on the template that you use) to view the cube from the various dimensions that you defined. You can look at the data in numerical or graphical format.

You can pivot, reposition, and manipulate the data and create graphs and charts.

Appendix A

Configuring Batch Processes

This appendix discusses how to configure temporary tables for batch processing.

Configuring Temporary Tables for Batch Processing

When you run batch processes in parallel, you risk data contention and deadlocks on temporary tables. To avoid this, PeopleTools enables you to dedicate specific instances of temporary tables for each process. When PeopleSoft Application Engine manages a dedicated temporary table instance, it controls the locking of the table before use and the unlocking of the table after use.

When you decide how many temporary table instances to dedicate for a process, consider the number of temporary tables that the process uses. More instances result in more copies of the temporary tables on the system. For example, if a process uses 25 temporary tables and you have 10 instances for a process, you will have 250 temporary tables on the system.

If you run processes in parallel and all of the dedicated temporary table instances are in use, the performance of the process decreases. You need to find a balance that works for your organization.

Note. When you specify the number of instances, PeopleSoft Application Designer displays a list of the temporary tables for the process. Use the list to determine how many temporary tables each process uses.

Specify how many temporary table instances to dedicate for each of the following batch Application Engine processes that can run in parallel in PeopleSoft Receivables:

- Receivable Update ARUPDATE (specify for processes AR_POSTING and AR_PGG_SERV).
- Payment Predictor (ARPREDCCT)
- Entry Event Generator (FS_EVENTGEN)
- Aging (AR_AGING)
- Statements (AR_STMTS)
- Invoice Data Extract (BI_IVCEXT)

The PeopleTools documentation discusses the usage of temporary tables in detail and describes how to specify the number of instances.

See Also

PeopleTools PeopleBook: Application Engine

Appendix B

PeopleSoft Receivables Web Libraries

This appendix provides an overview of web libraries and discusses PeopleSoft Receivables web libraries.

Understanding Web Libraries

A web library is a derived or work record whose name starts with WEBLIB_. PeopleSoft embeds all internet scripts (iScripts) in records of this type. An iScript is a specialized PeopleCode function that generates dynamic web content. Administrators must make sure that users have the proper access to web libraries. For example, the default navigation system for PeopleSoft Pure Internet Architecture users is implemented by using a web library. If users do not have the proper authorization to the web library and its associated scripts, then they won't have proper access to the system. If users are not authorized to a particular web library or iScript, then they can't invoke it. After you add a web library, you set the access for each script function individually. Invoking an iScript requires the assembly of a URL. Developers assemble the URL by using PeopleCode.

See Also

PeopleTools PeopleBook: PeopleCode API Reference

PeopleTools PeopleBook: Security Administration

PeopleTools PeopleBook: Internet Technology

PeopleSoft Receivables Web Libraries

This table lists the web libraries that are used and delivered with PeopleSoft Receivables:

Web Library Name	Description
WEBLIB_PORTAL	Contains the following five fields with FieldFormula iScript PeopleCode, each of which relate to a functional area of the portal: PORTAL_HOMEPAGE: Support for homepage runtime interaction, including the homepage version of the menu navigation. PORTAL_NAV: Main support routines for navigation. PORTAL_HEADER: Support for the header portion of the page and some generic routines. PORTAL_DYN_TEMP: Support for the dynamic template. PORTAL_PGLT_PREV: Support for the pagelet preview functionality.
WEBLIB_PT_NAV	Contains iScripts for the menu pagelet and left-hand navigation for transaction pages.

Appendix C

Delivered Workflows for PeopleSoft Receivables

This appendix discusses delivered workflows using the PeopleTools Workflow Technology for PeopleSoft Receivables.

This appendix does not include approval workflows using the PeopleSoft Approval Framework.

See Also

Chapter 36, "Managing Credit, Collections, and Exceptions," page 1089

PeopleTools PeopleBook: Workflow Technology

PeopleTools PeopleBook: PeopleSoft Applications User's Guide

Delivered Workflows for PeopleSoft Receivables

This section discusses PeopleSoft Receivables workflows. The workflows are listed alphabetically by workflow name.

Action Notification

This section discusses the Action Notification workflow.

Description

Event Description	One of these events occurs to trigger Action Notification: You create a new action and assign it to an action owner on the Item Action page. The Condition Monitor Application Engine process (AR_CNDMON) creates a new action and assigns it to an action owner. You reassign an action to a new action owner on the Reassign Action page. The Condition Monitor process determines that the notification date for a supervisor, action owner, or receivables specialist has reached a specified number of days before or after the action due date.

Action Description	The system sends an e-mail notification to the action owner that contains links to the Action page and the Owner Action List page. The system also places an item on the action owner's worklist.
Notification Method	Email and Worklist

Workflow Objects

Approval Rule Set	None
Business Process	Collect Receivables
Activity	Actions
Role	None

New Debits or Credits

This section discusses the New Debits or Credits workflow.

Description

Event Description	An item for a customer is closed, rather than written off, by the creation of a new debit or credit item.
Action Description	The system sends an e-mail notification to the workflow user for the customer and places an item on the user's worklist.
Notification Method	Email and Worklist

Workflow Objects

Approval Rule Set	None
Business Process	Collect Receivables
Activity	New Debit Credit
Role	None

Payment Predictor On Account Flag

This section discusses the Payment Predictor On Account Flag workflow.

Description

Event Description	The Payment Predictor Application Engine process (ARPREDCCT) applies a payment to a new on-account item and generates a payment worksheet.
Action Description	The system sends an e-mail notification to the workflow user for the customer and places an item on the user's worklist.
Notification Method	Email and Worklist

Workflow Objects

Approval Rule Set	None
Business Process	Collect Receivables
Activity	PP on Account
Role	None

Appendix D

PeopleSoft Receivables Reports

This appendix provides an overview of PeopleSoft Receivables reports and enables you to:

- View summary tables of all reports.
- View report details.

Note. For samples of these reports, see the Portable Document Format (PDF) files that are published with your online documentation.

See Also

PeopleTools PeopleBook: PeopleSoft Process Scheduler

PeopleSoft Receivables Reports: A to Z

This table lists the PeopleSoft Receivables reports, sorted alphanumerically by report ID. The reports listed are Structured Query Reports (SQRs), Crystal reports, and BI Publisher reports. If you need more information about a report, refer to the report details at the end of this appendix.

Report ID and Report Name	Description	Navigation	Run Control Page
AR01001 System Function	Lists system functions. (SQR)	Set Up Financial/Supply Chain, Product Related, Receivables, Reports, System Functions, System Functions	RUN_AR01001
AR01002 Entry Type/Entry Reason	Lists valid automatic entry information as of a specified effective date. (SQR)	Set Up Financial/Supply Chain, Product Related, Receivables, Reports, Entry Type Entry Reason, Entry Type Entry Reason	RUN_AR01002
AR01003 Auto Entry Type	Lists valid automatic entry information as of a specified effective date. (SQR)	Set Up Financial/Supply Chain, Product Related, Receivables, Reports, Auto Entry Type, Auto Entry Type	RUN_AR01003

Report ID and Report Name	Description	Navigation	Run Control Page
AR01004 Item Entry Type	Lists valid item entry information as of a specified effective date. (SQR)	Set Up Financial/Supply Chain, Product Related, Receivables, Reports, Item Entry Type, Item Entry Type	RUN_AR01004
AR01006 Payment Predictor Method Report by Customer	Describes the Payment Predictor methods used at the customer level to override the business unit default method. The report lists each method used in this manner followed by a list of customers that use it. (Crystal)	Set Up Financial/Supply Chain, Product Related, Receivables, Reports, Predictor Method By Customer, Predictor Method By Customer	RUN_AR01006
AR01007 Payment Predictor Method by SetID	Contains the steps involved in the Payment Predictor method used as the default for the specified setID. (Crystal)	Set Up Financial/Supply Chain, Product Related, Receivables, Reports, Predictor Method By TableSet, Predictor Method By TableSet	RUN_AR01007
AR11001 Group Control By Entry Date	Lists all group control records by entry date, shown in the entry currency. (SQR)	Accounts Receivable, Pending Items, Reports, Group Control By Entry Date, Group Control By Entry Date	RUN_AR11001
AR11001P Group Control for Business Unit	Lists all group control records by entry date, shown in the entry currency. Specify a point in time when you run the report. (Crystal)	Accounts Receivable, Pending Items, Reports, Group Control - Point in Time, Group Control - Point in Time	RUN_AR11001PIT
AR11002 Pending Item By Entry Date	Lists all pending items within a group, shown in either the business unit base currency or the entry currency. (SQR)	Accounts Receivable, Pending Items, Reports, Pending Item By Entry Date, Pending Item By Entry Date	RUN_AR11002
AR11002P Pending Items Within Group	Lists all pending items within a group, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. (Crystal)	Accounts Receivable, Pending Items, Reports, Pending Item - Point in Time, Pending Item - Point in Time	RUN_AR11002P

Report ID and Report Name	Description	Navigation	Run Control Page
ARX11002P Pending Items Within Group (BI Publisher)	Lists all pending items within a group, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. (BI Publisher)	Accounts Receivable, Pending Items, Reports, Pending Item - Point in Time, Pending Item - Point in Time	RUN_AR11002P
AR11003 Item Detail	Shows item detail by line item, accounting date, entry type, description, terms, due date, and amount. (Crystal)	Accounts Receivable, Pending Items, Reports, Item Detail, Item Detail	RUN_AR11003
ARX11003 Item Detail (BI Publisher)	Shows item detail by line item, accounting date, entry type, description, terms, due date, and amount. (BI Publisher)	Accounts Receivable, Pending Items, Reports, Item Detail, Item Detail	RUN_AR11003
AR11003P Item Detail by Due Date	Shows item detail by line item, accounting date, entry type, description, terms, due date, and amount. (Crystal) Note. You must set up the contact information for a customer. This report does not display items if the customer contact information is not populated.	Accounts Receivable, Pending Items, Reports, Item Detail - Point in Time, Item Detail - Point in Time	RUN_AR11003PIT
ARX11003P Item Detail by Due Date (BI Publisher)	Shows item detail by line item, accounting date, entry type, description, terms, due date, and amount. (BI Publisher) Note. You must set up the contact information for a customer. This report does not display items if the customer contact information is not populated.	Accounts Receivable, Pending Items, Reports, Item Detail - Point in Time, Item Detail - Point in Time	RUN_AR11003PIT
AR11004 Actual Matches Report	Lists pending items that the Automatic Maintenance Application Engine process created and set to post. (SQL)	Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Actual Matches Report, Actual Matches Report	RUN_AR11004

Report ID and Report Name	Description	Navigation	Run Control Page
AR11005 Potential Matches Report	Lists new worksheet items that the Automatic Maintenance process placed on maintenance worksheets. (SQR)	Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Potential Matches Report, Potential Matches Report	RUN_AR11005
AR20001 Deposit Summary	Lists detailed information for deposits, in either the business unit base currency or the entry currency. (SQR)	Accounts Receivable, Payments, Reports, Deposit Control by Entry Date, Deposit Control by Entry Date	RUN_AR20001
AR20001P Deposit Control	Lists detailed information for deposits, in either the business unit base currency or the entry currency. (Crystal) Important! When you run this report and select the Base Curr (base currency) as the Amount Type and do not enter a control currency in the Deposit field, there is no basis to convert, which results in a blank Control Amount column.	Accounts Receivable, Payments, Reports, Deposit Control - Point in Time, Deposit Control - Point in Time	RUN_AR20001P
ARX20001P Deposit Control (BI Publisher)	Lists detailed information for deposits, in either the business unit base currency or the entry currency. (BI Publisher) Important! When you run this report and select the Base Curr (base currency) as the Amount Type and do not enter a control currency in the Deposit field, there is no basis to convert, which results in a blank Control Amount column.	Accounts Receivable, Payments, Reports, Deposit Control - Point in Time, Deposit Control - Point in Time	RUN_AR20001P
AR20002 Payment Detail	Lists detailed information for all payments within a deposit, in either the business unit base currency or the entry currency. The payment details are unavailable if the posting status is Not Posted. (SQR)	Accounts Receivable, Payments, Reports, Payment Detail, Payment Detail	RUN_AR20002

Report ID and Report Name	Description	Navigation	Run Control Page
AR20002P Payment Detail	Lists detailed information for all payments within a deposit, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. You must enter item references for each payment to have data in this report. (Crystal)	Accounts Receivable, Payments, Reports, Payment Detail - Point in Time, Payment Detail - Point in Time	RUN_AR20002P
ARX20002P Payment Detail (BI Publisher)	Lists detailed information for all payments within a deposit, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. You must enter item references for each payment to have data in this report. (BI Publisher)	Accounts Receivable, Payments, Reports, Payment Detail - Point in Time, Payment Detail - Point in Time	RUN_AR20002P
AR20003 Payment Summary	Lists status for all payments within a deposit, in either the business unit base currency or the entry currency. (SQR)	Accounts Receivable, Payments, Reports, Payment Summary, Payment Summary	RUN_AR20003
AR20003P Payment Summary	Lists the status for all payments within a deposit, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. (Crystal)	Accounts Receivable, Payments, Reports, Payment Summary - Point in Time, Payment Summary - Point in Time	RUN_AR20003P
ARX20003P Payment Summary (BI Publisher)	Lists the status for all payments within a deposit, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. (BI Publisher)	Accounts Receivable, Payments, Reports, Payment Summary - Point in Time, Payment Summary - Point in Time	RUN_AR20003P
AR20005 Receivable Activity Report	Lists each receivable with an associated write off. This is an SQR report.	Accounts Receivable, Receivables Update, Posting Results Upd Pend Items, Receivables Activity Report, Receivables Activity	RUN_AR20005

Report ID and Report Name	Description	Navigation	Run Control Page
ARX20006 Form 1099–C Cancellation of Debt (BI Publisher)	Required by the Internal Revenue Service (IRS) in the United States to summarize how much debt has been written off for a specific customer. (BI Publisher) <u>See Chapter 41, "Interfacing with U.S. Federal Systems," Generating the 1099-C Report, page 1273.</u>	Accounts Receivable, Receivables Update, Posting Results-Upd Pend Items, Receivables 1099C Submit	SUBMIT_AR_1099
AR21001 Payment Predictor Detail	Lists predicted payments. If a remit from setID and customer are associated with the payment, it is listed. If more than one remit from setID and customer are associated with the payment, only one is listed. (SQR)	Accounts Receivable, Payments, Reports, Payment Predictor Detail, Payment Predictor Detail	RUN_AR21001
AR21002 Payment Predictor Summary	Lists Payment Predictor results by status and predictor method and algorithm. The number of payments is listed as a percentage of total number of payments predicted. A summary at the end of the report provides the number of payments predicted, number of payments not predicted, and each as a percentage of the total. (SQR)	Accounts Receivable, Payments, Reports, Payment Predictor Summary, Payment Predictor Summary	RUN_AR21002
AR21003 Unmatched MICR Identifiers	Lists MICR identifiers that appear on payments and that you have not defined on the customer MICR ID table. The system derives possible business units and customers for each MICR by looking at the items to which the payment was applied. (SQR)	Accounts Receivable, Payment, Reports, Unmatched MICR Identifiers, Unmatched MICR Identifiers	RUN_AR21003

Report ID and Report Name	Description	Navigation	Run Control Page
AR30001 Aging Detail by Tree	Lists aged base currency open balances for every item. It is sorted and summarized by looking at a tree structure that you define for business units, collectors, team members, or credit analysts. (SQR) See Chapter 37, "Aging Receivables Items," Generating Aging Reports, page 1146.	Accounts Receivable, Receivables Analysis, Aging, Aging Detail by Tree Rpt, Aging Detail By Tree	RUN_AR30001
AR30002 Aging Summary by Tree	Lists aged base currency open balances for every customer. It is sorted and summarized by looking at a tree structure that you define for business units, collectors, team members, or credit analysts. (SQR) See Chapter 37, "Aging Receivables Items," Generating Aging Reports, page 1146.	Accounts Receivable, Receivables Analysis, Aging, Aging Summary by Tree Rpt, Aging Summary By Tree	RUN_AR30002
AR30003 Aging Detail by Business Unit	Lists aged open balances for every item. Balances may be reported in entry or base currency. When the currency amount type is <i>base currency</i> , a rate type may be provided. When a rate type is provided, the applicable rates from the rate table are applied to the entry amounts on the open items, giving run-time generated base amounts. If no rate type is provided, the base item amounts are reported. (SQR) See Chapter 37, "Aging Receivables Items," Generating Aging Reports, page 1146.	Accounts Receivable, Receivables Analysis, Aging, Aging Detail by Unit Rpt, Aging Detail By Unit	RUN_AR30003

Report ID and Report Name	Description	Navigation	Run Control Page
AR30004 Aging Summary By Business Unit	Lists aged open balances for every customer. Balances may be reported in entry or base currency. When the currency amount type is base currency, a rate type is provided, the applicable rates are taken from the rate table and applied to the entered amounts on the open items, giving run-time generated base amounts. If no rate type is provided, the base item amounts are included in the customer balances. (SQR) See Chapter 37, "Aging Receivables Items," Generating Aging Reports, page 1146.	Accounts Receivable, Receivables Analysis, Aging, Aging Summary by Unit Rpt, Aging Summary By Unit	RUN_AR30004
AR30005 Cash Forecast	Lists base currency balances by customer, categorized by user-defined forecasting categories and rounded to the nearest dollar. Includes a grand total if specified business units use the same currency. (SQR) See Appendix D, "PeopleSoft Receivables Reports," AR30005 - Cash Forecast Report, page 1349.	Accounts Receivable, Customer Accounts, Customer Reports, Cash Forecast, Cash Forecast	RUN_AR30005
AR30006 Aging by Chartfield	Lists calculated aged receivables by customer, item and ChartField selection. (SQR) See Chapter 37, "Aging Receivables Items," Generating Aging Reports, page 1146.	Accounts Receivable, Receivables Analysis, Aging, Aging by Chartfield Rpt, Aging By Chartfield	RUN_AR30006
AR30007 Summary Aged Report by Reason Code	Shows a summarized total of all deductions, items in collection, or disputed items by reason in either the base currency of the unit or the entry currency. (SQR)	Accounts Receivable, Receivables Analysis, Aging, Aging by Reason Rpt, Run AR30007	RUN_AR30007

Report ID and Report Name	Description	Navigation	Run Control Page
AR31001 TableSet Customers	Lists all customers and customer addresses within a TableSet. (SQR)	Accounts Receivable, Customer Accounts, Customer Reports, Customers by SetID, Customers By SetID	RUN_AR31001
AR31002 Business Unit Customers	Lists all customers and customer addresses within a business unit. (SQR)	Accounts Receivable, Customer Accounts, Customer Reports, Customers by Unit, Customers By Unit	RUN_AR31002
AR31003 TableSet Contacts	Lists all customers and customer contacts within a TableSet. (SQR)	Accounts Receivable, Customer Accounts, Customer Reports, Contacts by SetID, Contacts By SetID	RUN_AR31003
AR31004 Business Unit Contacts	Lists all customers and customer contacts within a business unit. (SQR)	Accounts Receivable, Customer Accounts, Customer Reports, Contacts by Unit, Contacts By Unit	RUN_AR31004
AR32000 Customer Statement Print	A customer statement model that you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items. (Crystal)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
ARX32000 Customer Statement Print (BI Publisher)	A customer statement model that you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items. (BI Publisher)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
(NLD) AR32A00 Open Item Statement	A customer statement model for the Netherlands that includes the acceptgiro attachment, which you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items. (Crystal)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000

Report ID and Report Name	Description	Navigation	Run Control Page
(NLD) ARX32A00 Open Item Statement (BI Publisher)	A customer statement model for the Netherlands that includes the acceptgiro attachment, which you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items. (BI Publisher)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
AR32001 Balance Forward Statement	Customer Statement model that you may modify as necessary. It lists all new items and payments in the current statement period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period. (Crystal)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
ARX32001 Balance Forward Statement (BI Publisher)	Customer Statement model that you may modify as necessary. It lists all new items and payments in the current statement period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period. (BI Publisher)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
(NLD) AR32A01 Balance Forward Statement (with acceptgiro)	Customer Statement model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. It lists all new items and payments in the current statement period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period. (Crystal)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000

Report ID and Report Name	Description	Navigation	Run Control Page
(NLD) ARX32A01 Balance Forward Statements (with acceptgiro) (BI Publisher)	Customer Statement model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. It lists all new items and payments in the current statement period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period. (BI Publisher)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
AR32002 Open Item Draft Statement	The same as AR32000 but in addition it lists the items that are closed but are in an open draft (accepted drafts that have not been collected). (Crystal)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
ARX32002 Draft Customer Statement (BI Publisher)	The same as ARX32000 but in addition it lists the items that are closed but are in an open draft (accepted drafts that have not been collected). (BI Publisher)	Accounts Receivable, Customer Interactions, Statements, Print Statements, Statement Print	RUN_AR32000
AR32100 Draft Statement	Lists the items that are in a draft. (Crystal)	Accounts Receivable, Drafts, Reports, Draft Statement, Draft Statement	RUN_AR32100
ARX32100 Draft Statement (BI Publisher)	Lists the items that are in a draft. (BI Publisher)	Accounts Receivable, Drafts, Reports, Draft Statement, Draft Statement	RUN_AR32100
AR32101 Draft Document	Includes the actual draft document for drafts that you have created, but have not been preapproved. (Crystal)	Accounts Receivable, Drafts, Reports, Draft Documents, Draft Documents	RUN_AR32101
ARX32101 Draft Document (BI Publisher)	Includes the actual draft document for drafts that you have created, but have not been preapproved. (BI Publisher)	Accounts Receivable, Drafts, Reports, Draft Documents, Draft Documents	RUN_AR32101
AR32102 Draft Summary by Customer	Lists the drafts that are still unpaid by the customer by the due date for a specified date range. (SQR)	Accounts Receivable, Drafts, Reports, Draft Reports, Draft Reports	RUN_AR32102

Report ID and Report Name	Description	Navigation	Run Control Page
AR32103 Request Form for Drafts	Creates a form that can be submitted to a bank to show drafts that need to be discounted or collected. (SQR)	Accounts Receivable, Drafts, Reports, Remittance/Discount Form, Remittance/Discount Form	RUN_AR32103
AR32104 Dishonored Drafts	Lists all drafts that have a <i>Dishonored</i> status. (Crystal)	Accounts Receivable, Drafts, Reports, Dishonor Activity, Dishonor Activity	DRAFT_RUN_ARDISH01
ARX32104 Dishonored Drafts (BI Publisher)	Lists all drafts that have a <i>Dishonored</i> status. (BI Publisher)	Accounts Receivable, Drafts, Reports, Dishonor Activity, Dishonor Activity	DRAFT_RUN_ARDISH01
AR3210X EFT Draft Inbound Exception Report	List drafts that processed successfully and errors for draft remittance files sent by the bank. (Crystal)	Accounts Receivable, Drafts, Reports, Bank Remit Exception Report	EFT_DR_EXCEPT
ARX3210X EFT Draft Inbound Exception Report (BI Publisher)	List drafts that processed successfully and errors for draft remittance files sent by the bank. (BI Publisher)	Accounts Receivable, Drafts, Reports, Bank Remit Exception Report	EFT_DR_EXCEPT
AR33000 All Levels Dunning Letter	A dunning letter model that you may modify as necessary. It contains all past due items regardless of their age. The text that prints before the open items depends on your specifications on the Dunning Letter - Parameters page. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
ARX33000 All Levels Dunning Letter (BI Publisher)	A dunning letter model that you may modify as necessary. It contains all past due items regardless of their age. The text that prints before the open items depends on your specifications on the Dunning Letter - Parameters page. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000

Report ID and Report Name	Description	Navigation	Run Control Page
(NLD) AR33A00 All Levels Dunning Letter (with acceptgiro)	A dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. It contains all past due items regardless of their age. The text that prints before the open items depends on your specifications on the Dunning Letter - Parameters page. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
(NLD) ARX33A00 All Levels Dunning Letter (with acceptgiro) (BI Publisher)	A dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. It contains all past due items regardless of their age. The text that prints before the open items depends on your specifications on the Dunning Letter - Parameters page. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
AR33001 Level 1 Dunning Letter	Dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level one. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33001
ARX33001 Level 1 Dunning Letter (BI Publisher)	Dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level one. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33001
(NLD) AR33A01 Level 1 Dunning Letter (with acceptgiro)	Dunning letter model for the Netherlands that includes the acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level one. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33001

Report ID and Report Name	Description	Navigation	Run Control Page
(NLD) ARX33A01 Level 1 Dunning Letter (with acceptgiro) (BI Publisher)	Dunning letter model for the Netherlands that includes the acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level one. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33001
AR33002 Level 2 Dunning Letter	Dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level two. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
ARX33002 Level 2 Dunning Letter (BI Publisher)	Dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level two. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
(NLD) AR33A02 Level 2 Dunning Letter (with acceptgiro)	Dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level two. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
(NLD) ARX33A02 Level 2 Dunning Letter (with acceptgiro) (BI Publisher)	Dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level two. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000

Report ID and Report Name	Description	Navigation	Run Control Page
AR33003 Level 3 Dunning Letter	A dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level three. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
ARX33003 Level 3 Dunning Letter (BI Publisher)	A dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level three. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
(NLD) AR33A03 Level 3 Dunning Letter (with acceptgiro)	A dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level three. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
(NLD) ARX33A03 Level 3 Dunning Letter (with acceptgiro) (BI Publisher)	A dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level three. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
AR33004 Customer Follow Up Letter	Letter that contains the text that you define. The system generates a letter for each customer that contains a follow-up letter code on the Conversations page for the customer. (Crystal) <u>See Chapter 38,</u> <u>"Generating</u> <u>Correspondence,"</u> <u>Generating and Printing</u> <u>Follow-Up Letters, page</u> <u>1176.</u>	Accounts Receivable, Customer Interactions, Customer Follow-Up Letter, Customer Follow Up Letter	RUN_AR33004

Report ID and Report Name	Description	Navigation	Run Control Page
ARX33004 Customer Follow Up Letter (BI Publisher)	Letter that contains the text that you define. The system generates a letter for each customer that contains a follow-up letter code on the Conversations page for the customer. (BI Publisher) See Chapter 38, "Generating Correspondence," Generating and Printing Follow-Up Letters, page 1176.	Accounts Receivable, Customer Interactions, Customer Follow-Up Letter, Customer Follow Up Letter	RUN_AR33004
AR33005 Dunning Letter Control Report	Shows the dunning letters that were printed from all dunning runs. For example, use to see which letter was last sent to a customer. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
ARX33005 Dunning Letter Control (BI Publisher)	Shows the dunning letters that were printed from all dunning runs. For example, use to see which letter was last sent to a customer. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
AR33006 Dunning Letter Preview Report	Provides a preview of which dunning letters will print. (Crystal)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
ARX33006 Dunning Letter Preview Report (BI Publisher)	Provides a preview of which dunning letters will print. (BI Publisher)	Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter, Dunning Letter Print	RUN_AR33000
AR34001 AR/AP Balance by Customer	Lists all open vouchers for each vendor ID that corresponds to the selected customer ID. It also lists all items for the customer. The vouchers are grouped by vendor ID, by Payables business unit within vendor and currency within Payables business unit. (Crystal)	Accounts Receivable, Customer Accounts, Customer Reports, AR/AP Balance by Customer, AR_AP Balance by Customer	RUN_AR34001

Report ID and Report Name	Description	Navigation	Run Control Page
ARX34001 AR/AP Balance by Customer (BI Publisher)	Lists all open vouchers for each vendor ID that corresponds to the selected customer ID. It also lists all items for the customer. The vouchers are grouped by vendor ID, by Payables business unit within vendor and currency within Payables business unit. (BI Publisher)	Accounts Receivable, Customer Accounts, Customer Reports, AR/AP Balance by Customer, AR_AP Balance by Customer	RUN_AR34001
AR34002 AR/AP Balances by SetID	Lists all open vouchers for each vendor ID that corresponds to all customer IDs within the selected setID. It also lists all items for the customer. The vouchers are grouped by vendor ID, Payables business unit within vendor and currency within Payables business unit. (Crystal)	Accounts Receivable, Customer Accounts, Customer Reports, AR/AP Balance by SetID, AR_AP Balance by TableSet	RUN_AR34002
ARX34002 AR/AP Balances by SetID (BI Publisher)	Lists all open vouchers for each vendor ID that corresponds to all customer IDs within the selected setID. It also lists all items for the customer. The vouchers are grouped by vendor ID, Payables business unit within vendor and currency within Payables business unit. (BI Publisher)	Accounts Receivable, Customer Accounts, Customer Reports, AR/AP Balance by SetID, AR_AP Balance by TableSet	RUN_AR34002
AR34003 AR Customer Item Inquiry	Lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date. (Crystal)	Accounts Receivable, Customer Accounts, Item Information, Item List, Item List Select <i>Generate an Open Item Report</i> in the Item Action field and click Go on the Item List page.	ITEM_LIST
AR34004 Unrealized Gains and Losses by Doubtful Items from Revaluation Process	Lists doubtful items that have unrealized gain or loss after running the Revaluation Application Engine process (AR_REVAL). (Crystal)	Accounts Receivable, Receivables Update, Revaluation, Unreal Gain Doubtful Items, Unreal Gain Doubtful Items	RUN_AR34004

Report ID and Report Name	Description	Navigation	Run Control Page
ARX34004 Unrealized Gains by Doubtful Items from Revaluation Process (BI Publisher)	Lists doubtful items that have unrealized gain or loss after running the Revaluation Application Engine process (AR_REVAL). (BI Publisher)	Accounts Receivable, Receivables Update, Revaluation, Unreal Gain Doubtful Items, Unreal Gain Doubtful Items	RUN_AR34004
AR34006 Memo Status Changes	Lists any memo status code and the operator ID for any changed memo status. (SQR)	Accounts Receivable, Customer Accounts, Item Information, Memo Status Change Report, Memo Status Changes	RUN_AR34006
AR35000 Overdue Charge Print	An overdue or finance charge invoice model that you may modify as necessary. (Crystal)	Accounts Receivable, Customer Interactions, Overdue Charges, Print Overdue Charges, Overdue Charge Print	RUN_AR35000
ARX35000 Overdue Charge Print (BI Publisher)	An overdue or finance charge invoice model that you may modify as necessary. (BI Publisher)	Accounts Receivable, Customer Interactions, Overdue Charges, Print Overdue Charges, Overdue Charge Print	RUN_AR35000
AR37501 Direct Debit Remittance Advice	Generates the direct debit remittance advice to send to the bank. (Crystal)	Accounts Receivable, Direct Debits, Administer Direct Debits, Update Direct Debits Worksheet. Click the Print button on the Worksheet page.	RUN_AR37501
ARX37501 Direct Debit Remittance Advice (BI Publisher)	Generates the direct debit remittance advice to send to the bank. (BI Publisher)	Accounts Receivable, Direct Debits, Administer Direct Debits, Update Direct Debits Worksheet. Click the Print button on the Worksheet page.	RUN_AR37501
AR3750X EFT Direct Debit Exception Report	After the system has processed the bank remittance file sent by the bank, use to see if a direct debit was processed successfully or if an exception was found. (Crystal)	Accounts Receivable, Direct Debits, Remit to Bank, Bank Remit Exception Report, Bank Remit Exception Report	EFT_DD_EXCEPT

Report ID and Report Name	Description	Navigation	Run Control Page
AR50001 Accounting Entries	Shows detailed accounting entry information by accounting date in the business unit base currency. Lists accounting line information at either a detail or summary level. Detail shows all ChartField activity, summary level summarizes by ChartField (one line for each ChartField combination). (SQR)	- Accounts Receivable, Payments, Reports, Accounting Entries, Accounting Entries - Accounts Receivable, Drafts, Reports, Accounting Entries, Accounting Entries - Accounts Receivable, Pending Items, Reports, Accounting Entries, Accounting Entries	RUN_AR50001
AR50001P Receivables Accounting Entries	Shows detailed accounting entry information by accounting date in the business unit base currency. It shows accounting line information at the detail level, including all ChartField activity. You specify a point in time when you run the report. (Crystal)	- Accounts Receivable, Payments, Reports, Acctg Entries - Point in Time, Accounting Entries - Point in Time - Accounts Receivable, Pending Items, Reports, Acctg Entries - Point in Time, Accounting Entries - Point in Time	RUN_AR50001PIT
ARX50001P Receivables Accounting Entries (BI Publisher)	Shows detailed accounting entry information by accounting date in the business unit base currency. It shows accounting line information at the detail level, including all ChartField activity. You specify a point in time when you run the report. (BI Publisher)	- Accounts Receivable, Payments, Reports, Acctg Entries - Point in Time, Accounting Entries - Point in Time - Accounts Receivable, Pending Items, Reports, Acctg Entries - Point in Time, Accounting Entries - Point in Time	RUN_AR50001PIT
AR50002P Receivables Accounting Entries - Summary by Accounting Date	Shows summarized accounting entry information by accounting date, in the business unit base currency. It shows one line for each ChartField for each accounting date. You specify a point in time when you run the report. (Crystal)	Accounts Receivable, Pending Items, Reports, Acctg Entries - Point in Time, Accounting Entries - Point in Time	RUN_AR50001PIT

Report ID and Report Name	Description	Navigation	Run Control Page
AR60001 Unit Activity	Shows a summarized picture of system activity. Presents the information in different ways depending on the sort options you select. The report always shows a beginning balance for a business unit, but it summarizes the activity for the period by entry type, entry type and entry reason, group type and origin, or activity and origin. (SQR)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity, Unit Activity	RUN_AR60001
AR60001P Item Activities by Entry Type	Shows a picture of business unit activity for a selected date range summarized by entry type and reason code. You specify a point in time when you run the report. (Crystal)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001P
ARX60001P Item Activities by Entry Type (BI Publisher)	Shows a picture of business unit activity for a selected date range summarized by entry type and reason code. You specify a point in time when you run the report. (BI Publisher)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001P
AR60002P Item Activities by Entry Type/Origin	Shows a picture of business unit activity for a selected date range summarized by entry type and origin ID. You specify a point in time when you run the report. (Crystal)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001PIT
ARX60002P Item Activities by Entry Type/Origin (BI Publisher)	Shows a picture of business unit activity for a selected date range summarized by entry type and origin ID. You specify a point in time when you run the report. (BI Publisher)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001PIT
AR60003P Item Activities by Entry Type/Reason	Shows a picture of business unit activity for a selected date range summarized by entry type and reason. You specify a point in time when you run the report. (Crystal)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001PIT

Report ID and Report Name	Description	Navigation	Run Control Page
AR60004P Item Activities by Activity Type	Shows a picture of business unit activity for a selected date range summarized by activity type, such as Billing or Cash Applied. You specify a point in time when you run the report. (Crystal)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001PIT
AR60005P Item Activities by Activity Type/Origin	Shows a picture of business unit activity for a selected date range summarized by activity type, such as Billing or Cash Applied, and origin ID. You specify a point in time when you run the report. (Crystal)	Accounts Receivable, Receivables Analysis, Receivables Reports, Business Unit Activity - PIT, Unit Activity - Point in Time	RUN_AR60001PIT
AR70001 Pending Item Archive Candidates	Lists the pending item archive candidates. (Crystal)	Accounts Receivable, Receivables Update, Archive Receivables, Pending Candidate Report, Pending Archive Candidates	RUN_AR70001
AR70002 Payment Archive Candidates	Lists the payment archive candidates. (Crystal)	Accounts Receivable, Receivables Update, Archive Receivables, Payment Candidate Report, Payment Archive Candidates	RUN_AR70002
AR70003 Closed Item Archive Candidates	Lists the closed item archive candidates. (Crystal)	Accounts Receivable, Receivables Update, Archive Receivables, Item Candidate Report, Item Archive Candidates	RUN_AR70003
AR70004 AR Statement Archive Candidates	Lists customer statements that are candidates to be archived. (Crystal)	Accounts Receivable, Receivables Update, Archive Receivables, Statement Candidate Report, Statement Archive Candidates	RUN_AR70004
AR70005 AR Action List Archive Candidates	Lists item and customer actions that are candidates to be archived. (Crystal)	Accounts Receivable, Receivables Update, Archive Receivables, Action List Candidate Report, Run AR70005	RUN_AR70005

Report ID and Report Name	Description	Navigation	Run Control Page
AR70006 AR Direct Debit Archive Candidates	Lists direct debits that are candidates to be archived. (Crystal)	Accounts Receivable, Receivables Update, Archive Receivables, Direct Debit Candidate Report, Run AR70006	RUN_AR70006
AR80019 Federal Customer Statement	Contains customer summary information that shows the amount billed, earned, and collected for each customer. Also contains reimbursable details for each customer that is determined by gathering information from PeopleSoft General Ledger, PeopleSoft Contracts, and PeopleSoft Receivables. (Crystal)	Accounts Receivable, Customer Interactions, Statements, Create Federal Statements, Statement Parameters	RUN ARSTFED
ARCMCHK Owner Action Status	Provides the total number of actions open, completed, and canceled for each action owner during the reporting period. (SQR)	Accounts Receivable, Customer Interactions, Actions, Action Status by Owner Rpt, Action Status by Owner Rpt	RUN_ARCMCHCK
ARCMCUST Condition Status by Owner and Customer	Provides the total number of open, completed, and canceled actions for each action owner during the reporting period. The report is sorted by customer and condition. (SQR)	Accounts Receivable, Customer Interactions, Actions, Condition Status by Owner Rpt, Condition Status by Owner Rpt	RUN_ARCMCUST
ARSF2209 Receivables Due from the Public	U.S. Department of Treasury's means for periodically collecting data on the status and condition of the federal government's non-tax debt portfolio. (SQR) <u>See Chapter 41, "Interfacing with U.S. Federal Systems," Understanding TROR and Debt Collection Activities, page 1261.</u>	Accounts Receivable, Receivables Updates, Posting Results - Upd Pend Items, Report On Receivables (SF220–9), Preparer	RRUN_SF220_1
FIN2025 Electronic Funds Transfer Accompanying Form	Creates a cover letter that you can send with the electronic funds transfer (EFT) file for all drafts or direct debits associated with a business unit that have a <i>Remitted</i> status. (Crystal)	Accounts Receivable, Drafts, Remit Drafts to Bank, Create Cover Sheet, Create EFT File Cover Sheet	RUN_FIN2025

PeopleSoft Receivables Selected Reports

This section provides detailed information about individual reports, including important fields. The reports are listed alphanumerically by report ID.

AR01006/ARX01006 - Predictor Method by Customer Report

For each method and qualifier combination, the report lists:

Step	Step number. The Payment Predictor Application Engine process (ARPREDC) performs the actions associated with a step if the payments match the remittance information defined for the step. For each step, you define a different method for identifying customers and for the references supplied.
Condition	Condition the payment must match to perform an action. Each step must include a <i>First</i> condition and optionally one or more of the conditions for underpayments and overpayments.
Action	Action that Payment Predictor performs on the payment that matches the step and condition requirements.
Algorithm	Algorithm group assigned to the condition if the selected action executes an algorithm group.
Tolerances	Tolerance amount that an underpayment or overpayment must exceed or be less than for a condition.
Control	Business unit and customer provided for an action that places the payment or remaining amount on account.
Item Info (item information)	System function that Payment Predictor uses to create an item for an action that generates an item.

AR11001P - Group Control By Entry Date Point in Time Report

Define a Point in Time type when you run the report.

PIT Type (point in time type) Specify the type of date range for the group control records to include in the report. Options are:

Day: Includes records entered on the current day only.

MTD (month to date): Includes records entered from the beginning of the month through the current date.

Range: Includes records entered during the date range that you specify in the From Date and To Date fields.

YTD (year to date): Includes records entered from the beginning of the year through the current date.

AR11002 - Pending Item By Entry Date Report

Define parameters for the Pending Item by Entry Date report.

Separate DR/CR Amount Fields (separate direct debit and credit amount fields) Select to have direct debits and credits in separate columns.

Posted Select to include only posted items.

ARX20006 - Form 1099-C for Cancellation of Debt

The 1099-C form for Cancellation of Debt is required by the Internal Revenue Service (IRS) in the United States to summarize how much debt has been written off for a specific customer. For an overview of 1099-C report generation and instructions for setting up and running the 1099-C report, see the chapter, "Interfacing with U.S. Federal Systems."

See [Chapter 41, "Interfacing with U.S. Federal Systems," Generating the 1099-C Report, page 1273.](#)

AR21001 - Payment Predictor Detail Report

The report indicates the status of each payment processed by the Payment Predictor process:

- Applied payments were completely applied.
- Processed payments were considered, met the criteria of the method, but did not get as far as having items selected for them.
- Worksheet payments may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.
- Not processed payments were not even considered, possibly because they didn't meet the method criteria.
- Excluded payments were not processed because they involve more than one currency.

AR21002 - Payment Predictor Summary Report

The report indicates the status of each payment processed by the Payment Predictor process:

- Applied payments were completely applied.
- Processed payments were considered, met the criteria of the method, but did not get as far as having items selected for them.
- Worksheet payments may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.
- Not processed payments were not even considered, possibly because they didn't meet the method criteria.
- Excluded payments were not processed because they involve more than one currency.

AR21003 - Unmatched MICR Identifiers Report

The report indicates the status of each payment processed by the Payment Predictor process:

- Applied payments were completely applied.
- Processed payments were considered, met the criteria of the method, but did not get as far as having items selected for them.
- Worksheet payments may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.
- Not processed payments were not even considered, possibly because they didn't meet the method criteria.
- Excluded payments were not processed because they involve more than one currency.

AR30005 - Cash Forecast Report

The report shows open balances on an as of date by customer in the base currency. It also displays the amount of cash that you can expect to receive in the cash forecast categories. The system determines in which period the cash will be received using the average days late figure for a customer.

The amounts in each forecast category are based on the number of days that you enter in the Days Per Category field on the Cash Forecast page. For example, if you enter 30, the categories on the report would be:

Pre-Forecast	The open balance on the as of date.
Forecast 1	The amount you would expect to receive 1 to 30 days after the as of date.
Forecast 2	The amount you would expect to receive 31 to 60 days after the as of date.
Forecast 3	The amount you would expect to receive 61 to 90 days after the as of date.

Post-Forecast	The amount you would expect to receive 91 days or more after the as of date.
Post-Forecast	The amount you would expect to receive 91 days or more after the as of date.
In Dispute	The total amount of items in dispute.

Index

Symbols

#BALANCE algorithm group 278, 286
#COMBOS algorithm group 278
#DETAIL algorithm group 281, 291
#DTL_PM 296
#DTL_PM algorithm group 283
#DTL_TLR algorithm group 37, 282, 291
#DTL_TPM algorithm group 285
#OLDEST1 algorithm group 278, 300
#OLDEST algorithm group 327
#OLDESTC algorithm group 279, 300
#OVERDUE algorithm group 279, 297
#PASTDUE algorithm group 279
#REF_ONE algorithm group 280
#REFS_NG algorithm group 281, 289
#REFS algorithm group 280, 289
#SAMPLE1 algorithm group 338
#STATMNT algorithm group 286
1099-C Form for Cancellation of Debt 1273, 1348
1099-C report 1330

A

accounting dates
 business unit setup 29
 data conversion 415
 deposits 571, 573, 580
 drafts 819
 earliest date for customer, changing 507
 pending items 529
 posting, selecting items by date 391
accounting entries
 automatic entry types 95
 cash control, reviewing 587
 cash control accounting 583
 creation for direct journal payments 590
 credit card worksheets 717
 data conversion 418
 definitions 56
 direct debits, correcting 892
 dishonored drafts 359
 distribution codes 80
 document sequencing 966
 draft processing, canceled remittances 346
 draft processing, voids 346
 draft processing errors 348
 draft processing setup 359
 drafts, reviewing 855
 express deposits 583
 external groups, developing 477
 external groups, preventing distribution 476
 from billing systems 418
 general ledger update 418
 generation 381
 interfaced items, creation 429
 interunit 397, 404, 759
 intraunit 397, 404
 item entry types 87
 items, viewing 741
 maintenance groups, reviewing 782
 maintenance worksheets, creating 781
 missing 483
 multicurrency processing 954
 overdue charges 92
 payment worksheets 680
 pending items 518
 pending items, online creation 557
 revaluation, summarizing for 960
 revaluation lines, reviewing 964
 setup, understanding 55
 source transactions, viewing 1071
 transfer groups, reviewing 802
 transfer worksheets 799
 VAT 519, 975
Accounting Entries - Summary by Accounting Date report 1343
Accounting Entries, Point in Time report 1343
Accounting Entries page 526, 557, 908
Accounting Entries page (direct journal) 589, 590
Accounting Entries report 1343
Accounting Entry Definition page 1071, 1072
Accounting Options 1 page - Receivables Definition 44, 46
Accounting Options 2 page - Receivables Definition 44, 48
accounting periods 381
Accounting Template page - Automatic Entry Type 89, 94
Accounting Template page - Item Entry Type 85, 86
accounting templates
 automatic entry types 88, 94
 item entry types 84
account maintenance
 maintenance worksheets 760
 overview of automated 756
 overview of manual 753
 partial offsets 761
 prerequisites 755
 process flow 755
Account Overview – Balances page 1201
Account Overview component
 Balances page 1035, 1038
 Profile page 1036, 1043
 understanding 1035
accounts, customer inquiries 1034
accounts, customers
 changing status 213
 describing actions 221
 managing action plans 1115
 monitoring 1090
 monitoring, overview 1083
 monitoring roles 217
 monitoring rules 227
 reassigning actions 1098
 reviewing action history 1116
 taking action 1111
ACTION_CODE component 221
Action Code component (ACTION_CODE) 221
Action Code page 223

- Action History page 1103, 1116
- action list, using 1210
- action lists
 - Condition Monitor, updating 1092
 - days before adding conditions 225
 - overview 1101
- action notification, workflow
 - 1092, 1093, 1096, 1321
- action owners
 - actions, assigning 1093
 - assessment rules 234, 237
 - assignment management 1096
 - collection rules 231
 - overview 202
 - setup 202
- Action page 1103, 1111
- Action page - Express Deposit 578, 581
- Action page - Unpost Groups 920
- action parameters 1090
- action plans
 - collections 1084
 - condition violations 1090
 - management of 1115
 - understanding 1101
- actions
 - action parameters, assignment of 1095, 1109
 - action status, reviewing 1095
 - action status changes 1112
 - alerts 221
 - archiving 1294
 - AR specialist reminder 1095
 - assignments, overview 202
 - automated 224, 1092
 - balancing workloads 1097
 - call customer 221
 - collection agency, referring to 222
 - correspondence 1086, 1151
 - correspondence generation 1115
 - credit rating, downgrading 222
 - customer balance, writing off 222
 - customer hold 222
 - customers 1090
 - due date defaults 224
 - due dates 1095
 - dunning letter, sending 222
 - escalating 222
 - future, managing 1115
 - history, reviewing 1116
 - items, assigning to 1094
 - items, codes 1090
 - letters, sending others 222
 - manual 226
 - notification, sending 1093
 - owners, assigning to 1093
 - parameters, defining 225
 - prerequisite setup 223
 - prerequisite setup for notification 1118
 - proof of delivery 222
 - reassignment 1098
 - reminders, AR specialists 226
 - reminders, setting up 226, 1095
 - reminders, setup 1093
 - results of processing 1112
 - review broken promise date 222
 - review customer credit limit 221
 - review promise date 222
 - send statements 222
 - setup 221
 - supervisor notification 226, 1095
 - system-defined 221
 - working 1101, 1111
- actions, Collections Workbench
 - setting up 165
- action status 1116
- Action Status by Owner Rpt page 1097, 1098
- Action Template component
 - (AR_TEMPLATE_TBL) 221
- Action Template page 223, 225
- action templates
 - assessment rules 237
 - assessment rules, assigning to 233
 - collection rules, assigning to 232
 - overview 221
 - prerequisites for setup 223
 - setup 221
- activities
 - business units 1065
 - drafts 343
 - items, reviewing 1064
 - items, viewing for customer 1052
 - maintenance 326
 - understanding setup 55
- activity ChartField xxxix
- Activity page 820
- activity types
 - changing 509
 - system functions 66
- Actual Matches report 759, 1327
- Actual Matches Report page 757, 759
- adding filters 1212
- Additional Customer Information page
 - 649, 704, 763, 792, 821, 872
- Additional Item Information page 792
- ADJ_REASON_TABLE component 124
- Adjust Balance page 1036, 1042
- adjustment reason codes 124
- Adjustment Reason component
 - (ADJ_REASON_TABLE) 124
- Adjustment Reason page 125
- adjustments
 - federal debt referrals 1239
 - items 760
 - reason codes 124
- Advanced Search page 1056, 1061
- advance payments
 - French VAT processing 1003
 - VAT adjustment calculations 1003
 - VAT processing 983
- affiliate ChartField xxxix
- AGENCY_LOC_CD component 175
- Agency Location Code page 175, 176
- agency location codes
 - setting up 175
 - understanding 175
- Agency Location component
 - (AGENCY_LOC_CD) 175
- aging *See Also* Aging process
 - across customers 262
 - aging buckets on reports 1147
 - aging IDs, defining 258
 - Aging process, running 1143
 - analysis cube, OLAP 1315
 - basis date 260
 - buckets 260
 - by business unit 1066
 - categories 260

- collection items 258, 261
- deductions 258, 261
- disputed items 258, 261
- exception items, prioritizing 261
- items, excluding 261
- method for collection items 210
- method for deductions 209
- method for disputed items 210
- prerequisites 1142
- report aged by ChartFields 1149
- report by reason codes 1149
- reports, overview 1147
- reports, running 1146
- setup overview 258
- subset of customers 262
- viewing for customers 1041, 1051
- Aging by Chartfield page 1148, 1149
- Aging by Chartfield report 1148, 1149, 1332
- aging categories
 - entry types 79
 - viewing on reports 1147
- Aging Detail By Business Unit report 1331
- Aging Detail by Tree page 1148
- Aging Detail by Tree report 1148, 1331
- Aging Detail by Unit page 1147
- Aging Detail by Unit report 1147
- aging IDs
 - business unit defaults 24
 - setup 259
- Aging multiprocess job
 - maximum concurrent processes 266
 - maximum instances 266
- Aging Multiprocess job *See Also* Aging process
- Aging page 259, 1048, 1051, 1144
- Aging process
 - creating run controls 1144
 - narrowing scope 1144
 - parallel processing setup 263
 - process definitions, adding 268
 - processing multicurrencies 953
 - running 1143
 - skipping customers 1142
 - understanding 1141
 - understanding run control setup 1143
 - updating history IDs 255
- aging reports
 - aging categories 260
 - describing 1147
- Aging Request page 1144
- Aging Summary By Business Unit report 1332
- Aging Summary by Tree page 1148
- Aging Summary by Tree report 1148, 1331
- Aging Summary by Unit page 1148
- Aging Summary by Unit report 1148
- Aging tab 1230
- Aging tab, understanding 1197
- agreements, reimbursable 1284
- algorithm groups
 - #BALANCE 286
 - #DETAIL 291
 - #DTL_TLR 291
 - #OLDEST1 300
 - #OLDESTC 300
 - #OVERDUE 297
 - #REFS 289
 - #REFS_NG 289
 - addition of 290
 - algorithms, deactivating 290
 - automatic maintenance, defining for 338
 - automatic maintenance, selecting for 331
 - customer-based example 286
 - detail reference example 291
 - for Payment Predictor 271
 - item-summary reference example 289
 - Payment Predictor, defining for 271, 275
 - Payment Predictor, understanding 275
 - Payment Predictor, viewing for 286
 - Payment Predictor samples 278
 - payments with item and amount information 302
 - payments with item references 302
 - payments with no references 301
 - sample for automatic maintenance 338
 - sample for partial reference matches 289
 - special conditions 299
- All Deposits page 570, 636, 688
- All Levels Dunning Letter report 1336, 1337
- All Payments page 1200
- alternate account ChartField xxxix
- anchor business units
 - Automatic Maintenance process 326, 759
 - maintenance worksheets 767, 770
- anchor currency
 - Condition Monitor process 1093
 - maintenance worksheets 770
- Anchor Information page 762
- anchor lines
 - interunit accounting entries 406
 - intraunit accounting entries 406
- Application Engine Request page 391, 392, 1144
- applied cash, business unit 1066
- approval framework
 - activating 33
 - approval transaction registry 148
 - Configure Transactions page 152
 - email notifications 155
 - Receivables Options-Payment Options page 155
 - setting up 144
 - Setup Process Definition component 154
 - User List Definition page 146
 - User Profile component 147
 - using for write-off amounts 681
- approval limits, direct debits 132
- approvals, drafts 832
- approval transaction registry 148
- approval workflow
 - write off 829
- AR_AGE multiprocess job 265
- AR_AGEPP process 265
- AR_ASSESS_RULE_SQL component 227
- AR_AUTOMNT process
 - See* Automatic Maintenance process
- AR_COLLECTION_RULE component 227
- AR_COND_DEF_USER component 213
- AR_COND_DEF component 213
- AR_COND_PRIORITY component 213
- AR_CRCARD_PROFILE component 129
- AR_CWB_ACTIONS 163
- AR_CWB_ALL_OPTION 163
- AR_CWB_CD_FIELDS 162
- AR_CWB_FLDLKUP_SEC 163
- AR_CWB_OPTION_SRCH 163
- AR_CWB_TABS 163
- AR_DD_BNK process 885
- AR_DIRDEBIT process 865, 872

- AR_DRAFT_BNK process 372, 807, 845
- AR_DRAFT_EFT process 809, 818
- AR_DRAFTS process 814
- AR_FED_STMTS process 1284
- AR_FLD_REF_TBL component 125
- AR_MASSCHG process 746
- AR_PAYMENT_EC table 634
- AR_PGG multiprocess job 385
- AR_POST multiprocess job 385
- AR_PP multiprocess job 312
- AR_PREDICT1 process 311
- AR_REFUND process 783
- AR_RISK_SEC 242
- AR_RISKSCR_TBL 242
- AR_SPECIALIST component 202
- AR_STMT multiprocess job 186
- AR_STMTPP process 185
- AR_TEMPLATE_TBL component 221
- AR_UPDATE process 385
- AR_WORKFLOW process 1118
- AR/AP Balance by Customer report 1340
- AR/AP Balances by SetID report 1341
- AR 11002 Pending Items report 1326, 1327
- AR21001 report 645
- AR21002 report 646
- AR33000/ARX33000 report 1175
- AR33001/ARX33001 report 1175
- AR33002/ARX33002 report 1176
- AR33003/ARX33003 report 1176
- AR34003 report 1059
- ARACTIONA process group 379
- AR Action List Archive Candidates report (AR70005) 1304, 1345
- ARACTIONL process group 379
- ARACTIONN process group 379
- AR BI Inq (EURO) page 727
- AR Billing Inquiry page 727
- archive candidate reports 1303
- Archive Data Manager, using 1299
- Archive Data to History page 1302
- Archive Job Definition page 1305
- archive object definitions 1298
- archive template definitions 1299
- archiving
 - action list data 1294
 - archive object definitions 1298
 - archive query definitions 1298
 - archive template definitions 1299
 - candidate reports, running 1303
 - conversation data 1295
 - customer definitions 1296
 - data, restoring 1304
 - data removal order 1297
 - data selection 1300
 - direct debit data 1294
 - dunning letter data 1294
 - history deletion 1300
 - list of selected items 1303
 - message log data 1297
 - overdue charge data 1294
 - overview of data type 1287
 - payment data 1292
 - pending item data 1291
 - posted customer data 1295
 - posted data 1293
 - process flow 1299
 - statement data 1294
 - transaction data, rolling back 1300
 - transaction tables, deleting data from 1300
- ARCRCARD process 717
- AR Credit Card multiprocess job 717
- AR Customer Item Inquiry report 1341
- AR Customer Item Inquiry report (AR34003) 1059
- AR Direct Debit Archive Candidates report (AR70006) 1304, 1346
- AR display currency 41
- AR distribution codes 47, 82, 86
- AR Dunning process
 - correspondence actions 1086
 - running 1171
 - setup overview 189
 - understanding 1162
- AR IPAC Run Request page 1244
- AR Item Archive Candidates report (AR70003) 1304
- AR Item Drill page 1072
- AR Parallel Processing Options page 186, 187, 266, 267, 312, 313, 386, 387
- AR Payment Archive Candidates report (AR70002) 1304
- AR Paymisc Drill page 1073
- AR Pending Item Archive Candidates report (AR70001) 1304
- ARPOSTGL process group 379, 380
- ARPOST process group 379, 380
- ARPREDCD multiprocess job 274
- ARPREDCD process
 - reviewing results 645
 - running 642
- AR Rebate Notification process (AR_REBATE) 76, 924
- AR Rvl Drill page 1073
- AR Specialist component (AR_SPECIALIST) 202
- AR specialists
 - business unit default 25
 - deduction reason default 209
 - default hierarchy 1082
 - disputed item reason default 210
 - item assignment 733, 1082
 - multiple item updates 747
 - notification of actions 1077, 1082
 - notification of exception items 1082
 - setup 202
 - split items 746
- AR Statement Archive Candidates report 1304, 1345
- ARUPDATE multiprocess job 389
- ARUPDATE process 375
- as of dates
 - data conversion 415
 - pending items 530
- Assessment Rule component (AR_ASSESS_RULE) 227
- Assessment Rule page 229, 233
- assessment rules
 - assigning action templates 233, 237
 - assigning assessment levels 227
 - identifying prerequisites 228
 - processing 1091
 - setting up 227, 233
 - setting up use of SQL 236
 - understanding 227
- Assessment Rule SQL component (AR_ASSESS_RULE_SQL) 227

- Assessment Rule User page 230, 236
- Assessment Rule User SQL Statement page 230
- AUDIT_CNTRL component 159
- Audit Archiving page 1302
- Audit Control component (AUDIT_CNTRL) 159
- Audit Control page 160
- audit history
 - understanding 160
 - viewing for items 743
- auditing, selecting fields 160
- audit logging, Receivables 157
- AUTO_ENTRY_TABLE2 component 88
- Auto Entry Type report 1325
- Automated Matches report 757
- automated payment application 642
- Automatic Entry Type component
 - Accounting Template page 89, 94
 - Selection page 89
- Automatic Entry Type component (AUTO_ENTRY_TABLE2) 88
- automatic entry types
 - commitment control setup 95
 - data conversion 413
 - definition of 89
 - overview 88
 - setup 88
 - user-defined accounting entries 95
- Automatic Maintenance and Reports multiprocess
 - job 757
- Automatic Maintenance Method component (AUTOMNT_METHOD) 326
- automatic maintenance methods
 - algorithm groups, defining 338
 - business unit default 26
 - definition 328
 - design 327
 - details, defining 330
 - exact matches on amounts 335
 - exact matches on references 335
 - matching criteria 331
 - options 331
 - overview 327
 - partial matches on references 336
 - run time overrides 758
 - sample, reviewing 334
 - sample algorithm group 338
 - setup 326
 - steps, defining 330
 - steps, ordering 333
 - steps, reviewing 328
- Automatic Maintenance page 757, 758
- Automatic Maintenance process
 - anchor business unit 759
 - automatic maintenance method 758
 - entry reason default 91
 - interunit accounting entries 397
 - intraunit accounting entries 398
 - multicurrency processing 950
 - overview 325, 756
 - results 757
 - setup 325
 - use of 756
 - write-off tolerances 26, 92, 754
- automatic numbering, drafts 370
- Automatic Numbering page 370
- AUTOMNT_METHOD component 326
- Available Credit page 837
- Average Days Late (AVGDAYS) calculations

- 252
- average number of days late, history 1039

B

- bad debt 800
- Balance Detail by BU page 1035
- Balance Forward Statement Print 1161
- Balance Forward Statement report 1334, 1335
- balance forward statements
 - defining 1154
 - running 1158
 - running first time 1161
 - setting up 182
- balances
 - customer, open items 1040
 - customer, past due items 1040
 - customers 1035
 - high year to date 1041
 - items, excluding 1042
 - overdue 214
 - review 1038
 - sales year to date 1041
 - updates for customer 375
- Balances page - Account Overview 1035
- Bank/Payment Options page - Receivables
 - Definition 44, 51
- bank account ChartFields 348
- bank accounts
 - EFT file layouts, direct debits 862
 - netting 567
 - setting up for drafts 368
- bank confirmation receipt, draft EFT files 372
- bank EFT files, reason codes 135
- bank fees
 - business unit default 52
 - draft setup 349
 - entering 842, 844
- Bank Fees page 837
- bank holidays
 - business unit default 28, 51
 - direct debits 865
 - drafts 812, 816
- bank reconciliation
 - cash control entries 584
 - cash control method 49
 - direct debits 863
 - drafts 345
 - payments 595
- Bank Reconciliation process 345, 606
- Bank Remit Exception Report page
 - 838, 846, 887, 891
- bank remittance details, direct debits 134
- banks
 - address on correspondence 26
 - customers remit to bank 1043
 - draft remittance, selecting for 839
- Bank Statement Interface page 607
- bank statements
 - direct debit reconciliation 863
 - draft reconciliation 345, 854
 - payment reconciliation 595
 - process overview 604
- base currency
 - business unit, assigning to 959
 - business unit default 45

- items 730
- batch processing, process order 1088
- bilateral netting 567
- Bill Header - Bill To Address page 728
- Bill Header - Note page 727
- Billing
 - drilling down to invoices 730, 735
 - integrating with Receivables 4
 - loading VAT information 979
 - viewing bill details 727
- billing agency location codes 26, 1245
- Billing Header table, updating field values 747
- billings by origin, viewing 564
- Billings by Origin page 564
- Billings By Unit page 564
- billing systems, receiving data 426
- bill of exchange 357
- Broken Promises Review Needed page 1131
- brokers
 - contact IDs 248
 - for deductions 737
 - roles 247
 - setup for self-service web 247
 - user profiles 248
- budget checking
 - See Also* commitment control processing
 - date 938
 - direct journal exceptions 946
 - direct journal payments 592
 - exceptions 945
 - status 938
- budget checking errors
 - correcting 936
 - direct journal payments 593
- Budget Processor page 940
- Budget Processor process
 - rerunning 945
 - running with Receivable Update 378
- budgets *See* control budgets
- Build Aging Analysis Cube page 1315
- BUS_UNIT_OPT_AR1 component 23
- BUS_UNIT_TBL_AR component 43
- business documents, loading 612
- Business Document Summary - Summary page 612, 614
- business events, reviewing for drafts 349
- Business Events page 352
- business processes, Receivables 1
- business structure, identifying 13
- Business Unit Contacts reports 1333
- business unit defaults
 - setting up by business unit 43
 - setting up by setID 23
- Business Unit Definition page 22
- Business Unit Definition page - Receivables Definition 44
- Business Unit History Chart page 1067
- Business Unit History page 1067
- business units
 - aging information 1066
 - cash control methods 49
 - creation 22
 - customer information 15
 - default display currency 41
 - default draft distribution codes 50
 - default setID 22
 - General Ledger 14
 - general ledger business unit 44

- history, reviewing 1067
- overview 19
- receivable activity, reviewing 1065
- Receivables 14
- setup 19, 21
- share 15
- structure of 13
- TableSets 21
- tree structure 20
- VAT defaults 35

C

- calculations
 - average days late 252, 1039
 - types, VAT processing 980
- calculation types, VAT processing 980
- calendar periods 381
- calender IDs, history calculation 25
- Cancel Direct Debits page 881
- cancel draft worksheets 853
- Cancel EFT File page 838, 845, 887, 890
- cancellation, draft remittances 346
- cancellation of debt
 - 1099-C report 1273
- Cancel Remittance Application page 854
- Cancel Remittance Selection page 853, 854
- cancel remittance worksheets
 - building 854
 - selecting draft criteria 854
 - selecting items 854
- carousel fraud 978
- cash, journaling to general ledger 566
- cash clearing
 - defined 584
 - setup 584
- cash control accounting
 - accounting entries, reviewing 587
 - bank statement reconciliation 606
 - defined 566
 - deposits in transit 584
 - document sequencing 968
 - lockbox deposits 602
 - Payment Loader process 600
 - standard cash clearing 584
 - understanding 583
- cash control methods 49, 584
- Cash Control page 587
- Cash Control Payments page 587
- Cash Control process
 - accounting entry generation 583
 - bank statement reconciliation 606
 - lockbox deposits 602
 - running 587
- cash drawer receipts 616
- cash forecasting 552
- Cash Forecast report 1332
- Cash Management, integration 5
- Cash Received By Bank Account page 689
- Cash Received by Unit page 688
- category ChartField xl
- change control 743
- charges, overdue 1183
- ChartField combination editing
 - business unit default 31
 - direct debits 892

- direct journal payments 592
 - drafts 855
 - maintenance groups 782
 - payments 686
 - pending items 519
 - posting errors 898
 - setup 116
 - transfer groups 802
- ChartField Combo Error tab
 - pending item entry 560
- ChartField inheritance
 - accounting entries 406
 - overview 404
 - setup 404
- ChartFields
 - aging items by distribution lines 1149
 - automatic entry types 95
 - combination editing setup 116
 - direct journal payments 591
 - distribution codes 80
 - distribution lines, reviewing and updating 558
 - draft processing 348
 - item entry types 87
 - Project Costing 519
 - writing off items by 1259
- ChartField security
 - PeopleSoft Receivables components 12
- chart of accounts *See* ChartFields
- chunking
 - data for aging 1143
 - limiting rows in grids 509
- claimbacks
 - entry reasons 75
 - entry types 72
 - group types 112
 - notification of payment 924
 - Order Management interface 516
- claim dates 736
- claim numbers 736
- claims
 - creating 1080
 - PeopleSoft Promotions Management 1080
- Claim Settlement Process for AR (PO_CLMSTL_AR) 516
- Claims Incoming Payments staging table 924
- class ChartField xl
- Closed Item Archive Candidates report 1345
- closed items, converting from existing systems 411
- collateral, drafts 834
- collected revenue 95, 927
- COLLECTION_TABLE component 206
- collection agencies
 - assigning to items 733
 - assigning to pending items 551
- Collection Code page 208, 210
- collection codes
 - defining 210
 - describing 207
 - setting up 206
- collection conditions 214
- collection groups 227
- collection items
 - aging method 210
 - creating 733
 - customers, total balance 1040
 - exclusion from processing 1088
 - inclusion in processing 1088
- collection management
 - overview 1083
 - prerequisites 1089
 - process flow 1084
 - setup overview 201
- collection methods, drafts 368
- Collection Methods page 368
- Collection Reason component (COLLECTION_TABLE) 206
- Collection Rule page 229, 230
- collection rules
 - assigning action templates 232
 - describing 227
 - prioritizing 232
 - processing 1091
 - setting up 227, 230
- Collection Rules component (AR_COLLECTION_RULE) 227
- collections
 - action owners 202
 - actions plans 1084
 - drafts, confirmation 845
 - monitoring 1090
 - notifying action owners 1084
 - notifying supervisors 1084
 - taking action 1084
- Collections Workbench 1189
 - accessing, populating 1204
 - action list 1193, 1210
 - actions, setting up 165
 - Aging tab 1230
 - Aging tab, understanding 1197
 - Conversations tab, understanding 1196
 - Correspondence tab 1227
 - Correspondence tab, understanding 1197
 - Credit Profile tab, understanding 1194
 - customer detail fields, setting up 164
 - customer details 1193
 - Customer Hierarchy, understanding 1197
 - Customer Hierarchy tab 1232
 - customer history grid 1218
 - Items tab 1221
 - Items tab, understanding 1196
 - managing conversations and promises 1223
 - pages 1198
 - Payments tab, understanding 1195
 - personalize content 1206
 - Personalize Content page. 1199
 - personalizing content 167
 - reviewing customer payments 1218
 - Send Statement page 1203
 - setup components 161
 - setup components pages 162
 - tabs, setting up 164
 - using 1198
- Collections Workbench Actions page 163
- Collections Workbench Customer Detail Fields page 162
- Collections Workbench page 1198
- Collections Workbench Tabs page 163
- COLLECTOR_TABLE component 202
- Collector component (COLLECTOR_TABLE) 202
- Collector page 203
- collectors
 - assigning to items 733
 - setting up 202

- updating for multiple items 747
- combination editing
 - See ChartField combination editing
- commitment control
 - See Also control budgets, revenue estimate
- processing
 - automatic entry types 93, 95
 - collected revenue 95
 - item entry type setup 86
 - multiple revenue lines, distributing 673, 775
 - multiple revenue lines setup 29
 - process flow 935
 - recognized revenue 95
 - system functions 70
 - use in Receivables 927
- Commitment Control page 589, 941
- component interfaces
 - DC_PENDITEM_CI 421
- Compute Risk Scores page 1128
- condition
 - CPDB, Customer Promise Date Broken 219
 - CPDR, Customer Promise Date Review 219
 - RISK, Risk Score 220
- Condition Definition component
 - (AR_COND_DEF) 213
- Condition Definition page 216, 217
- Condition Definition User component
 - (AR_COND_DEF_USER) 213
- Condition Monitor page 1092
- Condition Monitor process
 - action templates 222
 - anchor currency 1093
 - automated actions 1092
 - automated correspondence 1085
 - dunning letters, generating 190, 192
 - overview 1090
 - rule setup 227
 - running 1090
- Condition Priority component
 - (AR_COND_PRIORITY) 213
- Condition Priority page 216, 220
- conditions
 - approaching credit card expiration date 214
 - approaching credit limit 213
 - approaching credit limit expiration 214
 - assessment rules, defining 233, 236
 - collection 214
 - collection rules, defining 230
 - conversation follow-up 214
 - credit hold code exists 214
 - customer accounts 1090
 - customer roles 217
 - entry type/reason code 216, 233
 - exceeded credit limit 215
 - exceeded credit limit expiration 215
 - key statistics exceeded 216
 - large amount coming due 216, 233
 - overview 213
 - parameters defined 218
 - prioritization 220
 - setup 213
 - system-defined 213
- Condition Status by Owner and Customer report
 - description 1346
 - running 1098
 - understanding 1096
- Condition Status by Owner Rpt page 1097, 1098
- Configure Transactions page 152
- confirmation, draft EFT files 845
- consolidated invoices 553
- CONTACT 1130
- Contact Customer page 1202
- contact IDs
 - brokers 248
 - customers 248
- Contact page 200, 1130, 1202
- Contact Phone and Type page 200, 1202
- contacts
 - maintaining 1034
 - viewing customer numbers 1044
- Contacts by SetID report 1333
- Contact User Profile page 1202
- content, personalizing 1191
- contract numbers 736
- Contracts, integration 4
- control budgets
 - billing source transactions 932
 - collected revenue bucket 927
 - contract source transactions 932
 - direct journal payments 933
 - draft processing 932
 - error corrections 936
 - multiple revenue lines 934
 - overpayments 930
 - prepayments 931
 - process flow 928, 935
 - realized gains and losses 933
 - recognized revenue bucket 927
 - setup in Receivables 95
 - source lines 929
 - source transactions, corrections 942
 - source transactions, reviewing 942
 - underpayments 930
 - unpost groups 933
 - VAT process 933
 - warnings 936
 - write-offs 932
- control distribution codes
 - business unit defaults 50
 - transfer worksheets 795
- Control Distribution ID page 792
- Control page (item groups) 907
- control totals
 - express deposits 578
 - pending items 528
 - regular deposits 571
- CONVER_DATA1_SS 1130
- CONVER_DATA2_SS 1130
- CONVER_DATA5_SS 1130
- Conversation Review Needed page 1130
- conversations
 - adding, updating 1190
 - archiving data 1295
 - customer 1044
 - follow-up condition 214
 - incomplete follow-up 1132
 - keywords 1135
 - reviewing and updating 1085
 - with follow-up dates 1134
- conversations, managing 1223
- conversations, promise date
 - inquiring 1135
 - reviewing, modifying 1134
- Conversations – Attachments page 1199
- Conversations By Keyword page 1130
- Conversations page 1130, 1199

- Conversations – References page 1199
- Conversations tab, understanding 1196
- conversion See data conversion
- conversion, closed items 411
- corporate customers, credit limit 1040
- Correct Duplicate Payments - Totals page 639
- correspondence
 - actions 1085
 - automated processing 1092
 - contact name 1115
 - delivery 1085
 - delivery information, setting up 199
 - delivery methods 1086
 - e-mail 1086
 - fax 1086
 - generation 1151
 - including credit card worksheet items 716
 - including worksheet items 677, 780
 - invoices, reprinting 1180
 - items by entry type, including 79
 - setup 181
 - triggered by actions 1151
 - triggered by Condition Monitor 1151
 - understanding processing 1151
 - worksheet items, including 832
- Correspondence tab
 - Dunning History 1229
 - Statement History 1228
- Correspondence tab, understanding 1197
- counter sales, payments 616
- cover sheets
 - direct debit EFT files 890
 - EFT files for drafts 845
- CR_ANALYST_TABLE component 202
- Create Adjustment File page 1237
- Create Direct Debits page 871, 872
- Create Direct Debits process
 - defining processing rules 131
 - running 872
 - understanding 865
- Create Drafts process
 - describing process flow 806
 - running 814
 - understanding 812
- Create EFT File Cover Sheet page 837, 887, 890
- Create EFT File page 837, 844, 887, 889
- Create EFT through FG System process
 - 883, 888, 889
- Create Federal Statements page 1285
- Create Referral File page 1237, 1239
- Credit Analyst component
 - (CR_ANALYST_TABLE) 202
- Credit Analyst page 203
- credit analysts
 - assigning to items 733
 - setting up 202
 - updating for multiple items 747
- credit card
 - disputed charges 722
 - exceptions 719
 - processing 691, 717
 - workbench 719
 - worksheets 701
- Credit Card Details page 696, 697, 702, 1036
- credit card payment application
 - credit card worksheets 707
- credit card payments
 - exact 714
 - partial 714
 - underpayments 714
- Credit Card Profile component
 - (AR_CRCARD_PROFILE) 129
- Credit Card Profile page 129
- credit card profiles
 - setup 129
- credit cards
 - encrypted number display 694
 - entering and transmitting data 697
 - item exclusion 130
 - paying for an item 694
 - setting up 694
- Credit Card Scheduler page 718
- Credit Card Workbench page 720
- credit card worksheets
 - accounting entries, creating 717
 - creation 701, 704, 707
 - credit card payment application 707
 - customer selection criteria 706
 - deletion 716
 - item action 708
 - item display controls 710
 - item reference criteria 705
 - item selection 704
 - item selection criteria 706
 - modification 701
 - multiple currencies 711
 - overview 701
 - posting actions 717
 - removal of items 707
 - row selection 656, 709
 - row sorting 658, 711
 - worksheet actions 716
- credit checking, aging categories 260
- credit holds
 - setting up hold codes 210
 - understanding 211
 - viewing for customer 1044
- credit limits
 - conditions 213
 - exceeding 213
 - monitoring 1090
 - reviewing for corporate customers 1040
 - reviewing for customers 1040
- Credit Profile tab, understanding 1194
- CREEXT 608
- cross-servicing memo status code 1259
- cubes
 - analyzing cube data 1316
 - building 1314, 1315
 - planning 1314
 - preparing trees and queries 1314
 - understanding 1313
- currency See Also multicurrency processing
 - base 947
 - conversion 948
 - default for page display 41
 - display currency for inquiries 1033
 - entry 948
 - exchange rate 948
 - payment 948
 - realized gain and loss 949
 - unrealized gain and loss 948
- currency codes, setting up 958
- Currency Conversion page 648, 703, 763
- Currency Display Options page - Receivables
 - Options 24, 41

- Currency Exchange Aid page 648, 677, 703, 820
 - Currency to Convert page 1156, 1159
 - CUST_HIST_TABLE component 256
 - CUSTOMER_HIERARCHY 1048
 - customer-initiated drafts 342
 - customer account maintenance, offsetting items 753
 - customer accounts
 - describing actions 221
 - inquiring 1034
 - managing action plans 1115
 - monitoring 1090
 - monitoring, overview 1083
 - monitoring roles 217
 - monitoring rules 227
 - reassigning actions 1098
 - reviewing action history 1116
 - taking action 1111
 - viewing status changes 213
 - customer action lists 1101
 - Customer Action page 1103
 - customer agency location code 1245
 - Customer Aging Chart page 1036, 1042
 - customer balances *See* balances
 - Customer Balances page 1048, 1200
 - Customer Bank Account Details page 872
 - Customer Contacts page 1202
 - Customer Credit page 1204
 - Customer Credit Profile page 1048
 - customer deposits 1040
 - customer details
 - personalize 1209
 - customer details fields, Collections Workbench
 - setting up 164
 - Customer Drafts page 1048, 1051
 - Customer Follow Up Letter page 1178
 - Customer Follow Up Letter report 1339, 1340
 - Customer Group Info page 369, 370
 - customer groups
 - collection 227, 1044
 - overview 16
 - Customer Group Table page 369
 - customer hierarchy
 - reviewing 1050
 - Customer Hierarchy page 1048, 1204
 - Customer Hierarchy tab, understanding 1197
 - customer history
 - defining comparison trends 42
 - understanding calculations 251
 - Customer History page 510
 - customer information
 - deposits 574
 - items 737
 - Customer Messages page 1036, 1200
 - Customer Notes page 1198
 - Customer Options table, updating field values 747
 - customer payment, reviewing 1218
 - Customer Payment History page 1049
 - Customer Payments page 1049
 - Customer Pending Items page 1037
 - customers
 - aging information, viewing 1051
 - balances 1035, 1038
 - business units, storing items by 15
 - contact IDs 248
 - contact numbers 1044
 - contacts, maintaining 1034
 - conversation entries 1044, 1085
 - credit limit 1040
 - customer files, attaching 1085
 - customer groups 16
 - data conversion 409
 - default dates, changing 507
 - definition data, archiving 1296
 - direct journal payments 1052
 - draft groups, assigning 369
 - draft information, viewing 1051
 - Dun & Bradstreet reports 1044, 1139
 - earliest available accounting date 507
 - government agencies, billing 1240
 - historical trends 1045
 - history, viewing 1049
 - interfacing data 425
 - item activities, viewing 1052
 - items, aging 1141
 - posted data, archiving 1295
 - posted history data 410
 - profile information 1035
 - remit to bank 1043
 - roles 16, 247
 - setup for self-service web 247
 - support personnel assignments, changing 747
 - TableSets 15
 - user profiles 248
 - write-off tolerances 755
 - Customers by SetID report 1333
 - Customers by Unit report 1333
 - customer selection criteria
 - credit card worksheets 706
 - draft worksheets 822
 - maintenance worksheets 765
 - payment worksheets 651
 - transfer worksheets 793
 - Customer Statement Print process 1160
 - customer structure 14
 - Customer Trend 1 Chart page 1037
 - Customer Trend 1 page 1037
 - Customer Trend 2 Chart page 1038
 - Customer Trend 2 page 1037
 - Customer Trend 3 page 1038
 - Customer Trend Options page - Receivables
 - Options 24, 42
 - CWB_PROMISEINQ 1131
- ## D
- data
 - action list data, archiving 1294
 - archived data, restoring 1304
 - archiving 1287
 - conversations, archiving 1295
 - customer definitions, archiving 1296
 - customers, archiving posted data 1295
 - direct debit data, archiving 1294
 - dunning letters, archiving 1294
 - message logs, archiving 1297
 - overdue charges, archiving 1294
 - payment data, archiving 1292
 - pending items, archiving 1291
 - pending items, conversion 409
 - posted items, archiving 1293
 - statements, archiving 1294
 - types available for archiving 1287
 - data conversion

- accounting entries 418
- converting items 411
- converting payments 411
- current balances 412
- customers 409
- date fields 415
- existing invoices 409
- group design 420
- line items 414
- multiple currencies 421
- payments 412
- pending items 409
- posted customer history 410
- transaction details 412
- dates
 - accounting date 529
 - as of date 530
 - changing default for accounting on customer records 507
- days late, average number 1039
- days late calculations
 - excluding deductions 209
 - excluding disputed items 210
- days sales outstanding (DSO)
 - calculations 253
 - history IDs 257
 - periods 26
- DC_PENDITEM_CI component interface 421
- DD_PROFILE component 131
- DD Control page 893, 1200
- DD Items page 893
- debit memo numbers 736
- debit memos, item entry types 84
- debt, bad 800
- Debt Management Service
 - business unit defaults 53
 - delinquent debt referral 1235
 - memo status codes 1259
 - tracking item status changes 1256
- debt referrals, federal
 - creating adjustments 1239
 - creating referral file 1239
 - identifying prerequisites 1236
 - processing receipts 1239
 - referring to Debt Management Service 1235
 - selecting items 1238
- debts, federal
 - status change tracking 1257
- declaration points
 - defined for VAT 519
 - understanding for VAT 980
 - updating for items 541
- DEDUCTION_TABLE component 206
- deduction management *See* deduction processing
- deduction processing
 - management prerequisites 1089
 - overview 1075
 - process flow 1076
 - understanding options 201
- Deduction Reason component (DEDUCTION_TABLE) 206
- Deduction Reason page 208
- deduction reasons
 - business unit default 34
 - creation of 208
 - default AR specialist 209
 - item updates 733
 - overview 207
 - setup 206
 - split items 745
- deductions
 - assigning action owners 202
 - assigning aging method 209
 - assigning AR specialists 676, 831
 - assigning default due date 34
 - assigning promotion codes 677, 736, 832
 - assigning reasons 676, 831
 - changing item details 733
 - creating 1077
 - creating claims 1080
 - creating in Payment Predictor process 291
 - creating manually 733
 - creating offsets 1077
 - creating on credit card worksheets 714
 - creating on draft worksheets 828
 - creating on payment worksheets 661
 - determining due date 661
 - excluding from automatic maintenance 332
 - excluding from Payment Predictor 304
 - excluding from processes 1088
 - including in processes 1088
 - notifying AR specialists 1077
 - putting actions on lists 1077
 - researching 1077
 - resolving 1077
 - selecting brokers 737
 - splitting, overview 1083
 - viewing promotion write-offs 1081
 - viewing total balance 1040
- default value hierarchies 21
- Define Query Bind Variables page 1302
- Delete Letter Review page 1170
- Delete Remittance - Customer page 612
- Delete Remittance - Item page 612
- DELINQ_GRP component 171
- Delinquency Code (DELINQ_GRP) 171
- Delinquency Code page 174, 175
- delinquency codes
 - setting up 175
 - understanding 172
- delinquent items
 - changing federal customer status 1258
 - checking federal customer status 1258
 - defining status codes 177
 - referring to Debt Management Service 1235
 - tracking federal status changes 1257
- delivery methods, correspondence 199
- department ChartField xli
- departments *See* business units
- DEPOSIT_TYPE_TABLE component 123
- Deposit Control report 1328
- deposits
 - See Also* electronic payments, express deposits, regular deposits
 - application method selection 574
 - balancing errors, correcting 583
 - business unit determination 611
 - correct spreadsheet payment errors 633
 - correct spreadsheet payment reference errors 633
 - customer information, entering 574
 - duplicate 599, 602, 636
 - electronic, checking errors 636
 - errors, correcting 576, 637
 - express deposits, entering 577
 - in transit 584

- item reference information 575, 581
- lockbox 601
- MICR ID, entering 575
- multicurrency processing 951
- out of balance 602
- overview 565
- receipt of EDI files 608
- receipt of EFT payments 634
- regular deposits, entering 569
- review spreadsheet payment errors 631
- sales orders 1040
- selecting application method 580
- spreadsheet payment data worksheet 630, 631
- spreadsheet payments 618
- spreadsheet payment template worksheet 628
- status 573
- user IDs 600
- Deposit Summary report 1328
- Deposit Type component (DEPOSIT_TYPE_TABLE) 123
- Deposit Type page 124
- deposit types
 - setting up 123
 - understanding 123
- Detail 1 page - View/Update Item Details 727, 729, 893, 1094
- Detail 2 page - View/Update Item Details 727, 734
- Detail 3 page - View/Update Item Details 728, 738
- Detail page (inbound bank EFT files) 838, 887
- Detail Reference Information page 570, 576, 648, 653, 702
- direct debit
 - prenote 866
- direct debit groups, anchor lines 407
- direct debit IDs, associated with items 740
- Direct Debit Profile component (DD_PROFILE) 131
- direct debit profiles
 - assigning to entry types 133
 - setting up 131
- Direct Debit Remittance Advice 1342
- direct debits
 - accounting entries, correcting 892
 - approval 876
 - approval limits 132
 - archiving 1294
 - bank confirmation 890
 - bank confirmation receipts, processing 885
 - bank holiday rules 865
 - bank remittance details 134, 874
 - canceling 880
 - ChartField combination edit errors 892
 - customer exclusion 132
 - document sequencing 968
 - EFT file layouts 137
 - EFT files, canceling 890
 - EFT files, generating 888, 889
 - exceptions, manually processing 879
 - exceptions, status 865
 - Financial Gateway settlements, monitoring 884
 - item exclusion 132
 - items, including by entry type 79
 - maintenance of details 877
 - management of 861
 - multiprocess jobs 863
 - overview 861
 - prerequisites 863
 - process flow 862
 - rejection 876
 - remittance, marking for 877
 - remittance advice 889
 - remittance methods 861
 - remitting to bank 882
 - review 892
 - selection 876
 - settlement processes 861
 - status 864, 865
 - VAT processing 1017
 - worksheets 865
- Direct Debits by Unit page 893
- Direct Debits Set To Post page 900
- direct debits worksheets 865
- direct debit worksheets
 - exception information 879
 - interunit accounting entries 397
 - intraunit accounting entries 398
 - rows, increasing 509
 - using 875
- Direct Journal Entry - Accounting Entries page 589
- Direct Journal page 1049, 1052
- direct journal payments
 - changing 595
 - creating accounting entries 590
 - defining 566
 - deleting 595
 - describing anchor lines 407
 - describing document sequencing 968
 - describing interunit accounting entries 397
 - editing ChartField combinations 592
 - performing budget checks 592
 - processing revenue estimates 933
 - reviewing accounting entries 594
 - understanding 588
 - viewing budget checking exceptions 946
 - viewing for customers 1052
- Directly Journalled Payments page 589, 594
- discount dates, drafts 843
- discount draft liability account 348
- discount draft receivables account 348
- discounts
 - default amounts, setting up 120
 - default due dates, setting up 120
 - discount days, setting up 532
 - express deposits 580
 - grace days 33
 - items 731
 - Payment Predictor process 292
 - payment term setup 123
 - realized gains or losses 952
 - taken on payment 664
 - VAT calculations 1018
 - VAT discountable amount 122
- Dishonor Activity report 847
- Dishonor Draft Application page 847, 850
- Dishonor Draft Selection page 847
- dishonor draft worksheets
 - See Also draft worksheets
 - building 847
 - entering draft selection criteria 847
 - explaining 846
 - selecting items 850

- dishonored draft receivable account 348
- Dishonored Drafts report 1336
- dishonoring drafts 846
- dispatch status, Financial Gateway processing 895
- display currency, business unit default 41
- Display Currency Conversion page 1035, 1102
- Display Currency page 1170, 1173
- DISPUTE_TABLE component 206
- disputed items
 - assigning action owners 202
 - assigning aging methods 210
 - creating 732
 - excluding from automatic maintenance 332
 - excluding from Payment Predictor
 - processing 304
 - marking a pending item 551
 - marking items 1082
 - notifying AR specialists 1082
 - processing 1088
 - putting actions on lists 1082
 - researching 1082
 - resolving 1082
 - reviewing customer total balance 1040
 - splitting 1083
 - understanding options 201
- dispute management *See* disputed items
- dispute processing
 - management prerequisites 1089
 - overview 1081
 - process flow 1081
- Dispute Reason component (DISPUTE_TABLE) 206
- Dispute Reason page 208, 209
- dispute reasons
 - assigning to AR specialist 210
 - assigning to items 732
 - assigning to split items 745
 - defining 209
 - setting up 206
 - understanding 207
- Distribution Code component (DST_CODE_TABLE) 80
- Distribution Code page 80, 81
- distribution codes
 - AR (receivables) 82
 - business unit defaults 47
 - doubtful receivables 82
 - draft hierarchy 348
 - draft processing 84
 - drafts 347
 - draft type assignment 366
 - pending items 531
 - realized gain 47
 - realized loss 47
 - setup 80
 - types 82
 - unrealized gain 48
 - unrealized loss 48
- distribution lines *See Also* accounting entries
 - accounting lines for GL 14
 - item review 557
 - write-offs by ChartField 1259
- divisions *See* business units
- DMS Adjustment process 1236
- DMS Definition page 44, 53
- DMS Information page 1237
- DMS Process Receipts process 1236
- DMS Referral process 1236
- document numbers, items 736
- document sequence numbers, changing 970
- document sequencing
 - accounting entries 966
 - cash control accounting 968
 - direct debits 968
 - direct journal payments 968
 - documents, changing or deleting 970
 - document types, assigning 966
 - drafts 968
 - draft setup 368
 - interunit accounting entries 970
 - maintenance worksheets 969
 - overdue charges 967
 - Payment Predictor 968
 - payments 967
 - payment worksheets 967
 - pending items 531
 - posting and unposting 969
 - transfer worksheets 969
 - understanding 965
- document types
 - assigning 966
 - changing 970
 - selecting group type default 115
 - understanding 966
- domestic reverse charge 978
- doubtful receivables
 - customers, total balance 1040
 - distribution code 82
 - transfer of 800
- DR_BUSINESS_EVENT component 349
- DR_FLD_REF_TBL component 370
- DR_STAGE_EFT table 809
- DR_SUB_EVENT component 349
- DRAFT_LOCATION component 367
- DRAFT_TXN_TYPE component 356
- DRAFT_TYPE component 356
- draft accounting entries 855
- draft aging reports 858
- Draft Approval Selection page 821, 832
- Draft Approval Worksheet page 821, 834
- draft approval worksheets
 - building 832
 - selecting drafts for approval 834
- Draft Business Events component (DR_BUSINESS_EVENT) 349
- Draft Collateral page 835
- Draft Control page 857, 858, 920, 1200
- Draft Customer Statement Print 1161
- Draft Details page 80, 84, 813, 821, 857
- Draft Detail View page 820, 830
- draft distribution codes
 - AR distribution, linking to 84
 - business unit default 50
- Draft Document report 813, 1335
- Draft Documents page 813
- Draft EFT Load and Review page 814, 818
- Draft Entry page 813, 815
- draft events
 - approval 344
 - bank statement reconciliation 345
 - cancel remittance 346
 - creation 344
 - discount dates 344
 - dishonor drafts 346
 - due date 344
 - remittance 344

- understanding 343
 - void drafts 346
- draft groups, anchor lines 407
- draft IDs 740, 812
- draft items, including in statements 1157
- Draft Items page 857
- Draft Mass Entry page 813, 817
- Draft Notes page 820
- Draft Physical Location component (DRAFT_LOCATION) 367
- Draft Physical Location page 368
- draft processing *See Also* draft processing
 - autonumber draft reference 359
 - customer-initiated drafts 807
 - distribution codes, determining 348
 - EFT drafts, loading 808
 - errors in accounting entries 348
 - item options 732
 - overview 341
 - prerequisites 809
 - reject reason required 359
 - rule setup 357
 - setup 341
 - vendor-initiated drafts 806
- draft receivables account 348
- Draft Receivables page 1036
- draft reference numbers 812
- Draft Reference Qualifier component (DR_FLD_REF_TBL) 370
- Draft Reference Qualifier page 371
- Draft Remittance Application page 837, 841
- Draft Remittance Selection page 837, 838
- draft remittance worksheets
 - building 838
 - clearing 841
 - selecting customer options 840
 - understanding 836
 - using 841
- Draft Reports page 858
- drafts *See Also* draft processing
 - accounting dates 819
 - accounting entries, canceling 346
 - accounting entries, reviewing 855
 - accounting entries, voiding 346
 - accounting setup, reviewing 365
 - amount of open drafts 1041
 - approving or rejecting 819, 829
 - audit history 343
 - automatic numbering, setting up 370
 - bank account setup 348
 - bank fee entry 844
 - bank fee setup 349
 - bank statements, reconciling 854
 - business events, creating new 351
 - business events, reviewing 349
 - business events, understanding 347, 350
 - canceling 853
 - cancel remittance worksheet, selecting for 854
 - ChartField combination edit errors 855
 - collateral, marking for 834
 - collection, confirming 845
 - collection methods, defining 368
 - comments, entering 859
 - customer-initiated, creating multiple 817
 - customer-initiated, creating single 815
 - customer-initiated, entering 817
 - customer-initiated drafts, defined 807
 - customers, assigning to draft groups 369
 - customers, viewing information 1051
 - customer selection criteria for creation 815
 - debt for dishonored drafts, handling 851
 - discount dates 842
 - discounted, setup 359, 368
 - discounted without recourse 342
 - discounted with recourse 342
 - discounting 839
 - dishonor event 346
 - dishonoring 846
 - dishonor reason 850
 - dishonor worksheet, selecting for 850
 - distribution code setup 347
 - documents, storing 367
 - document sequencing 968
 - draft life cycle 342
 - draft types, understanding 347, 357
 - due dates 842
 - EFT, setup 358
 - EFT Draft Inbound Exception report 846
 - EFT drafts 808
 - EFT file cover sheet, creating 845
 - EFT file errors, correcting 818
 - EFT files, canceling 845
 - EFT files for remittance, generating 844
 - EFT reason codes, defining 372
 - endorsement to another party 835
 - entering 811
 - errors, correcting bank confirmation file 845
 - exact payments 828
 - French accounting 360
 - German accounting 361
 - holding 829
 - items by entry type, including 79
 - item selection criteria for creation 814, 816
 - Japanese accounting 363
 - loading using EFT file 818
 - multiple, approving 832, 834
 - nondiscounted 342
 - overpayments 828
 - posting errors 855
 - process flow, customer-initiated drafts 807
 - process flow, EFT drafts 808
 - process flow, vendor-initiated drafts 806
 - processing, understanding 805
 - reference qualifiers, setting up 370
 - remaining amounts 829
 - remittance, selecting for 841
 - remittance details, changing 843
 - remittance to bank 836
 - revenue estimate processing 932
 - review of 857
 - settlement dates 812, 816
 - setup overview 346
 - single draft, approving 824
 - Spanish accounting 362
 - status 354
 - subevent setup 366
 - transaction types 356
 - types, defining 356
 - underpayments 828
 - unposting drafts 855
 - VAT processing 1017
 - vendor-initiated, creating 814
 - vendor-initiated process flow 806
 - vendor draft creation 812
 - voiding 851

- void worksheet, selecting for 852
 - Drafts Needing Approval page 1037
 - Drafts Set to Post page 900
 - Draft Statement page 858
 - Draft Statement report 858, 1335
 - draft status
 - accepted 806, 808
 - collateral 834
 - complete 806, 808
 - endorse 835
 - identified 806
 - pending acceptance 806, 807
 - remitted 806, 808
 - Draft Subevent System Function page 358, 366
 - Draft Summary by Customer report 1335
 - Draft Transaction Type component (DRAFT_TXN_TYPE) 356
 - Draft Transaction Type page 356
 - Draft Type component (DRAFT_TYPE) 356
 - Draft Type Copy page 357
 - Draft Type Distribution Codes page 357, 366
 - Draft Type page 357, 358
 - draft types
 - assigning distribution codes 366
 - copying 365
 - Draft Worksheet Application page 820, 824
 - draft worksheets
 - creation 821
 - customer selection criteria 822
 - interunit accounting entries 397
 - intraunit accounting entries 398
 - item display controls 826
 - items, paying 824
 - items, selecting 821
 - item selection controls 825
 - item selection criteria 823
 - multicurrency processing 952
 - multiple currencies 826
 - overview 819
 - removal of items from 824
 - rows, increasing 509
 - setting up write-off approval 144
 - using write-off approval 681
 - Draft Worksheet Selection page 819, 821
 - Drill to Source page 1071, 1072
 - DSO30 calculations 253
 - DSO90 calculations 253
 - DST_CODE_TABLE component 80
 - due dates
 - actions 1095
 - changing for items 730
 - defaults, setting up 120
 - draft processing 368
 - pending item entry 532
 - Dun & Bradstreet reports
 - obtaining online 1139
 - reviewing 1139
 - Dunned Item History page 1171
 - Dunned Item Status page 1171
 - Dunning Control report 1176
 - Dunning Delivery Information page 1171
 - Dunning for All Levels multiprocess job 1163
 - Dunning ID page 191, 192
 - dunning IDs
 - business unit default 26
 - defining 192
 - Dunning Letter Control report 1340
 - Dunning Letter multiprocess job 1163
 - Dunning Letter page 1174
 - Dunning Letter Preview report 1340
 - Dunning Letter Print page 1170
 - dunning letters *See Also* correspondence
 - adding fields 196
 - archiving data 1294
 - changing layouts 195
 - creating letter layouts 197
 - creating or modifying queries 195
 - defining display currency 1173
 - defining dunning IDs 192
 - defining dunning levels 193
 - defining text 189
 - deleting 1174
 - deleting items 1175
 - delivering 1085
 - determining item inclusion 189
 - determining letter text 1172
 - excluding collection items 192
 - excluding credit items 193
 - excluding customers 193
 - excluding deductions 192
 - excluding disputed items 192
 - excluding small item balances 193
 - extracting item data 1171
 - generating 1162
 - identifying prerequisites 1168
 - intervals 1164
 - levels 1164
 - list of letters to print 1176
 - modifying 1174
 - multicurrency processing 953
 - printing 1175
 - reviewing 1163, 1174
 - reviewing items 1175
 - reviewing letter list 1176
 - running AR Dunning process 1171
 - setting up delivery methods 199
 - setting up letter codes 191
 - setting up processing 189
 - skipping credit balances 193
 - understanding generation 1162
 - understanding setup 189
 - Dunning Letters - All Levels report 195, 1175
 - Dunning Letters multiprocess job 1171
 - Dunning Letters page 1170, 1203
 - Dunning Letters Parameters page 1170, 1171
 - Dunning Level page 191, 193
 - dunning levels
 - defining 193
 - understanding 1164
 - dunning methods
 - Dunning by Action List 190
 - Dunning by Days 190
 - Dunning by Level 190
 - selection for a dunning ID 192
 - Dunning Preview Delete Item page 1170, 1175
 - Dunning Preview report 1176
 - DUNS number 1044
 - duplicate deposits 599, 637
- ## E
- e-mail notifications, actions 1104
 - EC Business Doc Links page 612
 - EDI 820 608

- EDI files
 - loading 503
 - PAYMENT_LOAD 503
- EDI formats 608
- EDI processing
 - cash information 608
 - EDI files, loading 612
 - file load, confirming 614
 - overview 608
 - payment process flow 611
 - payment staging tables 485
 - PeopleSoft business document 611
 - prerequisites 611
 - remittance information 608
 - third-party translator 611
 - unmatched remittances, deleting 616
- EFT_BANK_REASON component 135, 372
- EFT Direct Debit Exception report 1342
- EFT Direct Debit Inbound Exception report 891
- EFT Draft Inbound Exception report
 - 838, 846, 1336
- EFT File Cover Sheet 837
- EFT File Cover Sheet page 845
- EFT file errors, correcting for new drafts 818
- EFT file layouts
 - direct debits 137
 - direct debits, selection 862
 - electronic payments 137
 - IPAC interface 139
- EFT files
 - canceling 890
 - canceling for drafts 845
 - cover sheet for direct debits 890
 - cover sheet for drafts 845
 - direct debits 889
 - direct debits, generating 888
 - drafts, bank confirmation receipt 372
 - drafts, confirmation of receipt 845
 - drafts, error correction 845
 - drafts, exception report 846
 - drafts, generating 844
 - drafts, loading 808
 - loading drafts 818
 - payment files, loading 635
 - payments 634
 - reason codes for direct debits 135
 - setup for draft processing 368
- EFT payments, process flow 634
- EFT reason codes
 - direct debits, adding 136
 - direct debits, understanding 135
 - drafts, adding 372
 - drafts, understanding 372
- EFT Reason Codes component
 - (EFT_BANK_REASON) 135, 372
- EFT Reason Codes page 135, 372
- electronic banking 604
- Electronic Funds Transfer Accompanying Form
 - 1346
- electronic payment processing
 - EFT file layouts 137
 - overview 597
 - payment staging tables 485
 - prerequisites 600
 - reason codes 124
- electronic payments, processing 597
- email address, contacts 200
- email correspondence, setup 199
- email notifications for write-off approvals 155
- Endorse Draft page 836
- endorsing drafts 835
- ENTITY_GRP component 171
- entity codes 171, 174
- ENTRY_TYPE_TABLE1 component 70
- ENTRY_USE_TABLE component 56
- entry events
 - generating 378
 - overdue charges 92, 1183
- Entry Events Generator process
 - running with Receivable Update 392
 - understanding 378
- Entry Reason page 76, 79
- entry reasons
 - Automatic Maintenance process 91
 - claimbacks 75
 - defining 70, 79
 - overview 16, 74
 - Payment Predictor process 91
 - reporting 17
 - split items 744
 - vendor rebate claims 75
- Entry Type/Entry Reason report 1325
- Entry Type component
 - (ENTRY_TYPE_TABLE1) 70
- Entry Type page 76
- entry types
 - accounting templates 18
 - aging 17
 - aging categories 79
 - automatic entry types 88
 - customer history 258
 - data conversion 413
 - defining 70, 76
 - direct debit profile 79
 - draft worksheets 826
 - entering for pending items 530
 - inclusion of items from correspondence 79
 - item activities 739
 - item entry types 84
 - maintenance worksheets 771, 774, 777, 779
 - overview 16
 - Payment Predictor partial payments 72
 - payment worksheets 654, 656
 - Receivables Due From the Public report 171
 - reporting 17
 - split items 744
- EOP_PUBLISH process
 - running 612
 - understanding 503
- error messages, Receivable Update 484
- errors
 - accounting entries 483
 - budget checking direct journals 593
 - ChartField combinations 898
 - deposits 576, 583
 - draft accounting entries 348
 - electronic deposits 637
 - error flags 908
 - identifying 908
 - pending items, correcting 563
 - posting, editing 908
- events *See* entry events, draft events
- exact matches, automatic maintenance methods
 - 335
- exact payments 661, 828
 - credit card 714

- Excel to Component Interface utility 421
- Exception Details (lines) page 941
- exception items, splitting 743
- exception processing
 - See Also* deduction processing, dispute processing
 - management prerequisites 1089
 - overview 1075
 - setup overview 201
- exception reasons
 - overview 207
 - setting up 206
- exceptions
 - action owners 202
 - direct debits 865
 - viewing for direct debits 879
- exchange rates
 - assigning to business units 959
 - currency conversion 948
- excise duty, India
 - accounting entries 1031
 - entering for items 553
 - setting up 1032
 - understanding processing 1031
 - viewing tax lines 556
- expected bad debt 800
- Express Deposit component
 - Action page 578, 581
 - Payments page 578, 579
 - Totals page 578
- express deposits
 - defined 565
 - entering control totals 578
 - entering payment information 579
 - posting actions 582
 - status 582
 - understanding 577
 - worksheet actions 582
- external groups
 - billing interface 516
 - developing accounting entries 477
 - Order Management interface 516
 - pending item component 522
 - preventing accounting distribution 476
 - Purchasing interface 516

F

- fax correspondence, setup 199
- fax numbers, correspondence 200
- federal agencies, delinquent item status codes 177
- Federal Customer Statement report 1346
- Federal Customer Statements multiprocess job 1284
- Federal Customer Statements report 1283
- federal features 1235
- fields
 - PS_GROUP_CONTROL table 430
 - PS_PENDING_DST table 477
 - PS_PENDING_ITEM table 438
 - PS_PENDING_TAX_DTL table 468
 - PS_PENDING_TAX table 468
 - PS_PENDING_VAT table 464
 - user-defined 553
 - user defined 463
- field values, updating multiple items 746

- File Inbound page 612
- file layouts
 - EDI processing 503
 - EFT, setting up 137
 - Lockbox 490
- Filter Action List page 1199
- Filter Conversations page 1201
- Filter Items page 1201
- filters, adding 1212
- FIN2025 process 883, 888, 889
- final VAT 978
- finance charges *See* overdue charges
- Financial Gateway
 - direct debit cancellations 881
 - direct debits, setup overview 861
 - Payment Acknowledgement message (PAYMENT_RESPONSE) 884
 - Payment Request message (PAYMENT_REQUEST) 884
 - understanding direct debit processing 884
- Financials Audit Framework
 - Receivables 157
- firm banking
 - kijitsu 809
 - payments, receiving 634
 - zengin 809
- follow-up
 - conversations 1134
- Follow-Up Action page 1130
- Follow-Up Letter - Parameters page 1178
- follow-up letters *See Also* correspondence
 - delivering 1085
 - delivery methods, setting up 199
 - generating 1176
 - letter codes, setting up 198
 - modifying 198
 - prerequisites 1177
 - printing 1179
 - running Follow Up Letters Extract process 1179
 - running Follow Up Letters multiprocess job 1178
 - setting up 197
 - understanding 1177
- Follow Up Letter report 1177
- Follow Up Letters Extract process 1086, 1177
- Follow Up Letters multiprocess job 1177
- Format EFT Files process
 - direct debits, running for all 889
 - direct debits, running from worksheet 888
 - direct debits, understanding 883
 - drafts, running 837
 - IPAC files 1240
- French accounting, drafts 360
- French VAT calculations 1003
- FS_STREAMLN job 380
- functions, web libraries 1319
- fund ChartField xli
- funds, receiving for drafts 836
- Future Actions page 1103, 1115

G

- gain or loss, realized *See* realized gain or loss
- General 1 page - Receivables Options 23, 24
- General 2 page - Receivables Options 23, 28

- General Information page 1204
- General Ledger
 - distribution 14
 - integration 3
 - receivables accounting, drilling down to 1071
- general ledger business units 44
- General Ledger Posting process 375
- Generic Template Definition page 155
- German accounting, drafts 361
- government agencies, billing 1240
- grace days
 - discounts 33
 - due dates 33
 - overdue charges 142
- grids, increasing number of rows 508
- GROUP_TYPE_TABLE component 112
- Group Action page 526, 560
- group actions
 - maintenance worksheet 780
 - payment worksheet 678
 - pending item groups 560
 - transfer worksheet 798
- Group Control By Entry Date Point in Time report 1347
- Group Control by Entry Date report 1326
- Group Control for Business Unit report 1326
- group control information
 - entering 526
 - reviewing 922
- Group Control page 523, 526, 920, 922
- Group Control table 430
- Group Entry Tax Ds page 908
- Group Entry Tax page 525, 553
- group origin IDs, defining 116
- groups
 - customer 16
 - data conversion 420
 - document types 115
 - draft groups, assigning customers to 369
 - external, preventing accounting distribution 476
 - external groups, billing 516
 - external groups, entering 522
 - external items, interfacing 428
 - group types, defining 112
 - journal templates 115
 - origin IDs, defining 116
 - overdue charges 518
 - pending items, entry overview 516
 - pending items, multiple currencies 527
 - pending items, posting 375
 - pending items, single currency 527
 - posting 898
 - setting to post 899
 - transaction types 115
 - unposting 917, 922
- Groups Not Set To Post page 900
- Groups Set To Post page 900
- Group Status page 901
- Group Type component (GROUP_TYPE_TABLE) 112
- Group Type page 114
- group types
 - defining 114
 - requiring 112
 - setting up 112
 - understanding 112

- group view, maintenance worksheets 776
- GWA Reporting Options page 176

H

- Highest Balance (HI_BAL_AMT) calculations 253
- historical trends, customers 1045
- history
 - across customers 262
 - business unit defaults 24, 42
 - business units 1067
 - converting customer data 410
 - subset of customers 262
 - tracking by entry type 18
 - viewing for customer 1049
- history calculations
 - during aging 255
 - excluding entry types 79
 - selecting options to update 391
 - understanding 251
 - understanding setup 381
- History Chart page 1048, 1050
- history IDs
 - DSO 257
 - due family 255
 - sales 257
 - setup 256
 - system-defined 256
 - updated by Receivable Update 251
 - updating during aging 1141
 - user-defined, setting up 257
 - user-defined on Customer History page 510
 - user-defined on Unit History page 510
- History page 1048, 1049, 1201
- history tables, archived data 1300
- HOLD_CD component 210
- hold codes
 - setting up 210
 - understanding 211
- Hold Codes component (HOLD_CD) 210
- Hold Codes page 211
- holds, credit 1044

I

- immediate posting 562, 679, 746, 781, 799
- implementation planning, Receivables 11
- Import Bank Statement process 606
- Inbound Bank EFT File for Direct Debits page 891
- Inbound Bank EFT File for Drafts page 838, 845
- Inbound Bank EFT File page 838, 845
- Inbound Bank File for Direct Debits page 887
- Inbound File page 612
- Incomplete Deposits page 571, 637, 689
- Incomplete Payments page 689
- inheritance, ChartFields 404
- inheritance groups 404
- inheritance rules 404
- In Process Payments page 1036
- inquiries, three-dimensional 1313
- insufficient funds 680
- integrations

- other PeopleSoft applications 2
 - understanding Promotions Management 1080
- Inter/IntraUnit process 382, 398
- interfaces
 - billing systems 516
 - lockbox 490
 - Order Management 516
 - Purchasing 516
- interunit accounting entries
 - anchor business unit 759
 - anchor lines 406
 - document sequencing 970
 - examples for maintenance groups 400
 - examples for payment groups 399
 - maintenance worksheets 770
 - processing 397
 - setup 398
- Intra-Governmental Payment and Collection System (IPAC) *See* IPAC transactions
- intra-governmental transactions 1240
- intraunit accounting entries
 - anchor lines 406
 - examples for maintenance groups 402
 - examples for payment groups 401
 - processing 397
 - setup 398
- Invoice Reprint Overrides page 1181
- invoices *See Also* items
 - converting from existing system 409
 - converting open and closed 411
 - creating in Billing 1076
 - related to items 735
 - reprinting 1180
 - reprinting Grants invoices 1180
 - viewing in Billing 730
- IPAC Description page 1243
- IPAC file layout 139
- IPAC interface *See* IPAC transactions
- IPAC Interface Request page 1251
- IPAC Miscellaneous Description page 1243
- IPAC transactions
 - business unit defaults 26
 - creating EFT file 1251
 - creating for items 1244
 - describing transaction types 1240
 - entering information 1244
 - identifying prerequisites 1241
 - setting up agency codes 175
 - submitting 1240
 - understanding processing 1240
- ITEM_ENTRY_TABLE2 component 84
- item-level adjustments, Payment Predictor 273
- Item Accounting Entries page 729, 741, 1064
- item action lists 1101
- Item Action page 1094, 1103
- item activities
 - accounting entries 741
 - customer review 1052
 - entry reasons 739
 - entry types 739
 - group IDs 739
 - match group IDs 740
 - match groups 740
 - review of 739, 1064
 - types 739
- Item Activities by Activity Type - Point in Time report 1345
- Item Activities by Activity Type/Origin - Point in Time report 1345
- Item Activities by Entry Type/Origin - Point in Time report 1344
- Item Activities by Entry Type/Reason - Point in Time report 1344
- Item Activities by Entry Type report 1344
- Item Activity Detail page 649, 703, 763, 792, 821
- Item Activity From a Draft page 858, 1065
- Item Activity From a Group page 1064
- Item Activity From a Match Group page 728, 740, 1065
- Item Activity From a Payment page 688, 1036, 1065, 1201
- Item Activity page 728, 739, 1049, 1052
- Item Activity Summary page 1064
- Item Archive Candidates page 1304
- Item Audit History page 729, 743
- item audit options
 - defining 159
 - selecting fields 160
- Item Detail by Due Date report 1327
- Item Detail report 1327
- Item Entry Type component
 - Accounting Template page 85, 86
 - Selection page 85
- Item Entry Type component (ITEM_ENTRY_TABLE2) 84
- Item Entry Type report 1326
- item entry types
 - converting data 413
 - defining 85
 - describing user-defined accounting entries 87
 - setting up 84
- item exclusions
 - credit card processing 130
 - direct debit processing 132
 - overdue charges 143
- Item in Other Groups page 649, 704, 744, 763, 821, 872
- item list
 - detail 1 662
 - detail 2 665
 - detail 3 666
 - detail 4 667
 - detail 5 669
 - detail 6 671
- Item List component 1056
- Item List page 1056
- item lists
 - entering search criteria 1057
 - entering search preferences 1061
 - saving search criteria 1061
 - selecting items 1058
 - understanding 1056
- item maintenance
 - understanding 725
 - updating values for individual items 725
 - updating values for multiple items 748
- item qualifier code 34
- items 411, *See Also* pending items, 760
 - accounting entries, reviewing 557
 - actions, assigning 1094
 - adjustments to 760
 - aging 1141
 - automatic maintenance 756
 - automatic matching 325
 - balance 730
 - billing system, receiving from 426

- changes to information 725
- collection 733
- component interface conversion 421
- consolidated invoices 553
- conversations, linking to 1059
- customer information 737
- data conversion 411
- date fields, converting 415
- defined 515
- delinquent, referring to Debt Management Service 1235
- details, reviewing 725
- details on maintenance worksheets, adding 780
- discount information 731
- disputed 732
- DMS, tracking changes for 1256
- draft processing options 552, 732
- dunning letters, generating 1059
- entry, understanding 515
- exception items, splitting 743
- included in dunning levels 1164
- India, entering taxes for 553
- interface with billing 516
- interface with Order Management 516
- interface with other systems 421
- interface with Purchasing 516
- invoices, reprinting 1180
- IPAC transactions, creating 1244
- line items, conversion 414
- maintenance 725
- maintenance worksheets 760
- matching 753, 760
- multicurrency processing 949
- Open Item report, generating 1059
- open items, converting 411
- original amount 730
- payment by credit card 694
- payment method 731
- payment terms 731
- posted data, archiving 1293
- process flow for creation 515
- product information 738
- researching 1055
- searches 1056
- shipping information 737
- splitting 743
- summarized activity, viewing 1059
- taking action on 1111
- transferring to another business unit 790
- transferring to another customer 790
- transferring to Doubtful Receivables account 800
- updating multiple 746, 748
- user-defined fields, updating 553
- writing off 753, 760
- writing off automatically 325
- item selection criteria
 - credit card worksheets 705
 - draft worksheets 823
 - maintenance worksheets 766
 - payment worksheets 650
 - transfer worksheets 794
- Items in Other Groups page 792
- Items NOT open on ITEM table page 648, 703
- Item Split page 744
- Items tab 1221
- Items tab, understanding 1196

- item types 70
- Item VAT Entries page 728, 740

J

- Japanese accounting, drafts 363
- Job Definition page 186, 266, 312, 386
- Job Message Log Summary page 903
- Journal Generator process
 - running with Receivable Update 378, 392
 - understanding 375
- Journal Generator Request page 589
- journals
 - assigning document sequence numbers 966
 - assigning template to group types 115
 - creating lines for general ledger 898
 - reviewing source transactions 1071
 - setting up drilldown 1072
- journal templates
 - business unit default 48
 - group type default 115
 - Revaluation process 959

K

- keywords, conversations 1135
- kijitsu
 - EFT files 634
 - firm banking 809

L

- Last Dunning Letter page 1171
- Last Statement page 1156
- ledgers, multibook processing 954
- LETTER_CD component 189
- letter charges, dunning letters 193
- Letter Code component (LETTER_CD) 189
- Letter Code page 191, 198
- letter codes
 - defining for dunning 191
 - setting up for follow up letters 198
- Letter Content page 1171, 1204
- Letter Delivery page 1103, 1114
- Letter Editing page 1170
- letter of credit IDs 737
- Letter Preview page 1170, 1174
- letters *See* follow-up letters, dunning letters
- Level 1 Dunning Letter report
 - 195, 1059, 1175, 1337, 1338
- Level 2 Dunning Letter report
 - 195, 1059, 1176, 1338
- Level 3 Dunning Letter report
 - 195, 1059, 1176, 1339
- Line Exceptions page - Direct Journal Exceptions 941
- Line Exceptions page - Revenue Estimate 941
- Load AR Pending Items process 516
- Load Cash Drawer Receipts process 616
- Load EFT Payments page 635, 813
- lockbox deposits
 - control information, viewing 604

- Lockbox process, running 603
- process flow 602
- receipt of 601
- record layouts 490
- Lockbox page 603
- Lockbox process 602
- Lockbox Run Information page 603, 604
- Look Up Field page 163

M

- Maintain Personalizations - Personalization
 - Search page 163
- maintenance
 - See item maintenance, account maintenance
- maintenance, automatic 325
- maintenance groups
 - accounting entries, reviewing 782
 - anchor lines 407
 - ChartField combination edit errors 782
 - created by automatic maintenance 326
 - interunit accounting entries 400
 - intraunit accounting entries 402
 - posting errors 782
- maintenance methods
 - See automatic maintenance methods
- maintenance worksheets
 - accounting entry creation 781
 - automatic maintenance 334
 - creation 764
 - customer selection criteria 765
 - deletion 781
 - document sequencing 969
 - for automatic matches 326
 - group view 776
 - individual items, offsetting 770
 - interunit accounting entries 397
 - intraunit accounting entries 398
 - item details, adding 778
 - item details, updating 780
 - item display controls 772
 - item removal 767
 - item selection controls, group view 777
 - item selection controls, normal view 770
 - item selection criteria 766
 - item selection filters 767
 - match groups, offsetting items 776
 - matching criteria, specifying 768
 - multicurrency processing 950
 - normal view 770
 - overview 760
 - process flow 761
 - remaining amount, writing off 775
 - setting up write-off approval 144
 - use 760
 - using write-off approval 681
 - views 760
 - worksheet actions 780
 - write-off tolerances 26, 92, 754
- mass change option
 - overview 746
- Mass Change page 748, 749
- Mass Change process
 - overview 746
 - running 749
 - updating Billing Header table 747
 - updating Customer Options table 747
- match group IDs 326, 740
- match group numbers 776
- match groups
 - automatic maintenance, created by 334
 - Automatic Maintenance process 756
 - balancing 776
 - item activity review 740
 - items, moving 780
 - maintenance worksheets 761, 776
- matching criteria
 - automatic maintenance methods 331
 - maintenance worksheets 768
- matching items
 - automatic maintenance 325
 - instructions 327
- Member Commission page 204
- Member Data page 204
- MEMO_STATUS_CODE component 177
- memo status
 - changing for an item 1258
 - checking for an item 1258
- memo status changes
 - prerequisites 1257
 - understanding 1257
- Memo Status Changes page 1257, 1258, 1259
- Memo Status Changes report 1257, 1259, 1342
- memo status codes 177, 1259
- Memo Status Codes component
 - (MEMO_STATUS_CODE) 177
- Memo Status Codes page 179
- merchandising types, promotions 677, 736, 832
- Merkur Group software 199, 1086
- MESSAGE_TBL component 210
- message codes, overview 211
- message logs
 - archiving data 1297
 - viewing 903
- Messages component (MESSAGE_TBL) 210
- Messages page 211
- METHOD_REVIEW component 300
- Method Detail page 328, 330
- methods
 - defining for Automatic Maintenance process 326
 - defining for Payment Predictor 300
 - reviewing example for Automatic Maintenance process 334
 - reviewing example for Payment Predictor 306
 - understanding for Payment Predictor 271
- Method Summary page 328
- MICR ID
 - payment worksheets 651
 - unmatched 646
- Miscellaneous Payment Line Drill Down page 941
- Misc Payment Exceptions page 941, 946
- Missing Trader Intra-Community (MTIC) fund fraud 978
- Monitor Approvals page 686
- monitoring customer accounts 1090
- Move Item page 762
- Multi-item Update page 748
- multibook processing 954
- multicurrency processing
 - accounting entries 954
 - Aging process 953

- Automatic Maintenance process 950
- conversion 948
- distribution code, rounding 83
- draft worksheets 952
- dunning letters 953
- exchange rate 948
- item entry 949
- items, overview 949
- maintenance worksheets 950
- overdue charges 953
- overview 947
- Payment Predictor process 951
- payments 950
- payment worksheets 951
- realized gain and loss 949
- revaluation 959
- setup 958
- statements 953
- transfer worksheets 950
- unrealized gain and loss 948
- multiple currencies
 - data conversion 421
 - payment worksheets 647
 - pending item groups 527
- multiple ledgers 954
- Multiple Revenue Line Distribution page
 - 673, 763, 780, 820, 830
- multiple revenue lines
 - distribution 673, 780, 830
 - maintenance worksheets 775
- multiprocess jobs, viewing message logs 903

N

- net terms 123
- netting *See Also* bilateral netting
 - making items available 734
- netting deposits 567
- new debits or credits
 - workflow 1117
- new debits or credits workflow 1322
- nondiscounted drafts 342
- normal view, maintenance worksheets 770
- Notification Run Control page 1118
- notifications
 - item closings 1117
 - new payment worksheets 1117
- numbering, automatic drafts 370

O

- offsets, items 760
- offsetting items
 - automatic maintenance 325
 - maintenance worksheets 760
- OLAP
 - analyzing cube data 1316
 - building cubes 1314
 - planning 1314
 - preparing trees and queries 1314
 - understanding 1313
 - using 1313
- on-account items, notification 1118
- on-account payments
 - French VAT calculations 1003
 - VAT adjustment calculations 1003
 - VAT calculations 983
- open item accounts 559
- Open Item Draft Statement report 1335
- open item keys 559
- open items, converting from existing systems 411
- Open Item Statement report 1333, 1334
- open item statements
 - defining 1154
 - setting up 182
- open periods 47, 115
- operating unit ChartField xlii
- Options page - Group Unpost 920, 922
- Options page - Request Receivables Update 390
- Order Management
 - credit checking 260
 - integration 4
 - interface 516
 - sales orders, viewing 736
- order numbers, items 736
- orders, deposits 1040
- organization, business structure 13
- ORIGIN_TABLE1 component 112
- Origin component (ORIGIN_TABLE1) 112
- origin IDs, defining 116
- Origin page 114, 116
- origin types 116
- Out of Balance Customers page 1066
- Outstanding Customer Items page 1047
- Outstanding Customer Payments page 1049
- overdue charge IDs
 - business unit default 26
 - overview 139
- Overdue Charge Invoice 1184
- Overdue Charge Parameters page 1187
- Overdue Charge Print page 1186
- Overdue Charge Print report 1184, 1342
- overdue charges
 - by item lines 140
 - cancellation options 144
 - charge groups 518
 - charge IDs, understanding 139
 - collection items, excluding 143
 - credit items, excluding 144
 - data archiving 1294
 - days between charges 141
 - deductions, excluding 144
 - disputed items, excluding 143
 - document sequencing 967
 - dunning letters, creating for 1163
 - entry events 92, 1183
 - exclusions, defining 143
 - for dunning letter items 193
 - grace days 142
 - minimum item charge 143
 - multicurrency processing 953
 - one time charge 141
 - overdue charge IDs, defining 140
 - overview 1183
 - payment application 91
 - Payment Predictor process 297
 - pending items, updating 522
 - posting 1185
 - preparation for posting 523
 - prerequisites 1183
 - prior charges 141
 - processing overview 1184

- process parameters 1186
- rate types 141
- rules, defining 139
- overdue charges groups
 - posting 1185
 - reviewing 1185
- Overdue Charges multiprocess job 1184
- Overdue Charges page 1185, 1186
- Overdue Charges process 1184
- Overdue Charging - Setup 1 page 140
- Overdue Charging - Setup 2 page 140, 143
- Overdue Charging component (OVRDUE_CHG_TABLE2) 139
- overpayments
 - drafts 828
 - Payment Predictor process 304
 - payment worksheet 661
 - revenue estimate processing 930
- Override Options page 886, 1243
- OVRDUE_CHG_TABLE2 component 139
- Owner Action List page 1102
- owner action lists 1101
- Owner Action Status report
 - description 1346
 - overview 1096
 - running 1098
- owners *See* action owners

P

- parallel processing
 - adding processes for Aging 267
 - adding processes for Payment Predictor 314
 - adding processes for Receivable Update 387
 - adding processes for statements 188
 - message logs 903
 - setting up for Aging 263
 - setting up for Payment Predictor 309
 - setting up for statements 184
 - understanding for Aging 263
 - understanding for Payment Predictor 310
 - understanding for Receivable Update 382
 - understanding for statements 184
- partial matches, automatic maintenance methods 336
- partial payments
 - business unit default 33
 - credit card worksheets 714
 - entry types and reasons 72
 - Payment Predictor process 72, 291, 300
 - payment worksheets 661
- partitions
 - defining for Aging 267
 - defining for Payment Predictor 313
 - defining for Receivable Update 387
 - defining for statements 187
- PAY_TERMS_AR component 119
- PAY_TERMS_TIME component 119
- Payables
 - bilateral netting 5
 - refunds 784
 - refund vouchers 786
- Payables business unit, refunds 50
- PAYMENT_LOAD EDI file, 503
- Payment 1 page 907
- Payment 2 page 907
- Payment 3 page 907
- Payment Acknowledgement message (PAYMENT_RESPONSE) 884
- payment amounts, payment worksheets 663
- payment application
 - automatic 642
 - options 641
 - overview 641
 - payment worksheets 654
 - prerequisites 641
- Payment Archive Candidates page 1304
- Payment Archive Candidates report 1345
- Payment Cancellation message (PAYMENT_CANCEL) 881
- payment dates, drafts 842
- Payment Detail - Point in Time report 1329
- Payment Detail report 1328
- Payment Dispatch process (PMT_DISPATCH) 884
- payment groups
 - anchor lines 407
 - interunit accounting entries 399
 - intraunit accounting entries 401
- Payment History page 1036
- payment IDs, associated with item 740
- payment interface options 52
- Payment Interface page 608, 612, 614
- Payment Loader process
 - business unit defaults 52
 - EDI processing 614
 - EFT payment, loading 635
 - error correction 636
 - lockbox deposits 604
 - overview 597
 - spreadsheet payment, loading 631
 - staging tables 485
- payment methods
 - assigning to items 552
 - business unit default 32
 - changing for items 731
- Payment page - Receivables Options 23, 32
- Payment Predictor
 - item-level adjustments 273
 - reference values 273
- Payment Predictor Detail page 645
- Payment Predictor Detail report 645, 1330, 1348
- Payment Predictor Detail Summary report 1330
- Payment Predictor Method by Customer report 1326
- payment predictor methods
 - business unit default 33
 - defining 303
 - example 306
 - overview 271, 276
 - prerequisite setup 302
 - setup 300
 - steps 304
 - understanding 301
- Payment Predictor Methods by SetID report 1326
- Payment Predictor multiprocess job
 - See Also* Payment Predictor process
 - maximum concurrent processes 313
 - maximum instances 313
 - viewing message log 903
- Payment Predictor on account flag
 - workflow 1118, 1322
- Payment Predictor page 644
- Payment Predictor process

- algorithm groups, adding 290
- algorithm groups, defining 275
- algorithm groups, samples 278
- algorithm groups, understanding 271
- algorithm groups, viewing 286
- algorithms, deactivating 290
- customer references 276
- deductions 291
- deductions, excluding 304
- defining methods 271, 300
- discounts 292
- disputed items, excluding 304
- document sequencing 968
- entry reason default 91
- interunit accounting entries 397
- intraunit accounting entries 398
- item detail references 276
- item summary references 276
- multicurrency processing 272, 951
- oldest first processing 300
- overdue charges 297
- overpayments 304
- overview 269, 642
- parallel processing setup 309
- partial payments 291, 300
- payment selection 315
- payment status 645
- prepayments 300
- prerequisites 643
- process definitions, adding 315
- process flow 270
- reference-based algorithms 299
- results, reviewing 645
- running 642
- sample payment predictor method 306
- sections 320
- setup 269
- source of payments 270
- special conditions 299
- SQL statements 320
- temporary tables 317
- tolerances 37
- underpayments 304
- worksheet generation 306
- Payment Predictor Summary report 646, 1349
- Payment Request message
(PAYMENT_REQUEST) 884
- payments
 - application method, selecting 574
 - application of 641
 - archiving 1292
 - automatic application 269
 - bank statement reconciliation 595, 604
 - bilateral netting 567
 - cash control, reviewing 583
 - cash drawer receipts 616
 - control customer, applying to 306
 - conversion from existing system 412
 - counter sales 616
 - credit card 691, 694
 - credit card profiles 129
 - data conversion 411
 - direct journal, selecting for 589
 - direct journals for customer 1052
 - discounted amounts 664
 - discounts with Payment Predictor 292
 - document sequencing 967
 - EDI 608
 - electronic, checking errors 636
 - electronic payment processing 597
 - exact 661
 - express deposits 577
 - express deposits, applying on 579
 - inquiring on 688
 - insufficient funds 680
 - journaling directly 588
 - loading EFT files 634
 - lockbox deposits 601
 - overdue charges, applying to 91
 - overpayments 661
 - overview 565
 - partial 661
 - payment entry methods 565
 - Payment Predictor, selecting for 315
 - prerequisites 569
 - reconciling with bank statements 595
 - regular deposits 569
 - remaining amounts 662
 - remittance advice, receiving 608
 - returned 680
 - reversals 680
 - selecting application method 580
 - split stream processing 608
 - spreadsheet, correct errors 633
 - spreadsheet, correct reference errors 633
 - spreadsheet, data worksheet 630, 631
 - spreadsheet, receiving and editing 618
 - spreadsheet, template worksheet 628
 - status 568
 - uncollectible 680
 - underpayments 661
 - unposting 680
 - unreconciled, loading 606
 - user IDs 600
- Payments page - Express Deposit 578, 579
- Payments page - Regular Deposit 570, 572, 589
- Payments Set to Post page 900
- Payments tab, understanding 1195
- payment status, Payment Predictor process 645
- Payment Status page 688
- Payment Summary - Point in Time report 1329
- Payment Summary report 1329
- payment terms
 - basis amount 122
 - basis date 122
 - business unit default 33
 - day increment 121
 - definition 121
 - discount terms 123
 - due date 121
 - due day 121
 - end of month 121
 - explanation 120
 - items, updating for 731
 - month increment 121
 - net terms 123
 - pending item entry 531
 - setup 119
 - timing IDs 121
- Payment Terms component (PAY_TERMS_AR) 119
- Payment Terms page 120, 121
- Payment Terms Timing component
(PAY_TERMS_TIME1) 119
- Payment Terms Timing page 120, 121
- payment worksheets

- accounting entries, creating 680
- creation 647, 649, 653
- customer selection criteria 651
- deletion 678
- document sequencing 967
- express deposits 582
- interunit accounting entries 397
- intraunit accounting entries 398
- item display controls 657
- item reference criteria 650
- item references, entering 653
- item selection 649
- item selection controls 655
- item selection criteria 651
- modification 647
- multicurrency processing 951
- multiple currencies 647, 658
- overview 647
- payment application 654
- Payment Predictor generation 306
- payment reversal 680
- payments, applying 646
- posting actions 679
- quick item entry 653
- removal of items 653
- rows, understanding limits 509
- setting up write-off approval 144
- using write-off approval 681
- worksheet actions 678
- PENDING_ITEM table 427
- PENDING_VAT table 427
- Pending Archive Candidates page 1304
- Pending Group Generator multiprocess job 377
- Pending Group Generator process
 - adding process definitions 388
 - modifying run parameters 396
 - understanding 381
- Pending Item 1 page 523, 529, 907
- Pending Item 2 page 524, 550, 907
- Pending Item 3 page 525, 552, 907
- Pending Item Archive Candidates report 1345
- Pending Item by Entry Date report 1326, 1348
- pending item entry
 - ChartField Combo Error tab 560
- pending item groups, anchor lines 407
- pending items
 - accounting entries, creating online 557
 - accounting entry creation 518
 - archiving 1291
 - balancing groups 561
 - components 522
 - control totals 528
 - defined 515
 - details, review 563
 - entered 521
 - entry prerequisites 520
 - errors, correcting 531, 563
 - group actions, choosing 560
 - group control information, entering 526
 - group control information, reviewing 922
 - loading from billing 516
 - loading from Order Management 516
 - loading from Purchasing 516
 - online entry, understanding 518
 - origin ID 528
 - overdue charges 518
 - posting actions 562
 - status 564
 - understanding entry 515
 - understanding posting 375
 - VAT accounting entries 519
 - VAT control amounts 532
 - VAT defaults 540
 - VAT header information 536
 - VAT lines 543
 - VAT locations 538
 - VAT physical nature 538
 - VAT registration information 540
 - VAT treatments 541
 - viewing summarized VAT information 533
- Pending Item Status page 564
- Pending Items Within Group report (AR11002P/ARX11002P) 1327
- Pending Item table 438
- PeopleSoft Application Messaging 503
- PeopleSoft Billing *See* Billing
- PeopleSoft Financial Gateway
 - dispatch status 895
- PeopleSoft General Ledger *See* General Ledger
- PeopleSoft Integration Broker 611
- PeopleSoft Order Management
 - See* Order Management
- PeopleSoft Payables *See* Payables
- PeopleSoft Project Costing *See* Project Costing
- PeopleSoft Promotions Management
 - See* Promotions Management
- PeopleSoft Purchasing *See* Purchasing
- PeopleSoft Real Estate Management, integration 5
- PeopleSoft Receivables
 - chartfield combination editing 117
 - ChartField Security components 12
- PeopleSoft Tree Manager 20
- permissions lists
 - brokers 247
 - customers 247
 - sales people 248
- Personal Data (Edit) page 203
- Personalize Content 163
- personalize content, Collections Workbench
 - all users, by role, by user ID 167
- Personalize Content page 1199, 1206
- personalize customer details 1209
- personalize customer details section 169
- personalize tabs 1210
- physical nature, VAT 538
- posted items, archiving 1293
- posting
 - ChartField combination edit errors 898
 - document sequencing 969
 - errors, correcting 908
 - immediate option 379
 - immediate processing, setting up 379
 - overdue charges 141
 - overview 375, 897
 - process flow 898
 - results, reviewing 904
- posting actions
 - credit card worksheets 717
 - express deposits 582
 - maintenance worksheet 781
 - payment worksheets 679
 - pending item groups 562
 - split items 746
 - transfer worksheets 799
- Posting multiprocess job 377
- posting options

- Batch Priority 379
- Batch Standard 379
- Do Not Post 379
- Post Now 379
- Post Now to GL 379
- Posting process
 - adding process definitions 388
 - modifying run controls 392
- posting status
 - checking 899
 - pending items 528
- post now 562, 679, 746, 781, 799
- Post SGL Comments page 1243
- Potential Matches report 757, 759, 1328
- Potential Matches Report page 758, 759
- PP_METHODS component 300
- Predictor Detail Options page - Receivables
 - Options 24, 37
- Predictor Method by Customer report 1347
- Predictor Method component (PP_METHODS) 300
- Predictor Method page 303
- Predictor Method Review - Review page 303
- Predictor Method Review component 300
- prenote
 - direct debit 866
 - processing 869
 - reporting 871
 - setup 866
- prepayments
 - Payment Predictor process 300
 - revenue estimate processing 931
- Print Letter - Parameters page 1175
- priority jobs, setting parameters for posting 393
- Process Definition page 187, 266, 313, 386
- process definitions
 - adding for Aging 268
 - adding for Payment Predictor 315
 - adding for Pending Group Generator 388
 - adding for Posting process 388
 - adding for statements 189
- processes
 - Aging (AR_AGING) 1141, 1143
 - AR_DD_BNK process 885
 - AR_DRAFT_EFT 809, 818
 - AR_FED_STMTS 1284
 - AR Rebate Notification process (AR_REBATE) 924
 - Automatic Maintenance (AR_AUTOMNT) 325, 756
 - Bank Reconciliation (FSPRECON) 606
 - Cash Control (AR_CSH_CNTL) 583, 587
 - Condition Monitor (AR_CNDMON) 1090
 - Create Direct Debits (AR_DIRDEBIT) 865, 872
 - Create Drafts (AR_DRAFTS) 812, 814
 - Create EFT through FG System process (AR_AR_FG_PROC) 883, 888, 889
 - Credit Card Processor (ARCRCARD) 717
 - DMS Adjustment process (AR_DMSADJUST) 1236
 - DMS Process Receipts process (AR_DMSRECEIP) 1236
 - DMS Referral process (AR_DMSREFRRL) 1236
 - Dunning (AR_DUNNING) 189, 1162
 - Follow Up Letters Extract (AR_FOLLOWUP) 1177
 - Format EFT Files (FIN2025) 883, 888, 889
 - Import Bank Statement (BSP_IMPORT) 606 in general 1
 - Lockbox (AR25001) 602
 - Mass Change (AR_MASSCHG) 746
 - Overdue Charges (AR_OVRDUE) 1184
 - Payment Loader (AR_PAY_LOAD) 614
 - Payment Loader (AR_PAYLOAD) 597
 - Payment Predictor (ARPREDC) 269, 642
 - Pending Group Generator (AR_PGG_SERV) 381
 - Receivables Refund (AR_REFUND) 783
 - Receivable Update (ARUPDATE) 375, 389
 - Revaluation (AR_REVAL) 959
 - Revenue Estimate (AR_REV_EST) 929
 - Statements (AR_STMTS) 1153, 1156
 - Statements Print (ARSTPRT) 1160
 - Workflow Notification (AR_WORKFLOW) 1118
 - Write-Offs By ChartField process (AR_WOBYCF) 1259
- Process Receipts page 1238, 1239
- Process Reset page 644, 903, 904
- process scheduling, suggested order 1088
- product ChartField xliii
- product information 738
- Profile by Corporate Tree page 1049
- Profile page 132
- Profile page - Account Overview 1036
- Profile page - Direct Debit Profile 131
- profiles, direct debits 131
- program ChartField xliii
- project ChartField xliii
- Project Costing
 - ChartFields 519
 - integration 4, 519
- promise
 - broken, reviewing 1135
 - reviewing 1129
- PROMISE_DT_OPTIONS 239
- promise date conversations
 - inquiring 1135
 - reviewing, modifying 1134
- Promise Date Inquiry 1225
- Promise Date Inquiry page 1131, 1203
- promise date options
 - setting up 239
 - understanding 239
- Promise Date Options page 239, 1199
- Promise Date Review Needed page 1131
- promises
 - supervisor review 1135
- promises, managing 1223
- promissory notes 357
- promotion activities, viewing 736
- promotion codes
 - assigning to deductions 677, 736, 832
 - assigning to split items 745
 - entering on credit memos 1080
- promotions
 - assigning to deductions 677, 832
 - creating in Promotions Management 1076
 - understanding Promotions Management 1080
 - viewing promotion activity 1081
- Promotions Management
 - integrating with Receivables 1080
 - integration 4
 - viewing promotional activities 736

PS_ACTTAX_DTL table 376
 PS_DRAFT_ACTIVITY table 343
 PS_GROUP_CONTROL table 375, 427, 430
 PS_ITEM_ACT_VAT table 376
 PS_ITEM_ACTIVITY 739
 PS_ITEM_ACTIVITY table 376, 412, 739
 PS_ITEM_ACTTAX table 376
 PS_ITEM_DST 376
 PS_ITEM table 376, 412
 PS_MESSAGE_LOG table 1297
 PS_PAYMENT_ID_ITEM table 291
 PS_PENDING_DST table 375, 420, 427, 477
 PS_PENDING_ITEM table 375, 438
 PS_PENDING_TAX_DTL table 468
 PS_PENDING_TAX_DTL tables 376
 PS_PENDING_TAX table 376, 468
 PS_PENDING_VAT table 376, 464
 PS_PP_CUST_TAO table 319
 PS_PP_ITEM_TAO table 277, 319
 PS_PP_MATCH_TAO table 275, 320
 PS_PP_OC_SEQ_TAO 320
 PS_PP_PYMNT_TAO table 318
 PS_PP_STEP_TAO table 319
 PS/Import utility 427
 PSAdmin 187, 266, 313, 386
 purchase order numbers 736
 Purchasing
 integration 4
 interface 516

Q

queries, creating for dunning letters 195
 Quick Customer Create 694

R

rate types
 assigning to business units 959
 overdue charges 141
 secondary ledgers 955
 realized gain or loss
 defined 949
 distribution codes, business unit default 47
 distribution code setup 82
 Payment Predictor processing 272
 revenue estimate processing 933
 understanding processing 952
 reason codes
 adjustments 124
 bank files 135
 direct debits, defining 135
 EFT files 135
 electronic payments, adjustments 125
 Italy, RID 136
 Italy RIBA 373
 system function ID 125
 understanding 124
 unpost 128
 Reason Maintenance page 750
 reasons
 deduction *See* deduction reasons
 disputes *See* dispute reasons
 drafts, dishonored 850

Reassign Action page 1097, 1098, 1199
 REC_TYPE_GR component 171
 receipts, federal debt referrals 1239
 Receivable Activity report 1329
 Receivable IPAC Transactions page 1243, 1244
 Receivable Process Reset page 644
 Receivable Refund process 787
 receivables *See* items
 Receivables
 describing business processes 1
 implementing 11
 integrating with other PeopleSoft applications 2
 setting up 6
 receivables accounts, draft distribution codes 347
 Receivables Activity page 1067, 1070
 Receivables Activity report 1067
 Receivables Adjustments process 520
 Receivables Definition component
 Accounting Options 1 page 44, 46
 Accounting Options 2 page 44, 48
 Bank/Payment Options page 44, 51
 Business Unit Definition page 22, 44
 Receivables Definition component
 (BUS_UNIT_TBL_AR) 43
 Receivables Due from the Public report
 business unit defaults 34
 customer types 173
 overview 171
 report ID 1346
 setup 171
 Receivables Options component
 Currency Display Options page 24, 41
 Customer Trend Options page 24, 42
 General 1 page 23, 24
 General 2 page 23, 28
 Payment Options page 23, 32
 Predictor Detail Options page 24, 37
 VAT Defaults page 23, 35
 Receivables Options component
 (BUS_UNIT_OPT_AR1) 23
 Receivable Specialist page 203
 Receivables Rebate Notification page 925
 Receivables Revaluation 963
 Receivables Revaluation page 963, 964
 Receivables Revenue Estimate Line Drill Down
 page 941
 receivables specialists *See* AR specialists
 receivable type codes 171, 175
 Receivable Type component (REC_TYPE_GRP)
 171
 Receivable Type page 174
 Receivable Update multiprocess job
 maximum concurrent processes 386
 maximum instances 386
 message logs 903
 overview 377
 prerequisites 902
 running 901
 Receivable Update process
 additional processes, running 392
 customer history calculations 251
 errors, identifying after Receivable Update 908
 filtering groups processed 394
 overview 375
 parallel processing, setting up 382
 posting options 378

- priority jobs 379
- results, reviewing 904
- run controls, setting up 389
- run control setup, understanding 390
- scheduling options 378
- setup 375
- standard jobs 379
- Receivable Update Request page
 - 390, 391, 786, 903
- Receive Bank EFT File page 887, 890
- reclassify
 - accounting entries 1251
 - direct journal accounting 1251
 - open items 1251
- recognized revenue
 - control budgets 95
 - defined 927
- reconciliation
 - drafts and bank statements 345, 854
 - payments and bank statements 604
- record group IDs, lockbox 491
- record layouts
 - Batch record 495
 - check information 496
 - invoice information 500
 - Lockbox 493
 - lockbox, understanding 490
 - Lockbox Batch 495
 - Lockbox header 492
 - Payment Detail 2 496
 - Payment Detail 3 496
 - Payment Detail 4 497
 - Payment Detail 5 498
 - Payment Detail 6 499
 - Payment Detail 7 500
 - Payment Detail 8 501
 - Payment Detail 9 502
 - Service 493
- records *See* tables
- reference qualifier codes
 - business unit default 34
 - credit card worksheets 707
 - draft worksheets 823
 - maintenance worksheets 767
 - payment worksheets 652
 - transfer worksheets 794
- Reference Qualifier component (AR_FLD_REF_TBL) 125
- Reference Qualifier page 126
- Reference Qualifier page - Drafts 371
- reference qualifiers
 - setting up 125
 - setting up for drafts 370
 - understanding 125
- reference reasons 749
- references
 - credit card worksheets 705
 - defining qualifiers 125
 - fields PS_PENDING_ITEM 415
 - maintenance worksheets 766
 - Payment Predictor processing 273, 276
 - payment worksheets 650
 - transfer worksheets 794
- Refine Inquiry Criteria page 941
- Refund process 783
- refunds
 - accounting entries 784
 - creation 786
 - distribution code defaults 50
 - overview 783
 - Payables, updating 787
 - Payables business unit 50
 - posting 786
 - prerequisites 785
 - process overview 783
 - voucher details, reviewing 739
 - worksheets, creating on 771
- Refunds page 786, 787
- Refund Status page 786
- Register Transactions page 148
- Regular Deposit Balancing component 577
- Regular Deposit component
 - Payments page 570, 572
 - Totals page 570, 571
- regular deposits
 - defining 565
 - deleting 577
 - entering 569
 - entering control totals 571
 - entering payment information 572
- reimbursable agreements 1284
- Remittance/Discount Forms page 838
- Remittance/Discount Forms report 838
- remittance advice 889
- Remittance Delete - Customer page 616
- Remittance Delete - Item page 616
- Remittance Details page 837, 843
- remittance information, qualifiers 125
- remittance methods, direct debits 861, 883
- remittances
 - draft bank accounts, defining 368
 - drafts, cancellation 346
 - drafts, cover sheets 845
 - drafts, EFT files 844
 - EDI payments 608
 - EFT files, canceling 845
 - unmatched customer, deleting 616
 - unmatched item, deleting 616
- remittance worksheets
 - See* draft remittance worksheets
- remitted draft receivables account 348
- Reporting Entity Code component (ENTITY_GRP) 171
- Reporting Entity Code page 174, 175
- reporting entity codes 171
- Reporting Entity page 174
- reports
 - 1099-C form for cancellation of debt 1273
 - 1099-C Cancellation of Debt 1330
 - Accounting Entries 1343
 - Accounting Entries - Point in Time 1343
 - Accounting Entries - Summary by
 - Accounting Date 1343
 - Actual Matches 1327
 - aging 1146
 - Aging by Chartfield 1148, 1332
 - Aging Detail by Business Unit 1331
 - Aging Detail by Tree 1148, 1331
 - Aging Detail by Unit 1147
 - Aging Summary by Business Unit 1332
 - Aging Summary by Reason 1149
 - Aging Summary by Tree 1148, 1331
 - Aging Summary by Unit 1148
 - All Levels Dunning Letter 1336, 1337
 - AR/AP Balance by Customer 1340
 - AR/AP Balances by SetID 1341

- AR 11002 Pending Items 1326, 1327
- AR Action List Archive Candidates 1304, 1345
- archive candidate reports 1303
- AR Customer Item Inquiry 1059, 1341
- AR Direct Debit Archive Candidates 1304, 1346
- AR Item Archive Candidates 1304
- AR Payment Archive Candidates 1304
- AR Pending Item Archive Candidates 1304
- AR Statement Archive Candidates 1304, 1345
- Auto Entry Type 1325
- Balance Forward Statement 1334, 1335
- Business Unit Contacts 1333
- Cash Forecast 1332
- Closed Item Archive Candidates 1345
- Condition Status by Owner and Customer 1346
- Contacts by SetID 1333
- Customer Follow Up Letter 1177, 1339, 1340
- Customers by SetID 1333
- Customers by Unit 1333
- Customer Statement Print 1333
- Deposit Control 1328
- Deposit Summary 1328
- Direct Debit Remittance Advice 1342
- Dishonor Activity 847
- Dishonored Drafts 1336
- draft aging 858
- Draft Document 813, 1335
- Drafts 1335
- Draft Statement 858, 1335
- Dunning Control 1176
- Dunning Letter Control 1340
- Dunning Letter Preview 1340
- dunning letters 196
- Dunning Letters - All Levels 195, 1175
- Dunning Preview 1176
- EFT Direct Debit Exception 1342
- EFT Draft Inbound Exception 838, 1336
- EFT File Cover Sheet 837
- Electronic Funds Transfer Accompanying Form 1346
- Entry Type/Entry Reason 1325
- Federal Customer Statement 1346
- follow-up letters 198
- Group Control by Entry Date 1326
- Group Control By Entry Date Point in Time 1347
- Group Control for Business Unit 1326
- Item Activities by Activity Type 1345
- Item Activities by Activity Type/Origin - Point in Time 1345
- Item Activities by Entry Type 1344
- Item Activities by Entry Type/Origin - Point in Time 1344
- Item Activities by Entry Type/Reason - Point in Time 1344
- Item Detail 1327
- Item Detail by Due Date 1327
- Item Entry Type 1326
- Level 1 Dunning Letter 195, 1059, 1175, 1337, 1338
- Level 2 Dunning Letter 195, 1059, 1176, 1338
- Level 3 Dunning Letter 195, 1059, 1176, 1339
- list of 1325
- Memo Status Changes 1342
- Open Item Draft Statement 1335
- Open Item Statement 1333, 1334
- Overdue Charge Invoice 1184
- Overdue Charge Print 1342
- Owner Action Status 1346
- Payment Archive Candidates 1345
- Payment Detail 1328
- Payment Detail, Point in Time 1329
- Payment Predictor Detail 645, 1330, 1348
- Payment Predictor Detail Summary 1330
- Payment Predictor Method by Customer 1326
- Payment Predictor Method by SetID 1326
- Payment Predictor Summary 646, 1349
- Payment Summary 1329
- Payment Summary - Point in Time 1329
- Pending Item Archive Candidates 1345
- Pending Item by Entry Date 1326
- Pending Item By Entry Date 1348
- Potential Matches 1328
- Predictor Method by Customer 1347
- Receivable Activity 1329
- Receivables Due from the Public 1346
- Remittance/Discount Forms 838
- Request Form for Drafts 1336
- Summary Aged Report by Reason Code 1332
- System Function 1325
- Unit Activity 1344
- Unmatched MICR Identifiers 646, 1330, 1349
- Unrealized Gains and Losses by Doubtful Items from Revaluation Process 1341
- Unrealized Gains by Doubtful Items from Revaluation Process 1342
- VAT 978
- Reprint Invoice multiprocess job 1180
- reprint invoices
 - output destination 1182
 - overview 1180
 - printing 1181
 - reprinting Grants invoices 1180
 - selecting items 1181
 - sort parameters 1182
- Request Form for Drafts report 1336
- Request page - Application Engine 396
- research
 - deductions 1077
 - disputed items 1082
 - items 1055
- resolutions
 - deductions 1077
 - disputed items 1082
- restoring archived data 1304
- revaluation
 - business unit default 35
 - marking items 733
 - marking pending items 531
- Revaluation process
 - accounting entries, reviewing 964
 - default journal templates 959
 - distribution lines, holding 963
 - overview 959
 - prerequisites 962
 - running 963

- Revenue Estimate by Activity page 940, 942
- Revenue Estimate Correction page 940, 942
- Revenue Estimate Exceptions page 940, 945
- Revenue Estimate page 940, 944
- Revenue Estimate process
 - prerequisites 934
 - rerunning 944
 - running with Receivable Update 378
 - understanding 929
- revenue estimate processing
 - Billing items 932
 - budget checking exceptions, viewing 945
 - Budget Processor process 945
 - Contracts items 932
 - correcting entries 942
 - direct journal payments 933
 - drafts 932
 - multiple revenue lines 934
 - overpayments 930
 - prepayments 931
 - prerequisites 934
 - process flow 935
 - realized gains and losses 933
 - rerunning process 944
 - reviewing entries 942
 - status 939
 - system functions 96
 - underpayments 930
 - unpost groups 933
 - VAT 933
 - viewing revenue line exceptions 945
 - write-offs 932
- Revenue Estimate Review page 940, 942
- revenue estimates
 - automatic entry types 95
 - system functions 70
 - understanding 927
- revenue lines
 - control budgets, generation 929
 - control budgets, multiple 934
 - control budgets, setup 95
- reversals, payments 680
- Reverse Charge VAT 978
- Review Statements page 1203
- RIBA files 373
- RID files 136
- Risk Range Details page 242
- risk score
 - definitions 1119
 - generating 1118
- Risk Score Details page 1199
- risk scoring
 - deriving elements 1121
- Risk Scoring Process, RUN_AR_RISK 1128
- risk scoring rule
 - defining 242
 - entering range values 244
 - setting up 241
 - understanding 241
- Risk Scoring Rule page 242
- roles
 - brokers 247
 - customers 247
 - sales people 248
 - self-service web components 247
- rolling back archived data 1300
- rounding
 - VAT calculations 541

- VAT processing 977
- rounding account 48, 83
- row limits 508
- rules

- assessment 227

- collection 227

- RUN_AR_RISK 1128

- Run AR30007 page 1149

- Run AR70005 page 1304

- Run AR70006 page 1304

S

- sales, last year's 1041

- sales order numbers 736

- sales people

- employee ID 204, 248

- permission lists 248

- roles 248

- sales support teams 204, 249

- setup 202, 204

- setup for self-service web 248

- user profiles 248

- sales person

- assigning to items 733

- assigning to pending items 551

- updating for multiple items 747

- sales tax, India

- accounting entries 1031

- process 1031

- setup 1032

- tax lines 556

- sales tax/VAT, India

- item entry 553

- sales year to date 1041

- schedules

- monitoring, account 229

- setting up 230

- Schedules page 229, 230

- scroll areas, increasing rows 508

- search preferences, items 1061

- secondary ledgers, determining the rate type 955

- security

- self-service web components 246

- understanding 12

- Selection page - Automatic Entry Type 89

- Selection page - Item Entry Type 85

- Select Referral Items page 1237, 1238

- self-service web components

- overview 246

- roles 247

- search pages 247

- security 246

- setup 246

- sender disbursing office 26, 1245

- Send Statement page 1203

- Server Definition page 186, 265, 312, 386

- servers

- configuring for Aging 266

- configuring for Payment Predictor 313

- configuring for Receivable Update 386

- configuring for statement processing 187

- settlement dates

- customer-initiated drafts 816

- draft processing 812

- draft setup 368

- setup components
 - Collections Workbench 161
- Setup Procedures
 - TROR 1262
- Setup Process Definition component 154
- SF220_9 Report Types page 524
- shipping carrier 737
- shipping information 737
- source transactions *See Also* commitment control
 - correcting for control budgets 942
 - reviewing for control budgets 942
 - viewing budget checking exceptions 945
- source type ChartField xlv
- Spanish accounting, drafts 362
- SpeedTypes 559
- split stream processing
 - matching 615
 - overview 608
 - unmatched remittances, deleting 616
- splitting items 743
- spreadsheet payments
 - correct errors 633
 - correct reference errors 633
 - data worksheet 630, 631
 - receiving and editing 618
 - review errors 631
 - template worksheet 628
- SQL, clearing transaction tables 1310
- SQL statements, Payment Predictor 320
- Staffing Information page 1202
- staging tables
 - deposits 612
 - EFT payments, loading 635
- standard general ledger account, IPAC 1248
- STATEMENT_TABLE component 181
- Statement Archive Candidates page 1304
- Statement component (STATEMENT_TABLE) 181
- Statement Delivery Information page 1156
- statement IDs
 - business unit default 26
 - defining 182
 - understanding 181
- Statement page 182
- Statement Print page 1156, 1160
- statements *See Also* correspondence
 - balance forward 1154, 1161
 - balance forward, rerunning 1158
 - balance forward setup 182
 - Balance Forward Statement Print (AR32001/ARX32001) 1161
 - collection items, excluding 182
 - credit balances, skipping 183
 - credit items, excluding 182
 - currency, selecting 1159
 - customers, excluding 183
 - Customer Statement Print (AR32000/ARX32000) 1160
 - data, archiving 1294
 - deductions, excluding 182
 - delivery method setup 199
 - delivery of 1085
 - disputed items, excluding 182
 - Draft Customer Statement Print (AR32002/ARX32002) 1161
 - federal customers 1283
 - fields, adding 183
 - generation process 1152
 - language, selecting 1157
 - multicurrency processing 953
 - open item, described 1154
 - open item setup 182
 - prerequisites 1154
 - printing 1160
 - printing all statement types 1161
 - running 1156
 - setup 181
 - small item balances, excluding 183
- Statements-Parallel/Prnt multiprocess job (STATEMNT) 1153
- statements, bank 604
- Statements multiprocess job
 - maximum concurrent processes 187
 - maximum instances 187
- Statements page 1156
- Statements Parameters page 1156
- Statements Print multiprocess job (ARSTPRT) 1153
- Statements process
 - correspondence actions 1086
 - parallel processing setup 184
 - process definitions, adding 189
 - understanding 1153
- status
 - direct debits 864, 865
 - draft processing 354
 - payments 568, 645
 - pending items, posting 528
 - revenue estimate processing 939
- steps
 - automatic maintenance methods 329, 330
 - payment predictor methods 304
- Sub-Events page 352, 355
- subcategory ChartField xlv
- SUBCUST1 component 262
- SUBCUST2 component 262
- SubCustomer Qualifier 1 component (SUBCUST1) 262
- SubCustomer Qualifier 1 page 263
- SubCustomer Qualifier 2 component (SUBCUST2) 262
- SubCustomer Qualifier 2 page 263
- subcustomer qualifiers
 - setting up 262
 - understanding 262
- subevents
 - assigning system function for drafts 366
 - reviewing for drafts 349
- Sub Events component (DR_SUB_EVENT) 349
- Summary Aged Report by Reason Code report 1149, 1332
- Supervisor Review Needed page 1131
- supervisors, notification of actions 1096
- supplemental accounting entries
 - generation of 378
 - overdue charges 92
- support personnel
 - setting up 202
 - updating for multiple items 747
- Support Team Members page 204
- support teams, sales people 204, 249
- SYSTEM_HIST_TABLE component 256
- System Defined History component (SYSTEM_HIST_TABLE) 256
- System Defined History page 256
- system function ID, adjustment reason codes 125

System Function report 1325

system functions

- accounting entries 69
- attributes, selecting 65
- commitment control 70
- draft events, assigning to 359
- overview 56
- parameters 56
- revenue estimate processing 96
- setup 56
- VAT processing 68

System Functions 1 page 65

System Functions 2 page 65, 69

System Functions component
(ENTRY_USE_TABLE) 56

system transaction definitions

- Receivables Direct Journal (ARDJ) 398
- Receivables Item (ARIT) 398
- Receivables Transfer (ARTR) 398

T

tables 739

- AR_PAYMENT_EC 634
- archive history 1300
- archiving data 1288
- clearing transactions 1305
- DR_STAGE_EFT 809
- interfacing data 427
- payment application tables 600
- payment staging tables 485
- PENDING_ITEM 427
- PENDING_VAT 427
- PS_ACTTAX_DTL 376
- PS_CUST_ADDR_SEQ 425
- PS_CUST_ADDRESS 425
- PS_CUST_BILLTO 425
- PS_CUST_CNTCT_CARD 425
- PS_CUST_CNTCT_DOC 425
- PS_CUST_CNTCT_PHN 425
- PS_CUST_CNTCT_SEQ 425
- PS_CUST_CNTCT_TYPE 425
- PS_CUST_CONTACT 425
- PS_CUST_CREDIT 425
- PS_CUST_CRSPD 425
- PS_CUST_OPTION 425
- PS_CUST_REGN_TYPE 425
- PS_CUST_SHIPTO 425
- PS_CUST_SHIPTO_OPT 425
- PS_CUST_SOLDTO_OPT 425
- PS_CUST_VAT_REG 425
- PS_CUSTOMER 425
- PS_DRAFT_ACTIVITY 343
- PS_GROUP_CONTROL 375, 427, 430
- PS_ITEM 376, 412
- PS_ITEM_ACT_VAT 376
- PS_ITEM_ACTIVITY 376, 412
- PS_ITEM_ACTTAX 376
- PS_ITEM_DST 376
- PS_MESSAGE_LOG 1297
- PS_PAYMENT_ID_ITEM 291
- PS_PENDING_DST 420, 427, 477
- PS_PENDING_ITEM 375, 438
- PS_PENDING_TAX 376, 468
- PS_PENDING_TAX_DTL 376, 468
- PS_PENDING_VAT 376, 464

setting up for Receivables 6

updated by Receivable Update 376

TableSets

- business unit structure 21
- customer structure 15

tabs

personalize 1210

tabs, Collections Workbench

setting up 164

Tax Detail page 525, 556, 908

taxes, India

entering for items 553

entering tax lines 556

understanding processing 1031

Team Member Types page 204

templates, archiving 1299

temporary tables

Payment Predictor processing 317

PS_PP_CUST_TAO 319

PS_PP_ITEM_TAO 277, 319

PS_PP_MATCH_TAO 275, 320

PS_PP_OC_SEQ_TAO 320

PS_PP_PYMNT_TAO 318

PS_PP_STEP_TAO 319

timing IDs 121

Totals page - Express Deposit 578

Totals page - Regular Deposit 570, 571

transactions

archiving 1287

netting 567

transaction tables

clearing implementation data 1305

clearing using SQL 1310

transaction types 16, 70

Transfer Action page 792, 798

transfer groups

accounting entries, reviewing 802

ChartField combination edit errors 802

posting errors 802

transfer groups, anchor lines 407

transfer worksheets

building for business unit transfers 793

building for customer transfers 793

building for doubtful receivables transfers
801

clearing 794

creating accounting entries 799

customer selection criteria 793

deleting 798

document sequencing 969

increasing rows 509

interunit accounting entries 397

intraunit accounting entries 398

item selection criteria 794

modifying item information 797

multicurrency processing 950

prerequisites 789

selecting actions 798

selecting doubtful receivable account 801

selecting items 794, 801

selecting the to business unit 794

selecting the to customer 794

Treasury offset memo status code 1259

TROR

Treasury Report on Receivables 1260

TROR and Debt Collection Activities

overview 1261

U

- U.S. Department of Treasury 1235
- Unapplied Payment page 1037
- uncollectible payments 680
- underpayments
 - credit card worksheets 714
 - draft worksheets 828
 - Payment Predictor process 304
 - payment worksheets 661
 - revenue estimate processing 930
- Unit Activity page 1066, 1067
- Unit Activity page, changing activity types 509
- Unit Activity report 1344
- Unit Activity report, changing activity types 509
- Unit Aging Chart page 1066
- Unit Aging page 1066
- Unit Cash page 1066
- Unit Draft page 1066
- Unit History page 510
- Unmatched MICR Identifiers page 646
- Unmatched MICR Identifiers report
 - 646, 1330, 1349
- UNPOST_RSN_TABLE component 128
- Unpost Action page 923
- UnPost Group Query page 919
- unpost groups
 - document sequencing 969
 - revenue estimate processing 933
- unposting
 - actions 923
 - by ChartField values 920
 - drafts 855
 - groups 920
 - options 922
 - overview 917
 - prerequisites 919
- Unpost Query page 920
- unpost reason codes
 - displaying for group 739
 - setting up 128
 - understanding 128
- Unpost Reason component
 - (UNPOST_RSN_TABLE) 128
- Unpost Reason page 129
- unrealized gain or loss
 - accounting entries, generating 954
 - distribution codes 48, 83
 - process overview 948
- Unrealized Gains and Losses by Doubtful Items
 - from Revaluation Process report 1341
- Unrealized Gains by Doubtful Items from
 - Revaluation Process report 1342
- unreconciled payments 606, 607, 608
- user-defined fields
 - changing 417
 - describing item tables 416
 - implementing Pending Item table 463
 - setting up 179
 - updating for items 553, 738
- User-Defined History page 256, 257
- User Defined Condition page 216, 220
- User Defined History component
 - (CUST_HIST_TABLE) 256
- user fields *See* user-defined fields
- user IDs, payments 600
- User List Definition page 146

- User Profile component 147
- user profiles
 - brokers 248
 - customers 248
 - sales people 248

V

- value added tax processing *See* VAT
- VAT *See Also* VAT processing
 - accounting entries 519, 975
 - business unit defaults 35
 - calculate at gross or net 541
 - claimbacks 75
 - declaration point 519
 - declaration points 541
 - discountable amount 122
 - domestic reverse charge 978
 - entering control amounts 532
 - lines, updating 543
 - lines, viewing 543
 - pending items, header information 536
 - physical nature 37, 538
 - recalculate at payment 541
 - reports 978
 - revenue estimate processing 933
 - rounding amounts 977
 - rounding rule 541
 - services treatment 36
 - transaction processing 977
 - treatment drivers 36
 - treatment for pending items 541
 - type 37
 - vendor rebate claims 75
 - viewing information for items 740
- VAT Defaults page - Receivables Options 23, 35
- VAT Detail page 649, 703, 820, 907
- VAT Distribution Type page 65, 68
- VAT Header page 524, 536, 649, 703, 820, 907
- VAT lines, validation process 976
- VAT Lines page 524, 543
- VAT processing *See Also* VAT
 - advance payment calculations 983
 - Billing integration 979
 - calculation types 980
 - credit balances 1026
 - credit item refunds 1026
 - credit offsets 1025
 - declaration points 980
 - defaults 974
 - direct debits 1017
 - discounts 1018
 - drafts 1017
 - French adv pymt calculations 1003
 - French on-account pymts 1003
 - in Receivables 973
 - loading VAT transaction tables 978
 - on-account payments 983
 - prerequisites 1030
 - system functions 68
 - understanding 973
 - validation 976
 - VAT adjustment calculations 1003
 - write-offs 1018
- VAT registration, pending items 540
- VAT Reverse Charges

- business unit setup 36
- pending items, VAT line info 547
- pending items, VAT summary info 535
- understanding 547, 978
- View/Update Item Details component 741
- VAT Summary Information page 524, 533
- VAT Transaction Loader process 978
- VAT transaction table, loading 978
- vendor-initiated drafts 342
- Vendor Drafts page 813, 814
- vendor rebate claims
 - entry reasons 75
 - entry types 72
 - group types 112
 - notification of payment 924
 - Purchasing interface 516
- View/Update Conversations - Attachments page 1130
- View/Update Conversations - Conversations page 1130
- View/Update Conversations - References page 1130
- View Accounting Entries page 357, 365
- Void Draft Application page 852
- Void Draft Selection page 852
- void draft worksheets
 - building 852
 - draft selection criteria 852
 - overview 851
 - selecting items 852
- voiding drafts 851
- Voucher Batch process 784
- vouchers, amount owned 1040
- Vouchers for a Vendor page 1036

W

- web libraries 1319
- Weighted Average Days Late (WTAVGDAYS)
 - calculations 253
- Weighted Average Days Paid calculations 254
- weighted average number of days late 1039
- Weighted Average Terms (WTAVGTERMS)
 - calculations 254
- workflow
 - action notification 1092, 1093, 1096, 1321
 - approval transaction registry 148
 - Configure Transactions page 152
 - email notifications 155
 - new debits or credits 1117, 1322
 - Payment Predictor on account flag 1118, 1322
 - Receivables Options-Payment Options page 155
 - setting up 144
 - Setup Process Definition component 154
 - User List Definition page 146
 - User Profile component 147
 - using for write-off amounts 681
- Workflow Notification process (AR_WORKFLOW)
 - overview 1118
 - prerequisite setup 1118
 - running 1118
- workflow notifications 1117
- worklists

- assigning to action owners 1093
- updating 1093
- working with actions 1104
- write-off approval 681
- WORKSHEET_REASON component 127
- Worksheet1 page - Transfer Worksheet 791, 794, 801
- Worksheet2 page - Transfer Worksheet 792, 797, 801
- Worksheet Action page - Credit Card Worksheet 704, 716
- Worksheet Action page - Maintenance Worksheet 764, 780
- Worksheet Action page - Payment Worksheet 649, 678
- worksheet actions
 - credit card worksheets 716
 - maintenance worksheets 780
 - payment worksheets 778
 - transfer worksheets 798
- Worksheet Application Detail View page - Credit Card Worksheet 703, 714
- Worksheet Application Detail View page - Maintenance Worksheet 763, 780
- Worksheet Application Detail View page - Payment Worksheet 648, 675
- Worksheet Application page - Credit Card Worksheet 703, 707
- Worksheet Application page - Maintenance Worksheet 762, 770, 786
- Worksheet Application page - Payment Worksheet 648, 654
- Worksheet Detail page 871, 877
- Worksheet Group View page 762, 776
- Worksheet Matches page 762
- Worksheet page - Direct Debit Worksheet 871, 875, 886
- Worksheet page - Update Direct Debits 888
- Worksheet Reason component (WORKSHEET_REASON) 127
- Worksheet Reason page 128
- worksheet reasons
 - reviewing for items 739
 - setting up 127
 - understanding 128
- worksheets
 - cancel draft 853
 - credit card 701
 - direct debits 865
 - dishonor draft 846
 - draft 819
 - draft approval 832
 - draft remittance 836
 - maintenance 760
 - match groups 761
 - payment 646
 - rows, increasing 509
 - transfer 790
 - void draft 851
- Worksheet Selection - Transfer Selection 791
- Worksheet Selection page - Credit Card Worksheet 702, 704
- Worksheet Selection page - Maintenance Worksheet 762, 764, 786
- Worksheet Selection page - Payment Worksheet 648, 649
- Worksheet Selection page - Transfer Worksheet 793, 801

- write-off days 93
- write-offs
 - activating approval framework 33
 - age 754
 - amount 754
 - approval framework setup 144
 - automatic maintenance methods 337
 - by ChartField values 1259
 - days 754
 - draft processing 356
 - entry types 327
 - items 760
 - maintenance worksheets 771, 774, 777, 779
 - revenue estimate processing 932
 - User List Definition page 146
 - using approval 681
 - VAT calculations 1018
- Write-Offs By ChartField page 1260
- Write-Offs By ChartField process
 - running 1260
 - understanding 1260
- write-off tolerances
 - business unit defaults 26
 - customers 755
 - entry reason defaults 92
 - overview for maintenance 754
- write off
 - approval workflow 829
- Writeoff Approver Stage page 681

Y

- year to date balance 1041

Z

- zengin, data record formats 809

