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PeopleSoft Order to Cash Common Information 9.1 PeopleBook

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Appendix A

PeopleSoft Order to Cash Common Information Preface

This preface discusses:

- PeopleSoft products.

- Pages with deferred processing.

- Common elements in this PeopleBook.

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.

PeopleSoft Products

This Oracle's PeopleSoft Order to Cash Common Information PeopleBook refers to these products:

- PeopleSoft PeopleTools.

- PeopleSoft Billing.

- PeopleSoft Contracts Administration.

- PeopleSoft Receivables.

- PeopleSoft Grants Administration.

- PeopleSoft Pay/Bill Management.

- PeopleSoft Order Management.

Pages With Deferred Processing

Several pages used to set up customer options 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 on the page. For example, if a field contains a default value, any value 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.

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

Description	Free-flow text up to 30 characters.
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 or panels and batch processes that use the information use the current row.
Language or **Language Code**	The language in which you want report field labels and headings to print. The field values appear as you enter them. Language also refers to the language spoken by an employee, applicant, or non-employee.

Process Frequency (group box)	Designates the appropriate frequency in the Process Frequency group box:
	Once processes the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to *Don't Run.*
	Always processes the request every time the batch process runs.
	Don't Run ignores the request when the batch process runs
Process Monitor	The Process Monitor link takes you to the Process List page, where you can view the status of submitted process requests.
Report ID	The report identifier.
Report Manager	The Report Manager link takes you to the Report List page, where you can view report content, check the status of a report, and view content detail messages including a description of the report and the distribution list.
Recipient's	Select to have a report print in the language defined for the recipient of the report.
Request ID	A request identification that represents a set of selection criteria for a report or process.
Run	Click the Run button to view the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.
Run Control ID	Each run control you create receives a unique run control ID. When you select a process from a menu, a search dialog box appears, asking for a run control ID. In Add mode, you enter a new ID to define a new the run control. In Update/Display mode, you enter an existing run control ID or click Enter and select from the list of available run control IDs.
Short Description	Free-flow text up to 15 characters.
Specified	Select to have a report print in the language that you specify in the Language field.
Status	Select *Active* or *Inactive.* By linking status and effective date, you can retain historical information and plan future implementation. For auditing purposes, PeopleSoft encourages inactivating data that is no longer in use instead of deleting it.
User ID	The system identifier for the individual who generates a transaction.

Chapter 1

Getting Started with Order to Cash Common Information

This chapter provides an overview of PeopleSoft Order to Cash Common Information features and implementation.

PeopleSoft Order to Cash Common Information Features

These features are discussed in detail in the *PeopleSoft Order to Cash Common Information PeopleBook*:

*   Maintaining general customer information.

*   Maintaining additional customer information.

*   Importing customer information.

*   Maintaining contacts.

*   Setting up and maintaining a cash drawer.

*   Processing credit cards.

*   Managing conversations.

*   Setting up products.

*   Updating list prices

*   Managing returned material.

PeopleSoft Order to Cash Common Information Implementation

PeopleSoft Setup Manager enables you to review a list of setup tasks 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 Order to Cash Common Information also provides component interfaces to help you load data from the existing system into PeopleSoft Order to Cash tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables during implementation.

This table lists all of the components that have component interfaces:

Component	Component Interface	Reference
Customers	CUSTOMER_BILLTO_CI, CUSTOMER_MAIN_CI, CUSTOMER_MISC_CI, CUSTOMER_SHIPTO_CI, CUSTOMER_SOLDTO_CI	See Chapter 2, "Maintaining General Customer Information," page 5.
Member	MEMBER_PERSON1_CI	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel, page 118.
Member Type	MEMBER_TYPE_TBL_CI	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel, page 118.
Standard Notes	STANDARD_NOTE	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Standard Notes, page 117.
Support Team Members	TEAM_MEMBER_TABLE_CI	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel, page 118.
Customer Groups	CUSTOMER_GROUP	See Chapter 3, "Maintaining Additional Customer Information," Establishing Customer Group Tables, page 116.
Contact Information	CONTACT_INFO	See Chapter 5, "Maintaining Contacts," Setting Up Contacts, page 229.
Product Alternates	PROD_ALT_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Category	PROD_CATEGORY_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Definition	PROD_DEFN_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Group Table	PROD_GROUP_CI	See Chapter 9, "Setting Up Products," Setting Up Product Group Tables, page 322.
Product Groups	PROD_GROUP_TBL_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.

Component	Component Interface	Reference
Product Messages	PROD_MSG_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Notes	PROD_NOTE_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Specifications	PROD_SPECS_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Unit of Measure	PROD_UOM_CI	See Chapter 9, "Setting Up Products," Establishing Additional Product Attributes, page 336.
Product Kit Components	PROD_KIT_COMPS_CI	See Chapter 9, "Setting Up Products," Defining Product Kits, page 349.

Other Sources of Information

In the planning phase of an implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, data models, and business process maps. A complete list of these resources appears in the preface in the *PeopleSoft Application Fundamentals PeopleBook* with information about where to find the most current version of each.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "PeopleSoft Application Fundamentals PeopleBook Preface"

PeopleTools PeopleBook: PeopleSoft Setup Manager

PeopleTools PeopleBook: PeopleSoft Component Interfaces

Chapter 2

Maintaining General Customer Information

This chapter provides an overview of customer roles and discusses how to:

- Copy customer attributes.

- Add general customer information.

- Create user-defined customer fields.

Note. The use of the customer General Information pages might vary, depending on whether you choose to import customer information or perform customer maintenance online. You can enter or update information from an interface that you write to an existing system containing customer information.

See Also

Understanding the Primary Customer Roles

This section discusses:

- Customer roles

- Corporate customers

- Sold to customers

- Ship to customers

- Bill to customers

Customer Roles

Customer roles determine the functional use of the customer ID. Customer information is associated with specific customer roles. You can use the customer General Information component to maintain information that applies to multiple customer roles and to select those roles. You can use the pages with role designations to enter processing attributes and additional information that are unique to the customer's function.

PeopleSoft Order Management shares the customer master file with:

* PeopleSoft Billing

* PeopleSoft Contracts Administration

* PeopleSoft Inventory

* PeopleSoft Receivables

* PeopleSoft Grants Administration

* PeopleSoft Pay/Bill Management

* PeopleSoft Staffing Front Office

The following diagram illustrates the various customer roles. PeopleSoft Order Management uses the corporate, sold to, ship to, bill to, broker, and indirect customer roles. PeopleSoft Contracts Administration, Billing, and Receivables use all customer roles except sold to, broker, indirect, and ship to.

Note. The ship to customer role and the ship to address are called Worksite customer role and Worksite customer address when Staffing Front Office or Pay/Bill Management is being used based on installation options.
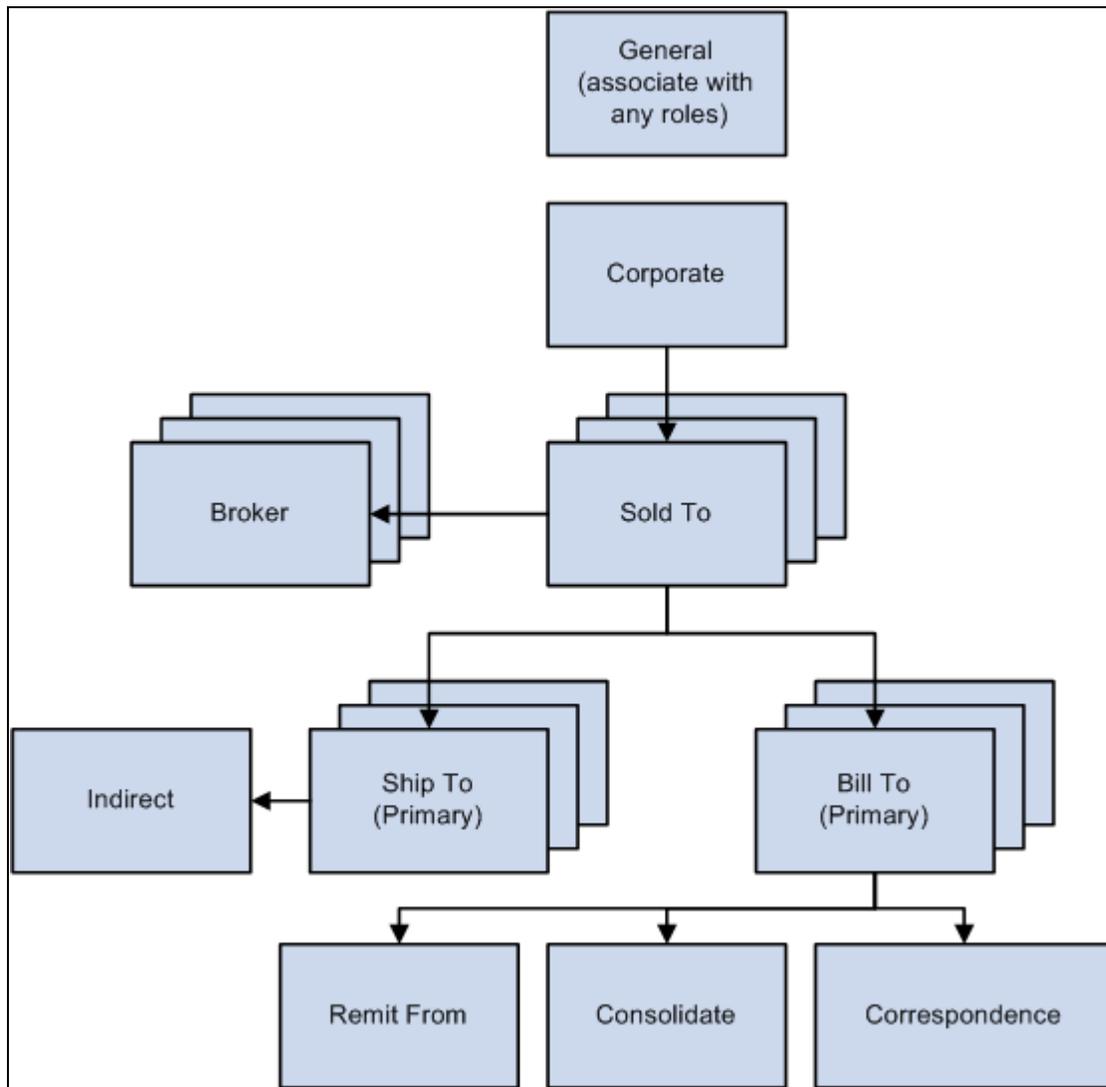
Customer roles

Corporate Customers

PeopleSoft Receivables supports three types of corporate customer structures:

- A related customer structure, which you define on the General Information or Corporate Customer page and which the maintenance and payment worksheets use.

- A single parent with multiple children hierarchy structure that you define with the Tree Manager and use for specialized inquiry purposes. While these corporate customer trees can provide a visual representation of logical groups of child customers, the parent–child customer relationships defined in the customer record are not strictly enforced.

- A multilevel parent and child hierarchy structure that provides a three hundred sixty degree view of your customers to enable you to perform multiple tasks specific to credit and collection activities without using Tree Manager.

Note. PeopleSoft Order Management uses the related customer structure.

Suppose, for example, that you have a corporate customer group with three basic levels:

• Local offices

• Regional headquarters

• Corporate headquarters

The levels are different in each customer structure. You can use one or both of these structures for corporate accounts.

The Related Customer Structure

The related structure is useful for customers who have multiple accounts with you or for customers who have more than one customer ID.

To create a related structure with two levels:

1. Add each local office as a customer.

2. Add each regional headquarters as a customer.

3. Add the corporate headquarters as a customer.

The following diagram illustrates that level 2 customers all point to the corporate headquarters as the level 1 corporate customer.
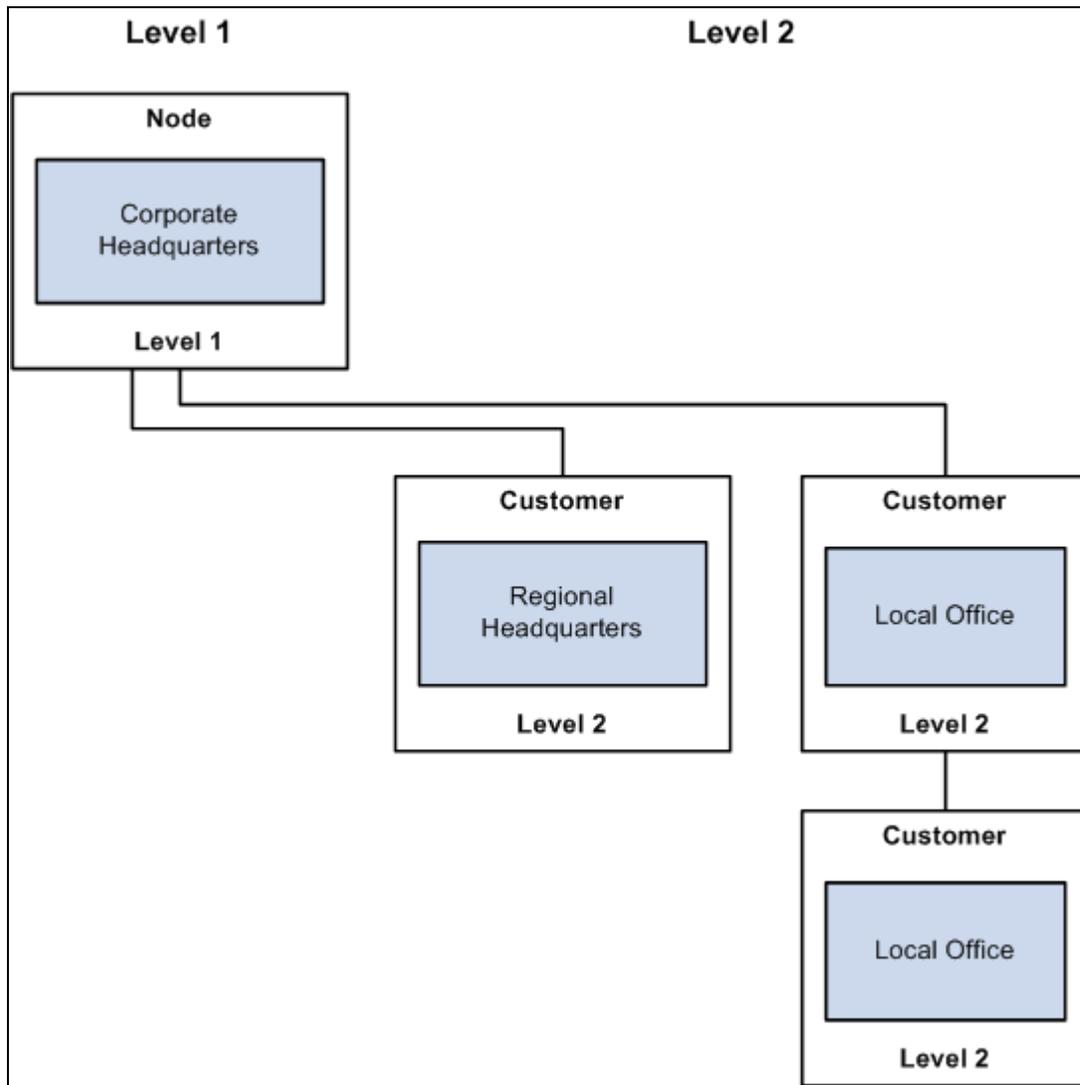
Related customer structure with two levels

The Single Parent with Multiple Children Hierarchy Structure

Customers can create trees to display hierarchical relationships. These trees can show logical groupings for child customers that have been defined for a corporate or level one customer. This relationship that is defined between customers is considered a two level hierarchy. This hierarchy enables you to establish a corporate customer as the parent customer and to add customers related to this corporate customer as children of the parent customer. This type of hierarchy does not allow you to establish more than one parent customer in the hierarchy.

The single parent with multiple children structure is useful for large corporate accounts. In this structure, you add each local office as a customer. However, you can but are not required to add the regional headquarters or the corporate headquarters as a customer.

The following diagram illustrates that in the tree structure, the local offices are detail values (level 3 customers only), and the regional (level 2) and corporate headquarters (level 1) groupings are nodes that are used to organize detail values into corporate groups.
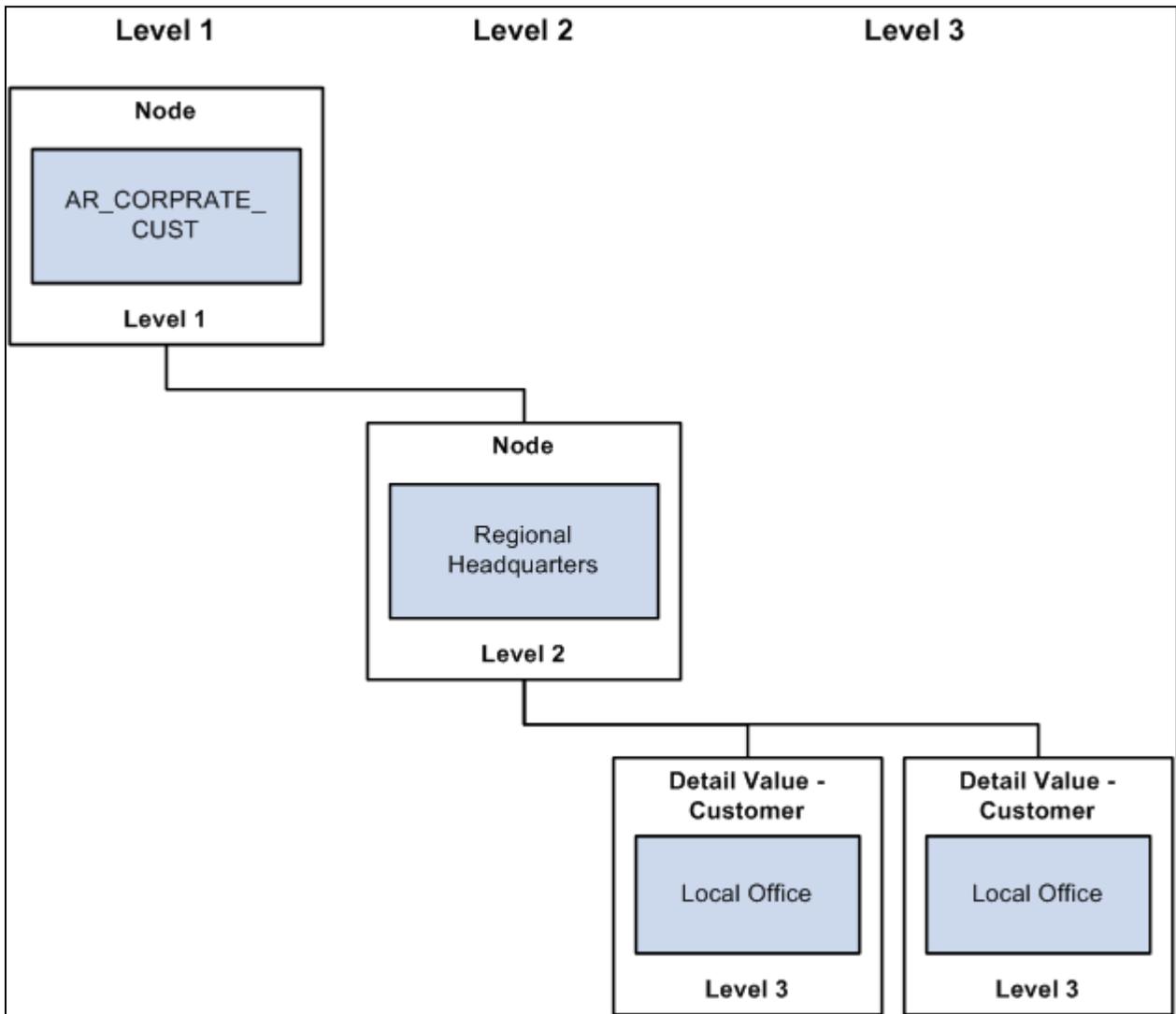
Single parent with multiple children hierarchy structure with three levels defined in Tree Manager

Note. The related structure can contain customers in different setIDs, whereas the tree structure cannot.

The Multilevel Parent and Child Hierarchy Structure

This hierarchy enables a customer that is a child of a corporate customer to be a parent customer of another customer. This multilevel customer hierarchy enables you to view and mange your customers more effectively with regard to collections and credit analysis. A core characteristic of this feature is a graphical representation of the customer hierarchy which shows the multilevel hierarchy that is defined in the customer records. This graphical representation appears on the Customer Hierarchy page, the PeopleSoft Receivables Collections Workbench, and the Customer General Information component.

You can set up a multilevel customer hierarchy from the Customer

You can build a multilevel customer hierarchy on the Customer, General Information page for a correspondence, remit from, or corporate customer relationship. If a customer relationship (Correspondence, Remit From, or Corporate) check box is not selected, you can select the customer SETID and the CUST_ID that you want to appear in the customer hierarchy. The SETID and the CUST_ID uniquely identify a customer. The CORPORATE_SETID and CORPORATE_CUST_ID identify the customer's parent. Any customer that has the same value populated for SETID and CORPORATE_SETID and the same value populated for the CUST_ID and CORPORATE_CUST_ID will be a parent of a hierarchy. Once you select these two values and save your changes, you can click the (Correspondence, Remit From, or Corporate) Selection link to view the new hierarchy on the Customer Hierarchy page.

The following table shows how the corporate customer data will be stored to represent the multi-level hierarchy.

SETID	CUSTOMER ID	CORPORATE SETID	CORPORATE CUSTOMER ID	COMMENTS
SHARE	1001	SHARE	1001	Parent
SHARE	CWBUSD1001	SHARE	1001	
SHARE	CWBUSD2001	SHARE	CWBUSD1001	
SHARE	CWBUSD3001	SHARE	CWBUSD1001	
SHARE	CWBUSD1002	SHARE	1001	
SHARE	CWBUSD2002	SHARE	CWBUSD1002	

After entering the values in the previous table using the customer setID and customer ID fields for a Corporate Customer on the Customer's General Information page and clicking the Corporate Selection link, the Customer Hierarchy below displays for corporate customer 1001.

Corporate Customer Hierarchy

1 – 1001 – Apex Systems

1.1 – 1001 – Apex Systems

1.2 – CWBUSD1001 – Collection Workbench Link to 1001

1.2.1 – CWBUSD1001 – Collection Workbench Link to 1001

1.2.2 – CWBUSD2001 – Collection Workbench USD 2001

1.2.2.1 – CWBUSD2001 – Collection Workbench USD 2001

1.2.2.2 – CWBUSD3001 – CWB ML3

1.3 – CWBUSD1002 – Collection Workbench USD mlevelc

1.3.1 – CWBUSD1002 – Collection Workbench USD mlevelc

1.3.2 – CWBUSD2002 – Collection Workbench link to cwbusd1002

Corporate Customer Hierarchy

Every level includes itself in the hierarchy so that you can view the data on the hierarchy for the individual level, as well as a value rolled up into a higher level of the hierarchy. These values appear when you select the Customer Hierarchy page (Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy) or the Customer Hierarchy tab in the Collections Workbench (Accounts Receivable, Customer Accounts, Collection Workbench) for customer 1001.

Customer Hierarchy	Item Balance	Past Due	Credit Limit
1 – 1001 – Apex Systems	1,427,326.96	1,427,326.96	
1.1 – 1001 – Apex Systems	1,413,919.53	1,413,919.53	75,000.00
1.2 – CWBUSD1001 – Collection Workbench Link to 1001	8811.62	8811.62	
1.2.1 – CWBUSD1001 – Collection Workbench Link to 1001	4405.81	4405.81	0.00
1.2.2 – CWBUSD2001 – Collection Workbench USD 2001	4405.81	4405.81	
1.2.2.1 – CWBUSD2001 – Collection Workbench USD 2001	4405.81	4405.81	0.00
1.2.2.2 – CWBUSD3001 – CWB ML3	0.00	0.00	0.00
1.3 – CWBUSD1002 – Collection Workbench USD mlevelc	4405.81	4405.81	
1.3.1 – CWBUSD1002 – Collection Workbench USD mlevelc	4405.81	4405.81	0.00
1.3.2 – CWBUSD2002 – Collection Workbench link to cwbusd1002	0.00	0.00	0.00

Collection Workbench Customer Hierarchy

The graphical display of the Customer Hierarchy page is based on the setup of the Hierarchy Display Options page (Installation Options, Install, Customer.) The Customer Hierarchy page that displays in the Collections Workbench and appears on the Customer Hierarchy page (Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy) displays an Item Balance summary, a Past Due balance summary, and entered credit limits for each customer in the Customer Hierarchy.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Reviewing the Customer Hierarchy.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Customer Hierarchy Tab.

See Also

Sold To Customers

Using the General Information component, you can enter processing information for customers who place orders. For sold to customers, you can:

• Enter order parameters, such as restocking fees and product substitutions.

• Define unique product catalogs for each sold to customer.

• Maintain a sold to customer's designations for products as product aliases.

- Elect to enter quotes and orders using either set of product identifiers.

- Associate multiple bill to and ship to customers with a single sold to customer.

- Associate multiple sold to customers with a single corporate customer.

- Associate multiple broker customers with a single sold to customer.

- Define pricing options.

- Assign shipping container and carton label formats.

Ship To Customers

You can enter or review processing options for customers who receive delivery of goods or services. For ship to customers, you can:

- Define shipping options and container label formats.

- Define just-in-time parameters and demand fulfillment options.

- Associate multiple indirect customers to a single ship to customer.

- Assign multiple carrier accounts to a single ship to customer.

- Define exception delivery dates for the ship to customer.

- Associate multiple ship to customers with a single sold to customer.

- Associate a single ship to customer with multiple sold to customers.

Note. The Ship To customer role and Ship To address are called Worksite customer role and Worksite customer address when Staffing Front Office or Pay/Bill Management are being used based on installation options.

Set up ship to customers to reflect the processing options that you want to apply to each ship to customer and each ship to location address.

The Sold To and Ship To Customer Relationship

To apply the correct processing criteria to sold to and ship to customers, you must correctly assign either separate customer IDs or location addresses to customers.

The following diagram illustrates that all of the ship to addresses (location addresses) for ship to customer 50001 have the same processing options; only the addresses vary. A single ship to customer is associated with multiple sold to customers.

One processing option for multiple ship to addresses

To establish different processing criteria for each address for the ship to customer, assign the addresses to different customer IDs. The following diagram illustrates that each ID can have multiple location addresses that share the same processing options.
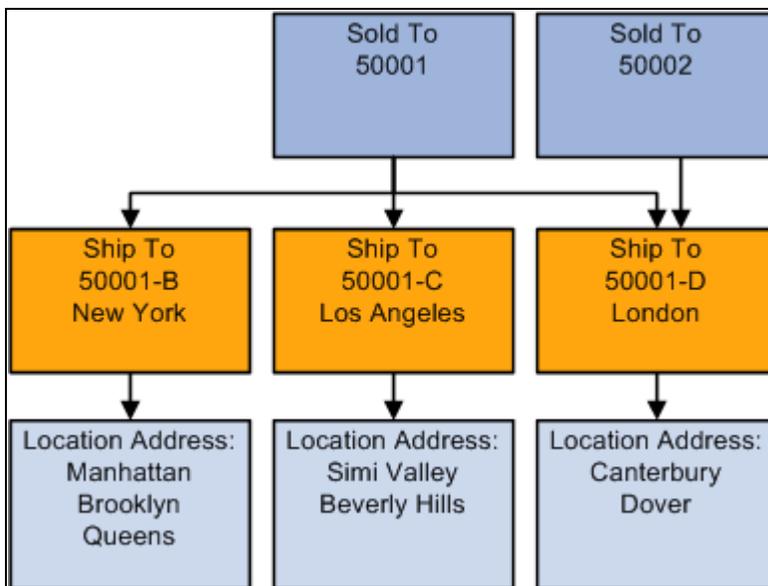
Multiple processing options for multiple ship to addresses and location

Bill To Customers

Bill to customers receive invoices. When you associate a customer with the bill to customer role, you establish default values and processing options that the system uses to generate invoices. For example, you can define attributes to generate consolidated invoices, require purchase order numbers, or bill freight charges at order entry or at shipment for each bill to customer. For bill to customers, you can:

• Assign roles for billing and accounts receivables specialists, collections, and credit analysis.

- Select whether to use Direct Invoicing and other billing options.

- Determine how to consolidate billing data.

- Select purchasing options such as whether to require a blanket PO.

- Choose interunit billing.

- Select payment options and payment terms.

- Select write-off options if using PeopleSoft Receivables.

Note. When using Staffing Front Office or Pay/Bill Management, customers added with the Bill To role must also have the Sold To role. Similarly, customer bill-to addresses must also be marked as sold-to addresses.

Copying Customer Attributes

This section provides an overview of customer attributes and discusses how to select customer information for copying.

Understanding Customer Attributes

In Add mode, you can copy attributes from an existing customer or customer template to a new customer. These tables list the fields that the system copies from the Customer - General component when you select the corresponding option on the Copy Customer page.

Record: CUSTOMER, Copy View: CUSTCPY_VW

This table outlines the page, field name, and technical name for the CUSTOMER record.

Page	Field Name	Technical Field Name
CUST_BILLTO_SELECT	Exchange Rate Type	CUR_RT_TYPE
	Currency Code	CURRENCY_CD
CUST_BILLTO_OPT	Exchange Rate Type	CUR_RT_TYPE
	Currency Code	CURRENCY_CD
CUST_BILLTO_SELECT	Bill To Customer	BILL_TO_FLG
	Consolidation Business Unit	CONSOL_BUS_UNIT

Page	Field Name	Technical Field Name
	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
CUST_CORP_SELECT	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
CUST_CREDIT_PRFL1	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
CUST_CRSPD_OPT1	Address Sequence Number	Address Sequence Number
	Contact Sequence Number	CNTCT_SEQ_NUM
CUST_CRSPD_SELECT	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
CUST_GENERAL1	Bill To Customer	BILL_TO_FLG
	Broker	BROKER_FLG

Page	Field Name	Technical Field Name
	Consolidation Business Unit	CONSOL_BUS_UNIT
	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
	Exchange Rate Type	CUR_RT_TYPE
	Currency Code	CURRENCY_CD
	Customer Agency Location Code	CUSTOMER_ALC
	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
	Customer Type	CUSTOMER_TYPE
	Customer Level	CUST_LEVEL
	Grants Management	GRANTS_SPONSOR_FLG
	Indirect Customer	INDIRECT_CUST_FLG
	IPAC Interface (Federal Intergovernmental Payment and Collection interface)	IPAC_INTERFACE
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
	SetID	SETID
CUST_GENERAL1 (continue)	Primary Bill To Address	ADDRESS_SEQ_NUM
	Primary Ship To Address	ADDRESS_SEQ_SHIP

Page	Field Name	Technical Field Name
	Primary Sold To Address	ADDRESS_SEQ_SOLD
	Primary Indirect Address	ADDRESS_SEQ_IND
	Primary Broker Address	ADDRESS_SEQ_BRK
	Ship To Customer	SHIP_TO_FLG
	Sold To Customer	SOLD_TO_FLG
	Trading Partner	TRADING_PARTNER
	Federal Indicator	FEDERAL_INDICATOR
CUST_GENERAL2	SetID	SETID
	Vendor ID	VENDOR_ID
	Vendor Set ID	VENDOR_SETID
CUST_GENERAL_MISC	SubCustomer 1	SUBCUST_QUAL1
	SubCustomer 2	SUBCUST_QUAL2
	Stock Symbol	STOCK_SYMBOL
	SubCustomer	SUBCUST_USE
	Vendor ID	VENDOR_ID
	Vendor SetID	Vendor SetID
	Website URL	WEB_URL
CUST_REMIT_SELECT	Corporate Customer	CORPORATE_CUST_ID

Page	Field Name	Technical Field Name
	SetID	CORPORATE_SETID
	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
CUST_SHIPTO_SELECT	Indirect Customer	INDIRECT_CUST_FLG
	Ship To Customer	SHIP_TO_FLG
CUST_SOLDTO_SELECT	Broker	BROKER_FLG
	Sold To Customer	SOLD_TO_FLG
GM_SPNSR	CFDA Number	CFDA_NBR
	Cost of Living Increase Pct (cost of living increase percentage)	COST_LIV_INCR_PCT
	Sponsor Base	FA_SPNSR_BASE_ID
	Foreign	FOREIGN_FLAG
	Federal	GM_FEDERAL_FLAG
	Letter of Credit Sponsor	GM_LOC_SPONSOR_ID
	Letter of Credit	LOC_INDICATOR
	Reports To Sponsor	REPORTS_TO_SPONSOR
	SetID	SETID
	Level	SPNSR_LEVEL
	Program Type	SPNSR_PROGRAM

Page	Field Name	Technical Field Name
	Sponsor Type	SPNSR_TYPE
	US Flag Carrier Required	US_FLAG_CARRIER

Record: CUST_OPTION, Copy View: CUSTCPY_BILLO_V

This table lists the page name, field name, and object name for the CUST_OPTION record.

Page	Field Name	Technical Field Name
CUST_BILLTO_OPT	Maximum Write-off Amount	MAX_WRITE_OFF_AMT
	Maximum Days Till Write-off	MAX_WRITE_OFF_DAYS
	Maximum Write-off Percent	MAX_WRITE_OFF_PCT
	AR Specialist (accounts receivable specialist)	AR_SPECIALIST
	Billing Authority	BILLING_AUTHORITY
	Billing Specialist	BILLING_SPECIALIST
	Bill By Identifier	BILL_BY_ID
	Billing Cycle Identifier	BILL_CYCLE_ID
	Bill Inquiry Phone	BILL_INQUIRY_PHONE
	Bill Type Identifier	BILL_TYPE_ID
	Prompt for Billing Currency	BI_PROMPT_CURR
	Deposit Percent	DEPOSIT_PCT
	Disable Prices on Receipt	DISPLAY_PRICES

Page	*Field Name*	*Technical Field Name*
	Holiday Processing Option	HOL_PROC_OPT
	General Ledger Unit	BUSINESS_UNIT_GL
	Collector	COLLECTOR
	Consolidation Customer ID	CONSOL_CUST_ID
CUST_BILLTO_OPT (continue)	Invoice Consolidation Key	CONSOL_KEY
	Consolidation Customer SetID	CONSOL_SETID
	Credit Analyst	CR_ANALYST
	Credit Card Profile	CRCARD_PROFILE_ID
	Customer PO (customer purchase order)	CUSTOMER_PO
	Direct Invoicing	DIRECT_INVOICING
	AR Distribution Code (accounts receivable distribution code)	DST_ID_AR
	Status as of Effective Date	EFF_STATUS
	End Date	END_DATE
	Freight Bill Type	FREIGHT_BILL_TYPE
	InterUnit	INTERUNIT_FLG
	Invoice Form	INVOICE_FORM_ID
	Purchase Order Required	PO_REQUIRED

Page	Field Name	Technical Field Name
	Start Date for Gen Standing PO (start date for general standing purchase order)	START_DATE
	Direct Debit Group	DD_GROUP
	Direct Debit Profile ID	DD_PROFILE_ID
	Draft Approval	DRAFT_APPROVAL
CUST_BILLTO_OPT (continue)	Draft Document Required	DRAFT_DOC
	Draft Type	DRAFT_TYPE
	Discount Grace Days	GRACE_DISC_DAYS
	Due Grace Days	GRACE_DUE_DAYS
	MICR ID (magnetic ink character recognition ID)	MICR_ID
	Partial Payment Switch	PARTIAL_PY_SW
	Payment Method	PAYMENT_METHOD
	Payment Predictor Hold	PP_HOLD
	Payment Predictor Method	PP_METHOD
	Payment Terms ID	PYMNT_TERMS_CD
	Reference Qualifier Code	REF_QUALIFIER_CODE

Record: CUST_BILLTO, Copy View: CUSTCPY_BILL2_V

This table outlines the page, field name, and technical name for the CUST_BILLTO record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Customer	BILL_TO_CUST_ID
	Sldto Priority Nbr (sold to priority number)	SLDTO_PRIORITY_NBR

Record: CUST_CREDIT, Copy View: CUSTCPY_CRED_VW

This table outlines the page, field name, and technical name for the CUST_CREDIT record.

Page	Field Name	Technical Field Name
CUST_CREDIT_PRFL1	Credit Class	CREDIT_CLASS
	Risk Code	RISK_CODE
	Rate Type	RT_TYPE
	Aging Category	AGING_CATEGORY
	1099-c Reporting	AR_1099C
	Aging ID	AGING_ID
	Backlog Days	BACKLOG_DAYS
	% Over Limit (percent over limit)	CORPCR_PCT_OVR
	Credit Check	CREDIT_CHECK
	Credit Limit	CR_LIMIT
	Corporate Credit Limit	CR_LIMIT_CORP
	Corporate Credit Limit Date	CR_LIMIT_CORP_DT
	Corporate Credit Check Algorithm	CR_CHK_ALG_PROFILE

Page	Field Name	Technical Field Name
	Use Corporate Summary Table	CR_SUM_PROFILE
	Credit Limit Date	CR_LIMIT_DT
	Limit Range % (limit range percentage)	CR_LIMIT_RANGE
	Credit Limit Review Date	CR_LIMIT_REV_DT
	Corporate Limit Range % (corporate limit range percentage)	CR_LIM_CORP_RANGE
	Currency Code	CURRENCY_CD
	% Over Limit (percentage over limit)	CUSTCR_PCT_OVR
	Maximum Order Amount	MAX_ORDER_AMT

Record: PROD_CUST_ALIAS, Copy View: CUSTCPY_ALIAS_V

This table outlines the page, field name, and technical name for the PROD_CUST_ALIAS record.

Page	Field Name	Technical Field Name
CUST_SOLD_PRDALIAS	Customer Product ID	PRODUCT_ALIAS
	Product ID	PRODUCT_ID
	SetID	SETID
	Description	DESCR

Record: PRODCTLG_CUST, Copy View: CUSTCPY_PRDCT_V

This table outlines the page, field name, and technical name for the PRODCTLG_CUST record.

Page	Field Name	Technical Name
CUST_SOLD_PRODCTLG	Catalog Number	CATALOG_NBR

Record: CUST_SHIPTO, Copy View: CUSTCPY_SHIP2_V

This table outlines the page, field name, and technical name for the CUST_SHIPTO record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Ship To Customer	SHIP_TO_CUST_ID
	Sldto Priority Nbr (sold to priority number)	SLDTO_PRIORITY_NBR

Record: CUST_SHEX_BLK, Copy View: CUSTCPY_SHEXB_V

This table outlines the page, field name, and technical name for the CUST_SHEX_BLK record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_EXCPT	From Date/Time	DTTM_FROM
	To Date/Time	DTTM_TO

Record: CUST_SHEX_DT, Copy View: CUSTCPY_SHEXD_V

This table outlines the page, field name, and technical name for the CUST_SHEX_DT record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_EXCPT	Day of Week	SHIP_DAY
	From Time	TIME_FROM
	To Time	TIME_TO

Record: CUST_SHIPTO_OPT, Copy View: CUSTCPY_SHIPO_V

This table outlines the page, field name, and technical name for the CUSTCPY_SHIPO_V record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_OPT1	Allow Overpick	ALLOW_OVERPICK_FLG
	Cancel Backorder	BCKORDR_CNCL_FLAG
	Distribution Network Code	DS_NETWORK_CODE
	Status as of Effective Date	EFF_STATUS
	Carton Label Format ID	LABEL_FORMAT_ID2
	Ship Container Label Format ID	LABEL_FORMAT_ID3
	Language Code	LANGUAGE_CD
	Max Picking Tolerance (maximum picking tolerance)	MAX_PICK_TOLERANCE
	Number of Days Early	SHIP_EARLY_DAYS
	Days Allowed After Request Dt (days allowed after request date)	SHIP_LATE_DAYS
	Partial Schedules	SHIP_PARTIAL_FLAG
	Partial Order	SHIP_PARTIAL_ORD
	Ship Prior to Request Date	SHIP_PRIOR_FLAG
	Single Ship Flag	SINGLE_SHIP_FLAG
	Store Number	STORE_NUMBER
	Automated Exporter Rptg Prgm (automated exporter reporting program)	AERP
CUST_SHIPTO_OPT1 (continued)	Carrier ID	CARRIER_ID

Page	*Field Name*	*Technical Field Name*
	Export Carrier ID	CARRIER_ID_EXP
	Canadian Customs Invoice	CCI_REQ_EXP
	Certificate of Origin	COO_REQ_EXP
	Flag Orders for Export	EXPORT_ORDER_FLG
	Freight Terms Code	FREIGHT_TERMS
	Export Freight Terms Code	FREIGHT_TERMS_EXP
	Insurance Required	INSURANCE_REQD
	Military End User Flag	MILITARY_FLG
	North American Free Trade Agmt (North American Free Trade Agreement)	NAFTA_REQ_EXP
	Shippers Export Declaration	SED_REQ_EXP
	Export Shipping Priority	SHIP_PRIORITY_EXP
	Shipping Priority Code	SHIP_PRIORITY_ID
	Ship Via Code	SHIP_TYPE_ID
	Export Shipping Method	SHIP_TYPE_ID_EXP
CUST_SHIPTO_OPT2	Source Business Unit	BUSINESS_UNIT_IN
	Container Control	CONTAINER_CONTROL
	Customer PO Number (customer purchase order number)	DEFAULT_PO

Page	Field Name	Technical Field Name
	Status as of Effective Date	EFF_STATUS
	Lot Control	LOT_CONTROL
	Reorder Range Percentage	RANGE_PCT
	Reorder Quantity Option	REORD_QTY_OPTION
	Replenishment Calc Period	REPL_CALC_PERIOD
	Goods Consigned at Customer	SELL_CONSIGNED_FLG
	Serial Control	SERIAL_CONTROL
	Staged Date Control	STAGED_DATE_CNTRL
	Stock-In Rate	STOCKOUT_RATE
	VMI Enabled Customer	VMI_CUST_FLG
	VMI Manager	VMI_MANAGER
	Reorder Range Check	VMI_REORDER_CHK

Record: CUST_SOLDTO_OPT, Copy View: CUSTCPY_SOLDO_V

This table outlines the page, field name, and technical name for the CUST_SOLDTO_OPT record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_OPT	Status as of Effective Date	EFF_STATUS
	Adjustment To BA Allowed	ADJUST_BAPRC_FLG
	Receipt Verification	RECEIPT_TRACK_FLG
	UPN Type Code	UPN_TYPE_CD

Page	Field Name	Technical Field Name
	VMI Order Consolidation (vendor managed inventory order consolidation)	VMI_ORDER_CONSOL
	Order Verification	VMI_ORDER_VERIFY
	Freight Charge Method	FRT_CHRG_METHOD
	Grace Pricing Discount Days	GRACE_PRICE_DAYS
	Carton Label Format ID	LABEL_FORMAT_ID2
	Ship Container Label Format ID	LABEL_FORMAT_ID3
	Weight and Volume	LOAD_PRICE_RULE
	Exclusive Pricing ID	PRICE_PROGRAM
	Arbitration Plan	EOEP_ARB_ID
	Product Source	PROD_ID_SRC
	Allow Product Substitutions	PROD_SUBSTITUTE
	Restocking Fee	RESTOCK_FEE_FLAG

Record: CUST_TEAM, Copy View: CUSTCPY_TEAM_VW

This table outlines the page, field name, and technical name for the CUST_TEAM record.

Page	Field name	Technical Field Name
CUST_GENERAL1	Default	DEFAULT_FLAG
	Support Team Code	SUPPORT_TEAM_CD

Record: CUST_SIC_CODES, Copy View: CUSTCPY_SIC_VW

This table outlines the page, field name, and technical name for the CUST_SIC_CODES record.

Page	Field Name	Technical Field Name
CUST_GENERAL2	SIC Code Type (standard industry classification code type)	SIC_CD_QUAL
	Standard Industry Code	SIC_CODE

Record: CUST_HIERARCHY, Copy View: CUSTCPY_HIER_VW

This table outlines the page, field name, and technical name for the CUST_HIERARCHY record.

Page	Field Name	Technical Field Name
CUST_SOLD_HIERARCH	Classification	CLASSIFICATION
	Division	PM_DIVISION
	Region	PM_REGION
	Syndicated Number	PM_SYNDICATED_NUM
	Syndicated Data Type	PM_SYNDICATED_TYPE
	Territory	PM_TERRITORY

Record: CUST_PM_CHANNEL, Copy View: CUSTCPY_CHNL_VW

This table outlines the page, field name, and technical name for the CUST_PM_CHANNEL record.

Page	Field Name	Technical Field Name
CUST_SOLD_HIERARCH	Primary Channel	CHANNEL_PRIMARY
	Customer Channel	CUST_CHANNEL

Record: CUST_BROKER, Copy View: CUSTCPY_BRKR_VW

This table outlines the page, field name, and technical name for the CUST_BROKER record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Broker ID	BROKER_ID
	Sold To Priority	SLDTO_PRIORITY_NBR

Record: CUST_INDIRECT, Copy View: CUSTCPY_INDR_VW

This table outlines the page, field name, and technical name for the CUST_INDIRECT record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_SELECT	Indirect Customer ID	INDIRECT_CUST_ID
	Ship To Priority	SHPTO_PRIORITY_NBR

Record: CUST_ADDR_SEQ and CUST_ADDRESS, Copy View: CUSTCPY_ADDSEQ_V and CUSTCPY_ADDR_VW

This table outlines the page, field name, and technical name for the CUST_GENERAL1 record.

The visibility of some of the fields in this record depends on the country that is specified.

Page	Field Name	Technical Field Name
CUST_GENERAL1	Eff Date (effective date)	EFFDT
	Status as of Effective Date	EFF_STATUS
	Language Code	LANGUAGE_CD
	Country	COUNTRY
	Address 1	ADDRESS1
	Address 2	ADDRESS2

Page	*Field Name*	*Technical Field Name*
	Address 3	ADDRESS3
	Address 4	ADDRESS4
	City	CITY
	Number 1	NUM1
	Number 2	NUM2
	House Type	HOUSE_TYPE
	Address Field 1	ADDR_FIELD1
	Address Field 2	ADDR_FIELD2
	Address Field 3	ADDR_FIELD3
	County	COUNTY
	State	STATE
	Postal	POSTAL
CUST_GENERAL1 (continued)	GeoCode (geographical code)	GEO_CODE
	In City Limit	IN_CITY_LIMIT
	Address Sequence Number	ADDRESS_SEQ_NUM
	Bill To Address	BILL_TO_ADDR
	Broker Address	BROKER_ADDR
	Correspondence	CRSPD_TO_ADDR

Page	Field Name	Technical Field Name
	Description	DESCR
	Indirect Customer Address	INDIRECT_ADDR
	Ship To Address	SHIP_TO_ADDR
	Sold To Address	SOLD_TO_ADDR

Page Used to Copy Customer Attributes

Page Name	Definition Name	Navigation	Usage
Copy Customer	CUSTOMER_COPY_SEC	Customers, Customer Information, General Information, General Info Click the Copy From Customer link on the General Info page.	Select information to copy from existing customers to new customers. You can also create customer templates that contain information that you repeat for multiple customers. If you use templates, attach a customer note to the customer template to prevent orders that are entered for the templates.

Selecting Customer Information to Copy

Access the Copy Customer page (click the Copy From Customer link on the General Info page).

Customer ID

Select the ID for the customer whose information you want to copy to the new customer.

Data To Copy

Select check boxes in the Data to Copy group box to copy to the new customer.

Bill To Options, Ship To Options, Sold To Options, and **Hierarchy**

Enter an effective date when you select any of these check boxes.

Bill To Customers and **Ship To Customers**

Select to include bill to and ship to customers who are linked with the sold to customer.

Broker Customers and **Indirect Customers**
Select to include brokers who are associated with sold to customers and indirect customers who are associated with ship to customers, respectively. The system reads the data from the customer copy views and copies it to the associated data table. When you save the General Info page, the system saves all of the copied data for the new customer.

Note. The system does not copy all customer fields. It does not copy unique fields, such as customer names. To modify the copy function to include a field that is not currently copied, add the field name to the associated copy view and then create the view again. To prevent copying a field, remove that field from the copy view. The CNTCT_SEQ_NUM, CNTCT_SEQ_SHIP, and CNTCT_SEQ_SOLD contact fields are no longer copied. Set up this contact information on the Contact Customer page.

Adding General Customer Information

To add general customer information, use the General Information (CUSTOMER_GENERAL), Customer ID Nbrs and SIC Codes (CUST_ALT_INFO), Customer Attachments (CUST_ATT), Customer Carriers (CUST_CARRIER), Customer Hierarchy (CUST_HIERARCHY), Customer Messages (CUST_MSG), Customer Product Aliases (CUST_PROD_ALIAS), Customer Product Catalogs (CUST_PROD_CATALOG), Customer Region Codes (CUST_REGN_CODE), and Customer Ship Date Exceptions (CUST_SHIP_EXCPT) components.

This section provides overviews of adding customers, enterprise integration points (EIPs), and staffing pages, and discusses how to:

- Add customer names and levels, and assign roles.

- View role designations for bill to customers.

- Enter indirect customer information for ship to customers.

- View and modify additional role designations for sold to customers.

- View customer relationships and customer correspondence groups.

- Select name and address information and tailor dunning letters, finance charge invoices, and statements.

- View remit from customer details.

- View corporate customer groups.

- Enter optional customer data.

- Set up and review customer credit profiles.

- Assign individual customers to customer groups.

- Set up tax-exempt certificate information.

- Enter customer value-added tax (VAT) information.

- Enter customer notes.

- Attach multimedia files to customers.

- Attach messages to customers.

- Enter additional billing, purchasing, payment, and write-off options for bill to customers.

- Enter delivery and shipping parameters.

- Set up delivery exception dates.

- Enter pricing and product information.

- Select classifications, set up customer hierarchies, assign syndicated data types, and establish channels.

- Specify available catalogs.

- Set up product aliases.

- Enter Vendor Managed Inventory (VMI) Information for the ship to customer.

- Enter tax ID, vendor ID, web addresses, stock symbols, and subcustomer information.

- Enter customer Debt Management Service (DMS) information.

- Enter individual debtor information for DMS.

- Enter individual debtor employment information for DMS.

- Enter debtor bank information for DMS.

- Enter staffing information.

- Enter target qualifications.

- Add qualifications from a profile.

- Add qualifications from a list.

- Add qualifications from a competency tree.

- Enter target job titles.

- Enter career master information.

- Enter benefits information.

- Enter customer sales data information.

- Enter customer sales profile information.

- Enter customer location sales profile information.

- Enter competitor information.

- Enter lines of business information.

- Enter job supplements information.

- Enter forms information.

- Add forms.

- Enter customer event lists.

- Create master contract rates.

- Enter worksite master information.

- Enter customer field definitions.

- Enter federal registration information.

Understanding Adding Customers

When adding new customers to the database, begin by entering the required information in the Customer component.

Use the CUSTOMER_MAIN_CI component interface to load the main customer information, customer teams, and addresses into the component tables. Use the CUSTOMER_BILLTO_CI component interface to load billing-related data such as bill to options, customer correspondence, and customer credit into the component tables. Use the CUSTOMER_SOLDTO_CI component interface to load sold to-related information such as sold to options, product catalogs, customer hierarchy, customer product aliases, and brokers into the component tables. Use the CUSTOMER_SHIPTO_CI component interface to load ship to-related information such as ship to options, customer exception calendars, carrier account information, and indirect customers into the component tables. Use the CUSTOMER_MISC_CI component interface to load miscellaneous information such as region codes, customer group, standard industry codes, VAT information, notes, attachments, and messages into the component tables.

You can also use the following component interfaces: Use the CUSTOMER Component Interface with EIP messaging to load specific customer information for setting up a customer. The CUSTOMER Component Interface uses all of the records within the CUSTOMER_GENERAL component.

Enter information that applies to one or more customer roles. You can override many of these settings at other points in the system.

When you add a customer, the customer ID might be *NEXT* by default. You can enable the system to assign the next number in sequence, as determined by the automatic numbering option that you set on the Automatic Numbering page. You can override the incremental assignment of IDs by entering another character combination in its place, or you can manually assign a customer ID.

Note. You can quickly create customers using Quick Customer Create.

See Also

Understanding Enterprise Integration Points

PeopleSoft software is delivered with many enterprise integration points (EIPs) to send and receive customer and customer group data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are implemented by means of service operations within PeopleSoft Integration Broker.

Oracle delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM.

If you are integrating with PeopleSoft CRM databases, we recommend that you synchronize the customer table by performing a full batch publish to the subscribing system and provide updates to the subscribing system with incremental messages. Customers may be maintained in both PeopleSoft SCM and CRM. When this situation occurs, customer ID auto numbering should be maintained in the SCM database.

Use the information in the following table and refer to the setup instructions in the *PeopleSoft Supply Chain Management Integrations 9.1 PeopleBook,* "Implementing Integrations," Setting Up Service Operations section.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
CUSTOMER_FULL SYNC	Inbound/Outbound Asynchronous	CustomerFullSync	No	CRM, Third-party
CUSTOMER_FULL SYNC_EFF	Inbound/Outbound Asynchronous	NA	No	CRM, Third-party
CUSTOMER_GROU P_FULLSYNC	Inbound/Outbound Asynchronous	CustomerGroupFullSyn c	No	CRM, Third-party
CUSTOMER_GROU P_FULLSYNC_EFF	Inbound/Outbound Asynchronous	NA	No	CRM, Third-party
CUSTOMER_GROU P_SYNC	Inbound/Outbound Asynchronous	CustomerGroupSync CustomerGroupSyncEff	No	CRM, Third-party
CUSTOMER_GROU P_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
CUSTOMER_GROU P_SYNC_REQ CUSTOMER_GROU P_SYNC_REQ_CAL LBACK	Inbound/Outbound Asynchronous, Request/Response	CustomerGroupSync	No	Customer Data Hub, Third-party
CUSTOMER_SYNC	Inbound/Outbound Asynchronous	CustomerSync CustomerSyncEff	No	CRM, Third-party
CUSTOMER_SYNC _REQ CUSTOMER_SYNC _REQ_CALLBACK	Inbound/Outbound Asynchronous, Request/Response	CustomerSync	No	Customer Data Hub, Third-party
CUSTOMER_SYNC _EFF	Inbound/Outbound Asynchronous	NA	No	CRM, Third-party

See Also

PeopleSoft Supply Chain Management Integration 9.1 PeopleBook, "Implementing Integrations," Setting Up Service Operations

PeopleTools PeopleBook: Integration Broker

Understanding Staffing Pages

The following pages, which are described in this section, are applicable only for staffing use. Most of the pages are used by the Staffing Front Office application; the Customer Field Definition page is used by PeopleSoft Pay/Bill Management.

- Staffing Information.

- Worksite Master.

- Customer Field Definitions.

- Target Qualifications.

- Resource Qualifications - Select Qualification Profile.

- Resource Qualifications - Search for Qualifications.

- Resource Qualifications - Select Competencies.

- Target Job Titles.

- Career Master.

- Benefits.

- Customer Sales Data.

- Competitors.

- Lines of Business.

- Job Supplement.

- Forms.

- Add New Form.

- Default Customer Event Lists.

- Contract Rates.

This table lists comments for some of the Staffing Front Office pages:

Page	Comments
Career Master	Enables you to record information about how career placements should be processed for a customer including, placement fee schedules, reference checks, and interviews.

Page	Comments
Job Supplement	Provides additional information about the safety precautions or equipment that is used for a specific job. You can also use the job supplement to store information about the nature of a particular type of job. The question and answer fields that appear on the Worksite Master page are set up during system implementation. **Note.** You do not need to enter a job supplement every time that the customer places a similar job order. Add a new job supplement to the customer record only if the safety precautions, equipment, or physical requirements of a job are substantially different from the other job supplements that are on record for the customer.
Forms	Enables you to collect information about customers. This could include additional information about the safety precautions, physical requirements, or equipment that an applicant or employee uses for a specific job order, or any information that organization may want to collect.
Worksite Master	Stores additional information about the customer's physical plant, office environment, or campus, and helps to describe work opportunities to candidates and to orient employees to assignments that they have accepted. To create a worksite master record, you must first create customer and contact records. The question and answer fields that appear on the Worksite Master page are set up during system implementation. To make any changes to the list of available forms or to the content of the forms, contact the system administrator.
Default Customer Event Lists	Configure a Standard Event List as their default event list to be used for all user defined order types and then configure another unique event list to be used for specific user defined order types. So if the order type is listed specifically, the system will default the event list associated to that specific user defined order type.
Contract Rates	Enable the staffing system user to capture pay rate, bill rate and markup %, which have been negotiated and agreed upon by the staffing company and the customer. Ultimately, the rates entered here will be used to default on assignments. The rates established here will be used as the corresponding default values on the Billing tab of the Order.

Pages Used to Add General Customer Information

Page Name	Definition Name	Navigation	Usage
General Information - General Info	CUST_GENERAL1	• Customers, Customer Information, General Information, General Info • Grants, Sponsors, General Information • Order Management, Quotes and Orders, Review Customer Information • Customer Returns, Review RMA Information	Add or review customers' names and level information, and assign associated roles. You can also enter one or more addresses for customers and assign descriptions to each location.
Phone Information	CUST_ADDR_PHONEPOP	Click the View Phone Information link on the General Info page.	Enter customers' phone information.
Alternate Character Type	CUST_ACNAME1_SEC	Click the Alt Name 1 link on the General Info page.	Enter customer names in alternate characters. This option is available only if you enable alternate character sets for the user on the User Preferences - Overall Preferences page.
General Information - Bill To Selection	CUST_BILLTO_SELECT	Click the Bill To Selection link on the General Info page.	View role designations for bill to customers and associated sold to customers.
General Information - Ship To Selection	CUST_SHIPTO_SELECT	• Click the Ship To Selection link on the General Info page. • Click the Ship to Selection link on the General Info - Ship To page.	Enter indirect customer information for ship to customers and view associated sold to customers.
General Information - Sold To Selection	CUST_SOLDTO_SELECT	Click the Sold To Selection link on the General Info page.	View or modify additional role designations for sold to customers. Associate ship to, bill to, and broker customers. View customer relationships and customer correspondence groups.

Page Name	*Definition Name*	*Navigation*	*Usage*
General Information - Correspondence Selection	CUST_CRSPD_SELECT	• Click the Correspondence Selection link on the General Info page. • Select *0030 - Correspondence Options* in the More field on the General Info page.	View or modify correspondence options.
General Information - Correspondence Options	CUST_CRSPD_OPT1	Click the Correspondence Options link on the General Information - Correspondence Selection page.	Select name and address information to use in statement, invoice, and letter headers. You can also override remit-to-location default values from the business unit and tailor Dunning letters, finance charge invoices, and statements for individual customers.
General Information - Remit From Selection	CUST_REMIT_SELECT	Click the Remit From Selection link on the General Info page.	View remit from customer details and other customer relationships.
General Information - Corporate Customer Selection	CUST_CORP_SELECT	Click the Corporate Selection link on the General Info page.	View corporate customer groups and other customer relationships. Corporate customers act as an umbrella over multiple customers with other role designations. The system maintains credit information for both corporate customers and bill to customers.
General Information - Additional General Info	CUST_GENERAL2	Select *0020 - Additional General Info* in the More field on the General Info page.	Enter optional customer data.
General Information - Credit Profile - General	CUST_CREDIT_PRFL1	Customers, Customer Information, Dun & Bradstreet Click the Go To Credit page link on the Dun and Bradstreet page. Select *0030 - Credit Profile* in the More field on the General Info page.	Set up and review customer credit profiles. You can also enter credit limits and additional credit parameters for bill to and corporate customers.

Page Name	Definition Name	Navigation	Usage
Risk Score Details	AR_RISK_DETAIL	Click the Risk Score link on the General Information - Credit Profile page	Review details of risk score calculation.
General Information - Region Code Info	CUST_REGION_CODE	Select *0050 - Region Code Info* in the More field on the General Info page.	Associate customers with multiple regions for multiple purposes, such as pricing, sales analysis, and transit lead-time calculations.
General Information - Customer Group Info	CUST_GROUP_INFO	Select *0070 - Customer Group* in the More field on the General Info page.	Assign individual customers to customer groups. Group customers with similar traits and define processing criteria for the entire group instead of individual customers. Customers can share the same account distribution, pricing arbitration plan, pricing structures, reports, sales contracts, transportation lead times, and taxes.
General Information - Tax Exempt Certificate Info	CUST_TAXEXMPT_INFO	Select *0080 - Tax Exempt Certificates* in the More field on the General Info page.	Set up tax-exempt certificate information.
General Information - Customer VAT Info (general information - customer value-added tax information)	CUST_VAT_INFO	Select *0090 - VAT Info* in the More field on the General Info page.	Enter customer VAT information.
Customer Hierarchy	CUST_CORP_SELECT	Click the Correspondence Selection, Remit From Selection, or Corporate Selection links to view the related multilevel customer hierarchy.	View the multilevel customer hierarchy for the selected customer.

Page Name	Definition Name	Navigation	Usage
General Information - Notes and General Information - Notes	CUST_NOTES	• Select *0100 - Notes* in the More field on the General Info page. • Order Management, Quotes and Orders, Review Customer Information, Notes, Customer Notes • Customers, Review Customer Information, Notes, Customer Notes	Enter information for standard notes to reuse for multiple customers or for custom notes with unique messages. For example, you might have a standard note announcing a seasonal promotion or a note thanking a customer for a particularly large order.
General Information - Attachments and General Information - Attachments	CUST_ATTACHMENTS	• Select *0110 - Attachments* in the More field on the General Info page. • Order Management, Quotes and Orders, Review Customer Information, Attachments, Customer Attachments • Customers, Review Customer Information, Attachments, Customer Attachments	Attach multimedia files, such as PowerPoint presentations, Word documents, ScreenCams, or Excel spreadsheets, to customers.
General Information - Messages and General Information - Customer Messages	CUST_MESSAGES	• Select *0120 − Messages* in the More field on the General Info page. • Order Management, Quotes and Orders, Review Customer Information, Messages, Customer Messages • Customers, Review Customer Information, Messages, Customer Messages	Associate messages with customers to communicate timely news and process the action associated with the message.
General Information - Bill To Options	CUST_BILLTO_OPT	• Customers, Customer Information, General Information, Bill To Options • Grants, Sponsors, Profile, Bill To Options	Enter additional billing and purchasing options for bill to customers. You can also enter customer payment options and payment terms as well as default write-off tolerances for customer account maintenance in PeopleSoft Receivables.

Page Name	Definition Name	Navigation	Usage
General Information - Ship To Options	CUST_SHIPTO_OPT1	• Customers, Customer Information, General Information, Ship To Options • Grants, Sponsors, Profile, Ship To Options	Enter delivery and shipping parameters. You can also enter domestic and export shipping options.
Carrier Account Numbers	CUST_3RD_PARTY_IN	Click the Carrier Account Numbers link on the General Information - Ship To Options page.	Enter account numbers for customers' carriers.
Ship Exception Dates	CUST_SHIPTO_EXCPT	Click the Exception Ship Dates link on the General Information - Ship To Options page.	Set up standard times when shipments should not be delivered to customers.
General Information - Sold To Options	CUST_SOLDTO_OPT	• Customers, Customer Information, General Information, Sold To Options • Grants, Sponsors, Profile, Sold To Options	Enter pricing and product information.
Hierarchy	CUST_SOLD_HIERARCH	Click the Hierarchy link on the General Information - Sold To Options page.	Select a classification, set up customer hierarchies, assign syndicated data types, and establish channels. The customer hierarchy is, from highest to lowest level, division, region, and territory. Currently PeopleSoft standard processing does not use the fields on the Hierarchy page.
VMI Options (vendor managed inventory options)	CUST_SHIPTTO_OPT2	Click the VMI Options link on the General Information - Ship To Options page.	Specify VMI ship to options.

Page Name	*Definition Name*	*Navigation*	*Usage*
Product Catalog	CUST_SOLD_PRODCTLG	Click the Product Catalog link on the General Information - Sold To Options page.	Specify available catalogs. You can modify product offerings for sold to customers by creating product catalogs that contain only those products that each customer requires. You can create two types of catalogs: inclusive catalogs, which contain all of the products that are available to customers, and exclusive catalogs, which contain the products to withhold from customers.
Product Aliases	CUST_SOLD_PRDALIAS	Click the Product Aliases link on the General Information - Sold To Options page.	Set up product aliases. You can enter products on orders or quotations using the sold to customer's part number (product alias) or system product IDs. Both numbers appear on the order line.
VMI Options (vendor managed inventory options)	CUST_SOLDTO_OPT2	Click the VMI Options link on the General Information - Sold To Options page.	Specify VMI sold to options.
Miscellaneous General Info	CUST_GENERAL_MISC	• Customers, Customer Information, General Information, Miscellaneous General Info • Grants, Sponsors, Profile, Miscellaneous General Info	Enter web addresses, stock symbols, currency codes, rate types, support team codes, and subcustomer codes.
General Information - Vendor Info	CUST_VENDOR_INFO	Click the Vendor Information link on the Miscellaneous General Information page.	View vendor information for the vendor whom you specify on the General Information - Additional General Info page.
DMS Customer 1 (Debt Management Service customer 1)	DMS_CUSTOMER_1	Click the DMS Information link on the Miscellaneous General Info page. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter DMS agency information for individuals or corporations.

Page Name	Definition Name	Navigation	Usage
DMS Customer 2 (Debt Management Service customer 2)	DMS_CUSTOMER_2	Click the DMS Information link on the Miscellaneous General Info page.\n\nThis link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter individual debtor information for DMS.
DMS Customer 3 (Debt Management Service customer 3)	DMS_CUSTOMER_3	Click the DMS Information link on the Miscellaneous General Info page.\n\nThis link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter individual debtor employment information for DMS.
DMS Customer 4 (Debt Management Service customer four)	DMS_CUSTOMER_4	Click the DMS Information link on the Miscellaneous General Info page.\n\nThis link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter employee debtor bank information such as the bank name, address, and account type. This page is available only if you enter employer information on the DMS Customer 3 page.
Staffing Information	CUST_STAF_INFO	Customers, Customer Information, General Information\n\nSelect *0180 - Staffing Information* in the General Info Links drop-down list box.	Enter customer information that is specific to Staffing Front Office, including customer owners and related contacts.
Target Qualifications	FO_CUST_QUALIFS	Customers, Customer Information, General Information\n\nSelect *0180 - Staffing Information* in the General Info Links drop-down list box.\n\nSelect *0090 - Target Qualification* in the Staffing Links drop-down list box.	Enter the target qualifications of the resources that this customer normally requests. This information can be used for opportunity searches.
Resource Qualifications - Select Qualification Profile	RS_SELQUALPROFILE	Click the Profile button on the Target Qualifications page.	Add target qualifications from a qualification profile.

Page Name	*Definition Name*	*Navigation*	*Usage*
Resource Qualifications - Search for Qualifications	RS_QUALIF_SRCH	Click the List button on the Target Qualification page.	Add target qualifications from the qualifications list.
Resource Qualifications - Select Competencies	RS_SO_COMP	Click the Competency Tree button on the Target Qualification page.	Add target qualifications from a competency tree.
Target Job Title	FO_CUST_JOBTITLE	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0110 - Target Job Titles* in the Staffing Links drop-down list box.	Enter job titles of the resources that customers commonly request. This information can be used for opportunity searches.
Career Master	FO_CUST_CAR_MASTR	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0120 - Career Master* in the Staffing Links drop-down list box.	Enter information about how the customer is billed for career placements and who conducts interviews and reference checks.
Benefits	FO_CUST_BENEFITS	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0140 - Benefits* in the Staffing Links drop-down list box.	Enter benefits information that the customer offers its employees.
Customer Sales Data	FO_CUST_SALES_DATA	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0150 - Customer Sales Data* in the Staffing Links drop-down list box.	Enter information about the customer for the purpose of supporting the Staffing business development process.

Page Name	Definition Name	Navigation	Usage
Customer Sales Profile	FO_CUST_SALES_PROF	Select the Sales Profile link on the Customer Sales Data page.	Enter any additional sales information for this customer.
Location Sales Profile	FO_CT_SLS_LOC_PROF	Select the Location Sales Profile link on the Customer Sales Data page.	Enter any additional sales information for this customer location.
Competitors	FO_CUST_COMPETITRS	• Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0160 - Competitors* in the Staffing Links drop-down list box. • Staffing, Customers and Contacts, Add/Update Customers, Competitors	Enter information about other staffing firms with which you compete for the customer. Alternatively, you can enter information to identify competitors of customers.
Lines of Business	FO_CUST_SRVC_AREA	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0170 - Lines of Business* in the Staffing Links drop-down list box.	Enter the lines of business in which the customer operates.
Job Supplement	FO_CUST_JOB_SUPP	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0180 - Job Supplements* in the Staffing Links drop-down list box.	Enter additional information about certain job descriptions.

Page Name	Definition Name	Navigation	Usage
Forms	FO_CUST_FORMS	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0190 - Forms* in the Staffing Links drop-down list box.	Use this page to review forms currently associated with the customer record. From this page you can also click the Add New Form button to associate more forms with the customer record.
Forms Detail	FO_CUST_FORMS_DTL	Click the Add New Form button on the Forms page.	Associate additional forms with customer records. Forms can be configured to capture extra information about the customer that is not already captured in the delivered fields in the application.
Worksite Master	CUST_WRKSTE_MSTR	Customers, Customer Information, General Information Select *0190 - Worksite Master* in the General Info Links drop-down list box.	Enter additional information about a customer worksite by associating forms with a customer work address.
Default Customer Event Lists	FO_CUST_EVL	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0200 - Customer Event Lists* in the Staffing Links drop-down list box.	Define default event lists to use on PeopleSoft Staffing Front Office job orders.
Contract Rates	FO_MC_RATES	Customers, Customer Information, General Information Select *0180 - Staffing Information* in the General Info Links drop-down list box. Select *0210 - Master Contract Rates* in the Staffing Links drop-down list box.	Capture pay rate, bill rate and markup %, which have been negotiated and agreed upon by the staffing company and the customer.

Page Name	Definition Name	Navigation	Usage
Customer Fields	CUST_CSF	Customers, Customer Information, General Information Select *0200 - Customer Fields* in the General Info Links drop-down list box.	Select the Customer Field Definition templates that you can use when creating orders and assignments for a customer. These templates enable you to capture additional information in the order and assignment that can be sent to PeopleSoft Billing and used for invoice printing or reporting purposes.
Prenote History	CUST_PRENOTE	Click the View Prenote History link on the Bill To Options page.	Set up prenote requirements for the direct debit payment method.

Adding Customer Names and Levels and Assigning Roles

Access the General Information - General Info page (Customers, Customer Information, General Information, General Info).

General Info	Bill To Options	Ship To Options	Sold To Options	Miscellaneous General Info

SetID: SHARE   Customer ID: 1000   General Info Links: ...More

*Customer Status: Active   Level: Regular

*Date Added: 01/01/1900   *Since: 01/01/1900   *Type: User 1

*Name 1: Alliance Group   *Short Name: Alliance

Name 2:

Currency Code: USD   Rate Type: CRRNT

Financial Sanctions

☑ Confirmed   Reason Code:

Do not screen for: Days   Next Screening: 07/07/2009

Roles

☑ Bill To Customer   ☑ Correspondence Customer
   Bill To Selection   Correspondence Selection
☑ Ship To Customer   ☑ Remit From Customer
   Ship To Selection   Remit From Selection
☑ Sold To Customer   ☑ Corporate Customer
   Sold To Selection   Corporate Selection
☐ Broker Customer   ☐ Consolidation Customer   Consolidation Business Unit:
☐ Indirect Customer   ☐ Grants Management Sponsor

Federal Attributes

☐ Federal Customer   Trading Partner Code: Disbursing Office:
☐ Appropriation Symbol Not Required for Reimbursable Agreements

General Information - General Info page (1 of 2)

General Information - General Info page (2 of 2)

Customer Status

Select from the available options:

Active: No restrictions are placed on how the customer can be used in the system.

Inactive: You cannot post pending items to inactive customer accounts in PeopleSoft Receivables. Additionally, prompt lists exclude inactive customers. Their account information, however, appears on the customer pages and remains part of historical information. You cannot create item actions for inactive customers

Template: The status designates that the customer will be used as a template customer for counter sales orders. The template can be added to the PeopleSoft Order Management business unit so that it will be the counter sales by default. Templates enable you to add customer information quickly during counter sales.

Use Template Address	This field appears if you selected *Template* in the Customer Status field. Select this option if you want to use the address on the template for the order. This option is typically used for counter sales or cash sales.
Does Not Expire	This field appears if you selected *Template* in the Customer Status field. Use this option if you do not want the short-term customer that is created by means of the template to expire.
Days Until Expiration	This field appears if you selected *Template* in the Customer Status field. Use the field if you want to limit the time that you can use the short-term customer that was created by means of the template customer. If you enter an order or quote for a customer and the expiration date has expired, you will get a warning message during the transaction. In the case of orders, you will be able to save the order, but you will need to update the date for the customer.
Copy From Customer	Click to access the Copy Customer page and copy attributes from an existing customer or customer template. This option is available only in add mode.
Level	Select a level to indicate the level of processing that can occur for the customer: Valid values are
	New: Indicates that the customer was recently added to the system. All processing is the same as at the Regular level.
	Prospect: Indicates that the customer ID does not appear in customer ID prompts within PeopleSoft Receivables and cannot be entered on an invoice or sales order. You can enter a quote and a conversation for a prospect customer.
	Regular: Indicates that the customer ID does appear in customer ID prompts within PeopleSoft Receivables and can be entered on an invoice or sales order.
	Short-Term: Indicates that the customer is not expected to be a long-term customer. Short-term customers can be used for cash sales and counter sales. An expiration date may be set for the short-term customer, which is used to display a warning message when an order is being created for an expired short-term customer.
	Temporary: Indicates that the customer may not be a long-term customer. All processing is the same as at the Regular level.
Date Added and **Since**	Enter the date when you established this customer in the system. You can also specify that the customer has been a customer since a certain date, which may be the date added. The current date appears by default for both fields.
	In add mode, you can change the effective date for all matching effective-dated customer records by changing the Date Added field.

Type	Select a type to identify customer categories in reports. For example, *User 1* might represent manufacturing customers, *User 2* might represent retail customers, and so forth. Each label can be up to 10 characters long. You can modify or add translate values for this field using PeopleSoft Application Designer.
Name 1	Enter the customer's primary name. Enter the customer's standard name in the Name 1 field on this page. You can enter an alternate name in the Name 2 field on this page if the customer has a different doing business as (DBA) name. A third name field, Name 3, appears on the Miscellaneous General Information page, in addition to the Name 1 and Name 2 fields.

Note. The system uses only the Name 1 value as a search key.

	When a customer's name changes, you can enter the new name and still maintain a record of the previous name. You can change a customer name up to two times. When you change the name for the first time, a previously unavailable field called Former Name 1 appears on the Miscellaneous General Information page and contains the previous Name 1 field value. When you change the value in the Name 1 field a second time, Former Name 2 appears adjacent to the Name 3 field on the Miscellaneous General Information page and contains the previous Name 1 field value.
Short Name	Enter a name to appear on pages no room is available for the full name. The system populates this field with the first ten characters of the Name 1 field.
Alt Name 1(alternate name 1) and **Alt Name 2** (alternate name 2)	Click to access the Alternate Character Type page and enter customer names in alternate characters. This link appears next to the Name 1,Name 2, and Name 3 fields when you enable alternate character sets for the user on the User Preferences - Overall Preferences page.
Currency Code	Select a currency code. The system uses this code as the default currency for the Credit Profile page, for displaying credit amounts, and as the transaction currency for quotations, sales orders, and Returned Material Authorizations (RMA). Orders and RMAs use this currency when the system generates invoices and credit memos. For multicurrency customers, the system uses this currency for multiple-currency open accounts-receivable items in business units that use this customer.
Rate Type	Enter a rate type to convert all transaction currencies to the currency code that you select on this page.

See *PeopleSoft Order Management 9.1 PeopleBook*, "Entering Counter Sales."

Financial Sanctions

Financial sanctions screening validates customer information with a variety of national and security lists.

Confirmed	Select this check box to indicate that the customer is not a match with a list used for financial sanctions screening. When a new customer is added, the address is changed, or the Screen for Denied Parties process is run, and the name and address fields are validated against the list that is used for financial sanctions screening. If the customer is a match, the check box remains deselected. After contacting the agency and determining that the customer is not a match, select the check box.
	You can also deselect the check box if you think the customer would be on the security list and the lists have not been updated yet. By doing so, you ensure that any orders entered for the customer are placed on hold.
Reason Code	Enter a code after selecting or deselecting the Confirmed check box.
Do not screen for	Enter the number of days that you want the system to not validate the customer against the list used for financial sanctions screening.
Next screening	After saving the changes in the Do not screen for field, the date appears when the customer will be validated against the list used for financial sanctions screening.

Roles

Bill To Customer	Select if the customer receives invoices. When you select this check box, the system designates the customer as a correspondence and a remit from customer, and makes those check boxes available. Only bill to customers can be correspondence or remit from customers. To change the correspondence or remit from assignments for this customer, deselect the corresponding check boxes. Two additional fields appear for entry of the setID and the customer ID of the new correspondence or remit from customer. PeopleSoft Billing and Receivables use these roles.
Ship To Customer	Select if the customer receives order shipments.
	Note. This is labeled Worksite Customer when Staffing Front Office or Pay/Bill Management are being used based on installation options.
Sold To Customer	Select if the customer places orders.

Broker Customer   Select to associate a broker with a sold to customer. A broker can act as a representative for a specific product line for this customer and negotiate product discounts or order goods on the customer's behalf. The broker might also receive sample goods or courtesy copies of various documents.

The broker customer is the ordering body for the sold to customer. Brokers can place orders on behalf of a customer and receive documents such as order acknowledgements, quotation responses, and courtesy copies of sales acknowledgements and invoices.

A broker can belong to many sold to customers, and you can associate more than one broker with a sold to customer.

Indirect Customer   Select to associate an indirect customer with a ship to customer. Processing for indirect customers is not available at this time.

Correspondence Customer   Correspondence customers are, by default, associated with a bill to customer. The information that you establish for the correspondence customer defines processing options, send to information, and remit to address information for customer correspondence, such as statements, finance charge invoices, and Dunning letters.

If the Correspondence Customer check box is selected for this customer identifying this customer as a correspondence customer, then when you click the Correspondence Selection link to view the Correspondence Customer Hierarchy, only the selected customer will appear at the top of the hierarchy.

To build a multilevel correspondence customer hierarchy, the Correspondence Customer check box must not be selected. If this check box is not selected a field appears with the setID of the current customer as the default value. You can override this value and select another setID. Next to the setID field is a blank field with a search icon, which you can click to select the customer that you want to appear as part of the Correspondence Customer Hierarchy on the Customer Hierarchy page once you save the page. You then click the Correspondence Selection link to view this new hierarchy.

You can view this hierarchy with balances for this customer in the Collection Workbench when you select Correspondence as the level for the customer you are reviewing in the workbench.

Note. If you select a customer as a correspondence customer and then decide to deselect it, you must first delete the correspondence options that you set for the customer.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Customer Hierarchy Tab.

Remit From Customer   A remit from customer is the paying entity. All customers are their own remit from customers by default, unless you assign the customers to remit from groups in the General Information component.

If the Remit From Customer check box is selected for this customer identifying this customer as a remit from customer, then when you click the Remit From Selection link to view the Remit From Customer Hierarchy, only the selected customer will appear at the top of the hierarchy.

To build a multilevel remit from customer hierarchy, the Remit From Customer check box must not be selected. If this check box is not selected, a field appears with the setID of the current customer as the default value. You can override this value and select another setID. Next to the setID field is a blank field with a search icon, which you can click to select the customer that you want to appear as part of Remit From Customer Hierarchy on the Customer Hierarchy page once you save the page. You then click the Remit From Selection link to view this new hierarchy on the Customer Hierarchy page.

You can view this hierarchy with balances for this customer in the Collection Workbench when you select Remit From as the level for the customer you are reviewing in the workbench.

Note. Remit from customer groups are valid only for bill to customers.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Customer Hierarchy Tab.

Corporate Customer   Select to designate a new customer as a corporate customer, or deselect to assign this customer to a different corporate customer.

If the Corporate Customer check box is selected for this customer, which identifies this customer as a corporate customer, then when you click the Corporate Selection link to view the Corporate Customer Hierarchy, only the selected customer will appear at the top of the hierarchy.

To build a multilevel remit from customer hierarchy, the Corporate Customer check box must not be selected. If this check box is not selected, a *field* appears with the setID of the current customer as the default value. You can override this value and select another setID. Next to the setID field is a *blank field* with a Search icon, which you can click to select the customer that you want to appear as part of Corporate Customer Hierarchy on the Customer Hierarchy page once you save the page. You then click the Corporate Selection link to view this new hierarchy on the Customer Hierarchy page.

You can view this hierarchy with balances for this customer in the Collection Workbench when you select Corporate as the level for the customer you are reviewing in the workbench.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Customer Hierarchy Tab.

Consolidation Customer   Select to enable the customer to receive consolidated bills in PeopleSoft Billing. This check box is available only for bill to customers. When you select consolidation customer, you must also define a Consolidation Business Unit. The Billing Interface process (BIIF0001) uses this information to determine which business unit to use on consolidated bills. Individual bills that are attached to a consolidated bill often originate from different business units.

Grants Management Sponsor Select to indicate that the customer is a Grants sponsor. This enables the customer information that you enter on these pages to be included in other Grants pages and processing.

Note. When you define customers who participate in intercompany transfers, you must select the Bill To, Ship To, and Sold To customer roles.

Correspondence, Remit From, and Corporate Hierarchies

Access the Correspondence, Remit From, or Corporate Hierarchy links page. (Click the Correspondence Selection link, Remit From Selection link, or the Corporate Hierarchy Selection links on the Customer - General Information page.)

Correspondence Customer Hierarchy - Customer Hierarchy page

Remit From Customer Hierarchy - Customer Hierarchy page

Corporate Customer Hierarchy – Customer Hierarchy page

When you add or update a customer, you can select the check box next to the Correspondence Customer, Remit From Customer, and Corporate Customer on the Customer Information – General Information page to indicate that this customer is a parent customer in for each of these roles when you on of the selection links. You have the option to select one, two, or all three of these customer roles as parents. When you click the selection link next to each role, the Customer Hierarchy page appears with the selected role's hierarchy. You can set up or update customers that you want to belong to the 1001 hierarchy for all three customer roles.

Important! Even if there are multiple SetIDs associated with the customers that appear in the customer hierarchy, only one SetID appears on the Customer Hierarchy page or the Collections Workbench - Customer Hierarchy tab. This setID appears based on the setup on the Installation Options, Customer page - Hierarchy Display Options.

Federal Attributes

Federal Customer   Select if the customer is a federal entity.

Trading Partner Code   Enter a two-digit code only for federal customers. This field is required if
                                  you select the Federal Customer check box.

Disbursing Office   This field is updated by the FedReg process.

Appropriation Symbol Not   Select to determine whether an appropriation symbol is required for a
Required for Reimbursable   particular customer.
Agreements

Support Team Information

Team Code   Designates the team that supports the ship to customer. Set up support team
                                  codes on the Support Team Members page.

Default   Specify the support team to be referenced on sales orders and quotes. This
                                  is a required field.

Address Locations and Details

All customer roles must have an associated primary address, as well as Name1,Short Name,Currency Code,
Currency Rate Type, and Default Support Team field values. You can enter one address for all of the
customer roles or separate addresses for each role.

The address type check boxes are available when you select the corresponding customer role on the General
Information - Ship To Options page. Select any of the address types.

Customer   If you are adding a new customer, *NEXT* appears until you save the page.
                                  Or you can override *NEXT* and manually enter a value.

Location   Enables you to indicate an organization's different address types. For
                                  example, you can specify one address to receive bills, another for shipping,
                                  a third for postal deliveries. Each address has a different location number.
                                  Every customer role must have a primary location, which the system uses
                                  on all pages where a customer address appears. The primary location,
                                  indicated by a *1,* is the address that you use most often when you contact
                                  the customer, and may be different from the customer's main address.

Bill To   Select at least one address as a bill to address if the customer is a bill to
                                  customer. You must also select one address as the primary bill to address by
                                  selecting the Primary check box.

Ship To   For intercompany transfers, the primary ship to address appears by default
                                  on the Material Stock Request - General Info page and the Express Issue
                                  page. You can only view the value on those pages; you cannot override it.

                                  Note. Ship to addresses are called Worksite addresses when Staffing Front
                                  Office or Pay/Bill Management is installed based on installation options.

Sold To	Enter the address that receives the order, quote, RMA, and buying agreement renewal letter documents. If you select the Primary check box, the sold to address is the address location that appears by default on the sales order, quote, and RMA when you select this customer ID.
RFID Enabled	Select to indicate that orders that are shipped to this destination require RFID tags.
Broker	Enter an address for the broker who receives sample goods and courtesy copies of sales order acknowledgements and invoices.
Indirect	You can associate indirect customers with ship to customers.
Correspondence Address	Enter the address that receives correspondence.
VAT Default	Click to access the VAT Defaults Setup page.
	The VAT Defaults Setup page is a common page for setup of defaults for all PeopleSoft applications that process VAT transactions. On this page, you can define customer defaults as applicable.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page.
	The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.
Effective Date and **Status**	Within each location number, you can enter multiple addresses that are keyed by effective date and status.
Language Code	Enter a code for the system to use as a default value for this location.
Tax Code	This value appears by default on bill lines in PeopleSoft Billing and on sales order lines in PeopleSoft Order Management. The value is available only for ship to customers; if the address that you are viewing is not a ship to address, this field is unavailable.

Note. This field is used for PeopleSoft-provided taxation coding.

Physical Nature	Select the default physical nature for transactions. Options are *Goods* and *Services.*
Where Performed	Select the default location where a service is most often physically performed. Options are *Buyer's Location, Ship From Location, Ship To Location,* and *Supplier's Location.*
Address 1, Address 2, and **Address 3**	These are dynamic fields that the country selection determines. Enter location identifiers, such as *Printing Division* or *Western Annex.*

View Map	Click to view a map of the specified address.
	Note. This option is available if the mapping information has been defined on the Staffing Information Installation Options page.
View Phone Information	Click to access the Country - Address Format page and enter phone information for the customer.
City	Enter the name of the city (for U.S. addresses) or town (for international addresses).
In City Limit	Select to enable third-party tax providers to determine additional city taxes for products as applicable.
Geocode	If you are using a third-party tax provider, you must click the Geocode Lookup link to retrieve the geocode.

Note. On the Country - Address Format page, select the fields that appear for each country and then assign user-defined labels. Consequently, the fields that appear on this page might not match the fields that are described.

Viewing Role Designations for Bill To Customers

Access the General Information - Bill To Selection page (click the Bill To Selection link on the General Info page).

Bill To Customer and **Associate Roles**	View the customer roles that you select on the General Info page in these group boxes.
Sold To Customer	View sold to customers (in the Sold To Customer and Name fields) who have the customer ID as their designated bill to customer.

Entering Indirect Customer Information for Ship To Customers

Access the General Information - Ship To Selection page (click the Ship To Selection link on the General Info page).

Ship To Customer	Indicates the designation that you make on the General Info page.
	Note. The ship to customer is called the Worksite customer when Staffing Front Office or Pay/Bill Management is being used based on installation options.
Indirect Customer	Appears if you select the Indirect Customer check box on the General Info page.

Sold To Customer	The sold to customer who is associated with the ship to customer. The sold to customer name appears in the Name field.
Indirect ID	Select a value if you use indirect customers. Also, select a Ship to Priority code. Specify indirect customers on the General Info page.

Viewing and Modifying Additional Role Designations for Sold To Customers

Access the General Information - Sold To Selection page (click the Sold To Selection link on the General Info page).

Sold To Customer	Indicates the designation that you make on the General Info page.
Broker Customer	Appears if you select the Broker check box on the General Info page.
Bill to Customers, Ship To Customers, and **Broker Customers**	Use the fields in these grids to assign the corresponding customers to the sold to customer. Select a customer ID from the available Bill To,Ship To, or Broker ID fields. Also, enter a priority value for each. The broker who is associated with the sold to customer and designated as the sold to priority 1 appears by default in the Ordered By field on the sales order and quote header. In all cases, a priority 1 designation indicates the primary customer to use for the sales order, quote, and returned material request created for the sold to customer.

Viewing Customer Relationships and Customer Correspondence Groups

Access the General Information - Correspondence Selection page (click the Correspondence Selection link on the General Info page).

Customer Correspondence Group

Correspondence Customer Group	The Correspondence Customer Group group box lists all of the customers whose billing information appears on the correspondence for this customer. This group box contains only the present customer's information, unless the customer is a correspondence customer (one who receives correspondence for other customers). The setID, customer ID, and customer name appear for each customer who is included in this customer's correspondence group.

For example, the Selection page for customer QuickPrint Photography could list these three customers under Correspondence Customer Group:

- QuickPrint Photography

- QuickPrint Services

- QuickPrint Graphics

The correspondence information for all three customers is combined on a single document and mailed to QuickPrint Graphics. QuickPrint Graphics receives combined correspondence for itself and the other two customers. QuickPrint Services and QuickPrint Photography do not receive correspondence.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Understanding Implementation Issues"

Selecting Name and Address Information and Tailoring Dunning Letters, Finance Charge Invoices, and Statements

Access the General Information - Correspondence Options page (click the Correspondence Options link on the General Information - General Info page).

General Information - Correspondence Options page (1 of 2)

General Information - Correspondence Options page (2 of 2)

Customer Defaults

Primary Contact and **Primary** View the field values with their corresponding sequence numbers.
Address

Effective Date and **Status**   The system supplies these values from the General Information - Correspondence Options 1 page by default.

Contact

Suppress Contact   Select to prevent letters from being addressed to the primary contact.

Primary Contact   Select to have correspondence addressed to the primary contact.

Override   Select to correspond with someone other than the primary contact. Then select the sequence number of the other contact person from the available values

In correspondence, the contact name appears as the first line of the address and is the salutation for Dunning letters.

Address

Address   Select a customer correspondence address:

- *Contact Address:* Use the primary contact or an override contact.

- *Primary Address:* Use the correspondence customer's primary address.

- *Item Address:* Use the address that is associated with the item.

- *Override:* Use an alternate address for the correspondence customer.

Contact, primary, and override addresses are all customer-based correspondence approaches. All items for a customer appear on the same letter, statement, or invoice.

The item address is an item-based correspondence approach, in which items for a customer are divided among letters, statements, and invoices according to the address that is associated with the item. Assign an address to individual items in the Location field on the Completing the Pending Item 2 page.

Remit To

Remit to Type   Select a remit to type:

Default Remit To: Use as the remit to address for open item statements.

Balance Forward: Use as the remit to address for balance forward statements.

Bank and **Account**   Select the preferred bank code and account. The system populates the corresponding bank type.

Dunning ID, Statements, Overdue Charging

Dunning ID, Overdue Charging, and **Statements**	The options in these group boxes enable you to override the default IDs that you set at the business unit level. Dunning and statement IDs determine when to exclude items from correspondence and when not to send the letter or statement. Overdue charging generates overdue charge documents for a customer, creates new overdue charge items that you can post to a customer's account, or both.
	To apply different guidelines to a customer, select a valid ID and group in each of the three sections of this page. If you override the default value, the ID appears here; if you accept the default value, it doesn't appear here.
Dunning Hold, Assess Overdue Charges, and **Statement Hold**	Select any of these check boxes to prevent the system from creating letters, finance charges, or statements for this customer. These check boxes are useful when, for example, a customer's account is in dispute and you don't want to send any correspondence until you resolve the issue. The associated hold date appears when you apply a document hold to a customer. The current date appears as the hold date by default.
	Note. The system ignores document holds when you request a statement, finance charge, or Dunning letter for a single customer or a single correspondence customer.
Dunning Group, Overdue Charge Group, and **Statement Group**	Select to group customers for statement, Dunning letter, and overdue charge processing. When you run the Statements process (AR_STMTS), the Overdue Charge process (AR_OVERDUE), or the Dunning process (AR_DUNNING), specify to generate only statements, overdue charge invoices, or Dunning letters for customers in a specific group. Select one of the options for assigning a customer to a group.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Generating Correspondence," Generating Customer Statements

PeopleSoft Receivables 9.1 PeopleBook, "Generating Correspondence," Generating Dunning Letters

PeopleSoft Receivables 9.1 PeopleBook, "Generating Correspondence," Generating and Printing Follow-Up Letters

PeopleSoft Receivables 9.1 PeopleBook, "Generating Overdue Charges"

Viewing Remit from Customer Details

Access the General Information - Remit From Selection page (click the Remit From Selection link on the General Info page).

Remit From Customer Group   Indicates a remit from customer. If the customer is not a remit from customer, deselect the Remit From Customer check box on the General Information - General Info page, and then enter the setID and customer ID for the appropriate remit from customer.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Understanding Implementation Issues"

Viewing Corporate Customer Groups

Access the General Information - Corporate Customer Selection page (click the Corporate Selection link on the General Info page).

Corporate Customer Group   View all the customers who are attached to the corporate customer.

Entering Optional Customer Data

Access the General Information - Additional General Info page (select *0020 - Additional General Info* in the More field on the General Info page).

Alternate Customer Information

Standard ID Qualifier   Select a translate value that lists credit and reporting services in various countries.

If you use trade credit organizations other than those provided, you can add field values to accommodate that information. Consult the PeopleTools documentation when making that change. The ID number that is associated with the qualifier appears.

DUNS Number (with edit): (Dun and Bradstreet number with edit) The system prompts you to select a setID and Dun and Bradstreet (D&B) number.

DUNS Number (no edit): (Dun and Bradstreet number no edit) This option is for companies that do not have the D&B interface installed or do not use the D&B component and want to maintain the information manually. Additionally, this option has a Credit File check box that you can use as you want.

DUNS +4 Suffix: Use this option is used individual credit entities within a larger organization using the entity's Dun and Bradstreet number followed by a 4-digit suffix.

Note. You may want to inactivate a DUNS number translate value that you are not using.

Return to Previous Panel   Click to access the Dun and Bradstreet component to view or enter D&B information for the customer or to purchase a report. This button is active only if you select *DUNS Number (with edit)* in the Standard ID Qualifier field and you accessed the page from the Dun and Bradstreet component.

SIC Codes

SIC Type (standard industry classification type)   Select a value to specify the classification format that is used in Canada, France, Germany, the U.K., or the U.S. Major industry types and subsets within industries use standard industry classification codes in various countries to group and facilitate reporting and analysis.

SIC Code (standard industry classification code)   Select a value to specify the industry classification that is appropriate to the customer. Industry codes are listed by type in the appropriate categories and language. You can add rows to include this customer in additional types and classifications.

Setting Up and Reviewing Customer Credit Profiles

Access the General Information - Credit Profile - General page (select *0030 - Credit Profile* in the More field on the General Info page).

Credit Profile

Effective Date   Additional customer credit information is keyed by this date to enable you to keep a history of changes that you make to the customer's terms and to enter changes that go into effect on a future date.

Credit Class   Select to group customers by defining additional credit categories.

Risk   Select as an indicator of the customer's past credit history.

Risk Score   Displays the risk score that was calculated for this customer based on the set up of a risk score rule and running the Risk Scoring Application Engine program. Click the risk score link to display the Risk Score Details page, which displays the Risk Scoring ID, the Risk Scoring Element, the number of business units, the Customer Data, the Range Value, and the Scoring Weight (%) that were used by the AR_RISK program to calculate and display this risk score.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Setting Up Exception and Collection Processing," Setting Up Risk Scoring Rules.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Managing Credit, Collections, and Exceptions," Generating Risk Scores.

Currency Code	Enter a currency to use for credit information. This value appears by default from the Miscellaneous General Info page. For multicurrency customers, the system uses this currency for multiple-currency open accounts-receivable items in business units that use this customer. The system converts all open items to this common currency for credit checking.
Rate Type	Enter a type to convert all transaction currencies to the currency code that you select on this page.

Collection Information

Collection	PeopleSoft Receivables uses this check box for informational purposes only. Changing a customer's status to Collection has no effect on item or payment processing.
Status	Select a status (from those that you define on the Collection Status page) when you turn over a customer for collection. Status codes vary according to business practices; for example, they might represent different collection agencies that you use.

Dispute Information

Dispute	PeopleSoft Receivables uses this check box for informational purposes only. Changing a customer's status to Dispute has no effect on item or payment processing.
Status	Select a status (from those that you define on the Dispute Status page) when you place a customer in dispute. As with collection status codes, dispute status codes vary by business. They usually indicate the cause for dispute, such as a pricing error or an incorrect shipment.
Amount	Enter the disputed amount. This value can be the customer's account balance, the amount of a single item, or some other amount. It can be a negative or positive value.

Credit Check Information

Enable Credit Checking	Select to have the system check this customer's credit and reject orders when the customer exceeds the credit limit. The system includes only *open* orders in the credit-checking calculations; it ignores orders in any other status.

Important! The Credit Check check box on the Order Group Terms page takes precedence over the Credit Check check box at the customer level. When you deselect the Credit Check check box on the Order Group Terms page, the system will not perform credit checking regardless of how you set credit checking on this page. If you select the Credit Check check box, then you must also select it at the customer level. This enables credit checking on a per customer basis.

Note. If the PeopleSoft Order Management business unit has credit checking enabled, then all bill to customers using that business unit are expected to have credit profiles. A missing credit profile will result in the orders for that customer in the business unit being put on hold.

Note. All fields except the Credit Limit Review Date are unavailable until you select this check box. These fields, except the Range % field, are applicable only when the system runs credit checks through PeopleSoft Order Management.

Credit Limit Review Date	Enter the date on which to reevaluate the credit limit. This date applies to both the credit limit and the corporate credit limit.
Maximum Order Amount	Enables you to set a limit on individual orders for this customer.
Corporate Credit Check Algorithm	The user can use the existing algorithm or the new advanced corporate credit algorithm at the corporate customer level. The corporate customer option will override the installation default if a value is present. Values from the drop-down list box are Basic,Advanced, and Installation Default. This drop-down list box is displayed only if the Allow Credit Profile to Override check box is selected on the order management installation record.
Use Corporate Summary Table	The user can use the summary table for the corporate credit check calculation. The summary table is updated each time the credit check process is run and will store old credit balance, sales order backlog and pending payment and deposit information. The corporate customer option will override the installation default if a value is present. Values from the drop-down list box are Yes,No, and Installation Default. This drop-down list box is displayed only if the Allow Credit Profile to Override check box is selected on the order management installation record.

| **Backlog Days** | Select the number of backlog days to include in the credit-available calculations. For example, if you select *60,* when the system calculates credit available, it subtracts order lines that are scheduled to ship within 60 days. This part of the credit-checking algorithm is sometimes referred to as potential accounts receivable. The system calculates potential accounts receivable (backlog due to ship within a specified number of days) only for bill to customers. |

Credit Limit

Credit Limit	Applies to the bill to customer, and workflow processes used in PeopleSoft Receivables can reference it. When a bill to customer exceeds the credit limit, for example, the system adds this customer to the worklist of the workflow user who is assigned to the customer, indicating that the user should review this customer's account.
	Note. A blank Credit Limit field represents unlimited credit, even if you select the Credit Check check box on this page and establish credit checks on the Credit Processing page. To indicate that a customer does not have unlimited credit, enter an amount, which could be as little as .01 or as high as the customer's credit worthiness allows.
% Over Limit (percentage over limit)	Enter a percentage by which you allow customers to exceed their credit limits before hold processing takes effect. If you enter *2%,* for example, the system adds two percent of the customer's credit limit to the available credit amount. Depending on the percentage that you enter, the credit limits might be higher than those that you originally established for the customer.
Range % (range percentage)	Enter a percentage to represent a comfort level that is relative to this customer's credit limit. PeopleSoft Receivables uses this value. You can flag some customers, for example, when they get within 80 percent of their credit limits; alternatively, you can allow other customers to use 110 percent of their credit limits.
Date	Enter the credit limit date. This date is distinct from the effective date so that changes to the credit limit or other credit information remain independent of each other.

Corporate Credit Limit

| **Corporate Credit Limit** | Enter an amount if the customer is a corporate customer. The credit limit amount appears by default, but you can override that value. You can also enter a percentage over limit, a range percentage, and a date. |
| **% Over Limit** (percentage over limit) | Enter a percentage by which you allow corporate customers to exceed their credit limits before hold processing takes effect. |

Range % (range percentage)	Enter a percentage to represent a comfort level that is relative to this corporate customer's credit limit. PeopleSoft Receivables uses this value.
Date	Enter the credit limit date.

Note. Corporate Customers need not be Bill-To customers to use corporate credit checking. Hence, corporate level credit check calculation is allowed for all corporate customers, regardless of the corporate customer role.

Hold If Outstanding AR Balance

Aging ID and **Aging Category**	If a customer has an outstanding balance in the specified aging ID at the specified aging category or older, the system might place all orders for that customer on hold, even if the customer has not reached the credit limit. The system places these orders on hold only if you assign a hold code for the Outstanding AR (outstanding accounts receivable) field on the Credit Processing page in PeopleSoft Order Management. Regardless of the aging ID and aging category that you specify on this page, PeopleSoft Receivables uses all of the applicable aging IDs and aging categories to calculate a customer's outstanding items.
	Note. Even if you elect to forego credit checking for a customer, the system checks for values in the Aging ID and Aging Category fields and places orders on hold if open receivables exist that meet or exceed the specified parameters.
1099-C Reporting	Click this link to access the 1099-C Reporting Details page, where you must enter a customer's cancellation of debt details before generating the 1099-C form to submit to the IRS.
	See *PeopleSoft Receivables 9.1 PeopleBook,*Interfacing with U.S. Federal Systems, Generating the 1099-C Report.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Setting Up Payment Predictor Processing"

Assigning Individual Customers to Customer Groups

Access the General Information - Customer Group Info page (select 0070 - Customer Group in the More field on the General Info page).

Customer Group	Associate customers with multiple groups.

Group Type	Associate multiple Customer Group values with these types: *Accounting, Allocation Group, Alternate Sources of Supply, Backorder/Reservations, Claimback Contract, Buying Agreements, Collection, Direct Debit, Draft, Forecasting, Freight, Pricing, Pay/Bill Management, Pricing Arbitration Plan, Reporting, Tax,* or *Transportation.*
	Note. A customer cannot be assigned to more than one of these customer groups: *Forecasting* or *Pricing Arbitration Plan.*

See Also

PeopleSoft Enterprise Pricer 9.1 PeopleBook, "Using the Arbitration Plan"

Setting Up Tax-Exempt Certificate Information

Access the General Information - Tax Exempt Certificate Info page (select 0080 - Tax Exempt Certificates in the More field on the General Info page).

Exemption Certificate and **Issuing Authority**	Record multiple tax exemption certificates for each customer and select an authority type to classify the issuing authority. For each exemption certificate, enter an effective date, status, issued date, and expiration date.
Tax Exempt Category	Specify the exemption category for which the customer qualifies with this purchase:
	Blanket: Exemption category exists for all purchases of this type.
	Single Purchase: Exemption category exists for the specified purchase only.
	Other: You have defined another exemption category.
Exempt License Exists	Select to denote that a tax-exempt license is issued to the customer.

Note. In PeopleSoft Billing, you can include the certificate information on the customer's invoice.

Entering Customer VAT Information

Access the General Information - Customer VAT Info page (select 0090 - VAT Info in the More field on the General Info page).

VAT Registration

Country and **Home Country**	Add rows for as many countries as you need to define, and then select one country as the home country.

VAT Registration ID (value-added tax registration ID)   Define for each country.

Exception Data

Effective Date and **Status**	Specify the effective date and status for each exception that you enter.
End Date	Enter the date that the exoneration or suspension ends, if applicable.
Exception Type	Select the type of exception. Options are: *Exonerated:* Select if the VAT entity is permanently excused from paying VAT. *Suspended:* Select if the VAT entity is temporarily excused from paying VAT.
VAT Certificate ID (value-added tax certificate ID)	Sometimes a government issues a certificate to show proof of an exception. Use this field to enter the VAT certificate ID that was issued.

Note. If the country that you select on the VAT Country Definition page does not allow VAT suspensions, then you cannot select *S* (suspended) as an exception type.

VAT Defaults

VAT Default (value-added tax default)	Click to access the VAT Defaults Setup page. This page enables you to set up VAT defaults for all PeopleSoft applications that process VAT transactions. On this page, you can define customer defaults as applicable.
VAT Service Treatment Setup (value-added service treatment setup)	Click to access the Services VAT Treatment Drivers Setup page. This page is a common page that you use to set up VAT services treatment for all PeopleSoft applications that process VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.

See Also

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

Entering Customer Notes

Access the General Information - Notes page (select 0100 - Notes in the More field on the General Info page).

Customer Notes

Sequence	Determines the order in which notes are printed on the selected documents.
Classification	Select a value:
	Standard: Assigns a standard note. For this value, select a standard note code. Standard notes are created on the Common Definitions Standard Notes page.
	Custom: Creates a custom note. For this value, select a note type, and then enter the custom note in the text field.
Use Predefined Standard Note	Select to use a predefined note for a customer note.
Note Code	Enter the note code for this note. If you are using predefined standard notes, select the standard note to assign to this page or enter the note code. The note type, note text, key words, and print on documents appear.
Note Type	For custom notes, select the note type for the note.
Document To Print The Note On	For custom notes, enter the print location for notes from the available options. You can print notes on invoices, bills of lading, order acknowledgements, picking plans, and quotations without additional configuration.

Note. If you bill multiple sales orders on one invoice, use line notes. Header notes might contradict one another or be duplicates.

Attaching Multimedia Files to Customers

Access the General Information - Attachments page (select 0110 - Attachments in the More field on the General Info page).

Attachment Information

Add	Click to browse for and add an attachment.
View	After you upload an attachment, click the View button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a description of the multimedia item that you're attaching.
	Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Attaching Messages to Customers

Access the General Information - Messages page (select 0120 − Messages in the More field on the General Info page).

Sequence Number   Identifies each message. You can attach multiple messages to each customer. The system assigns a sequence number of *1* to the first message. Up to three messages at a time appear on this page.

Sanctions Match   Indicates whether the message is used for Financial Sanctions Screening.

See <u>Chapter 3, "Maintaining Additional Customer Information," Validating Financial Sanctions, page 168.</u>

Message   This field is blank if you select a customer for whom no messages are entered. In this case, select a message code to assign to the customer. The full message description appears in the text box.

Start Date and **End Date**   Indicates the date on which the message goes into or out of effect. The current date appears by default as the start date. The date *12/31/2099* appears by default as the end date. You can change either of the default dates.

Action   Indicates the action *(None,Reject,* or *Hold)* that you assign to the message on the Messages page.

Hold Code   Indicates the code that you associate for the hold action.

The hold codes are controlled by role security. If the user associated with the role does not have authority to modify the hold code associated with the message, the fields are unavailable for entry. If the user associated with the role can add the hold code but cannot release the hold code, the user can release and delete messages with holds up until the user leaves the Customer_Msg component. You also cannot attach a message to the customer if it has a hold code associated with it that you do not have security for. Similarly, you cannot delete an existing message that has a hold code unless you have the security for the hold code.

Note. Message codes with an action of *Reject* apply only to the sold to customer. Message codes with an action of *Hold* create holds on the sales order.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Placing Sales Orders on Hold"

Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers

Access the General Information - Bill To Options page (Customers, Customer Information, General Information, Bill To Options).

Bill To Options page (1 of 2)

Bill To Options page (2 of 2)

Effective Date	Bill to options are keyed by the effective date to enable you to keep a history of any changes that you make to the billing options, and to enter changes that go into effect on a future date.

Responsibilities

Credit Analyst, Collector, Billing Specialist, and **Billing Authority**	Select predefined personnel codes for those who will work with this customer. PeopleSoft Billing and Receivables uses these fields. Credit Analyst and Collector are required fields for bill to customers.
AR Specialist (accounts receivables specialist)	Select the code for the person whom PeopleSoft Receivables assigns as the initial owner for the customer's deductions and disputed items. If you do not enter a value, the system uses the AR specialist whom you assign to the Receivables business unit. If you assign an AR specialist to an entry reason on the Automatic Entry Type - Selection page, the system uses that specialist.
Bill Inquiry Phone	The number that is printed on customers' invoices for them to call with questions about their bills. PeopleSoft Billing uses this field.

Note. The system stores collector, credit analyst, and team member (formerly salesperson) codes on the Receivables item record; when you change these personnel assignments for a customer, existing open items retain the previous collector, credit analyst, and team member or salesperson.

Billing Options

Direct Invoicing	Select for PeopleSoft Billing to provide a streamlined process that extracts sales order, project resource lines, and intercompany transfer information for subsequent processing in PeopleSoft Billing. In PeopleSoft Order Management and Inventory, this processing occurs immediately after shipping depletion; in PeopleSoft Project Costing, this processing occurs after you click the Generate Invoice or Generate Pro Forma button on the Manage CA/PC Bills page. Subsequent processing includes calculating VAT (for project resource lines and intercompany transfers), printing invoices, creating accounting entries, and initiating vouchers.
Federal Highway File	Select to have the Federal Highway billing format.
Prompt for Billing Currency	Select to have the system prompt you for the billing currency when adding a new bill for the customer. You can add the new currency in any decimal precision. If in bill entry you change to a customer with a different currency, and you select this check box, the system prompts you to enter the desired currency. You can enter a new currency or keep the customer's default currency. You are not required to enter a new value.
Print Product Alias Description on Invoice	Select this option for the invoice to display the entered product alias description.
Freight Bill Type	Select to designate the time to bill freight.
Bill Type	Select a bill type identifier other than the one that you define on the Accounting and Billing page. Set up a bill type at the customer level to control processing in PeopleSoft Billing by customer and order versus at the PeopleSoft Order Management business unit level. The bill type appears by default on the Bill To section of the Order Entry Form page during order entry. If you have not set up a bill type on this page, the bill type identifier appears by default on the Accounting and Billing page.
Billing Cycle Identifier	Used in PeopleSoft Billing to group billing activity by a common invoicing schedule. For example, a cycle might represent a monthly or weekly schedule for invoicing.
Invoice Form	Enter an identifier for the formatting options to use to determine the sorting and summarization levels for invoice information.
Bill By Identifier	Enter a value to determine the criteria that the system uses to group billing activity into a single bill. The system uses this value for billing activity imported through the Billing Interface from an external source. For intercompany transfers, select a bill by identifier that you set up for this purpose on the PeopleSoft Billing Bill By Identifier page.

Note. The system requires at least one bill by if you use PeopleSoft Billing and the Billing Interface.

AR Distribution Code
(accounts receivable
distribution code)

Select the code that is associated with the valid combination of ChartField values to use when generating accounting entries for PeopleSoft Receivables. The system enters the Receivables ChartField values on the bill according to the code that you select. If you do not have PeopleSoft Billing installed, this field is unavailable.

Billing Consolidation Data

Consolidation Key

Assign a value to associate groups of bills to consolidate. This free-form field enables you to create labels that best suit business needs.

Customer ID

Select a value to determine which consolidation customer (defined on the General Info page) receives the consolidated bill for this bill to customer.

Note. Use the Customer ID and Consolidation Key fields to enable the PeopleSoft Billing Interface to consolidate bills for bill to customers. To determine consolidation on a case-by-case basis, leave these fields blank and enter consolidation information through the Billing Interface.

Interunit Billing

InterUnit Customer

Select to establish a customer for interunit transactions that are defined as intercompany transfers in PeopleSoft Inventory. Leave this field blank for all other customers.

General Ledger Unit

Enter the unit that this PeopleSoft Billing interunit customer represents. The value that you enter here appears by default on the bill to General Ledger business unit on the Standard Billing - Header - Info 1 page. If you do not select a value, you must enter a General Ledger business unit on the bill at bill entry. For PeopleSoft Inventory intercompany transfers, however, the system requires that you enter a value here.

If the customer is an interunit customer and is identified as a vendor on the Additional General Info page, both should have the same General Ledger Unit option or affiliate.

Reference Qualifier Code

Select a default value for lockbox processing and online-entry payment reference information in PeopleSoft Receivables.

Blanket Purchase Orders

PO Number (purchase order number)

Enter a default number to use for all orders that this bill to customer places. When the end date passes, the blanket purchase order (PO) number no longer appears by default on the sales order header when you select this bill to customer.

Purchase Order Required

Select if the customer requires a purchase order on all orders. PeopleSoft Billing does not use this field, yet PeopleSoft Order Management does.

Immediate Payment Options

Immediate Payment Required and **Deposit Percent**	Select this option if you want to force a payment at the time of the order for the goods that the customer is taking with them. When this option is enabled, the Deposit Percent field on the customer record is *100%* by default, which requires the customer to pay in full for the goods that the customer is not taking with them at order time, for example, a backorder or special ordered item. The deposit percent can be modified on the customer record as necessary.

Payment Method Options

Payment Method	Select the customer's default payment method.
	Important! If you select direct debit (DD) as the payment method, a Prenote for Direct Debit group box appears to enable you to require the transmission and confirmation of prenotes prior to processing the associated direct debit transaction.
Draft Type	Select a draft type that you previously defined on the Draft Type page.
Direct Debit Group	Specify the group to which the customer belongs. The system uses direct debit groups to identify groups of customers to process simultaneously. The group names are predefined.
Bank Account	Indicates the bank account from which the system collects direct debits for this customer. You can change this value on the direct debit worksheet. This magnetic ink character recognition (MICR) ID serves as the primary direct debit account from those accounts that you assign to the remit from customer on the MICR Information - Address page.
Draft Document Required	Specifies whether you will create a draft document for the customer if the payment method is by draft. When you create a document, the system prints a draft document for the customer. If you do not create a document, the system prints only a draft statement.
Draft Approval	Select a value:
	Preapproved: Submits the draft to the customer's bank for payment without the customer's sign-off.
	Approval Required: Sends a draft document to the customer for review and approval before submitting the draft document to their bank.
Direct Debit Profile ID	Select a value if *Direct Debit* is the payment method. Direct debit profiles establish parameters, such as item exclusions, customer exclusions, approval limits, and processing options. Set up profiles on the Profile page.
Credit Card Profile ID	Select the profile used to control batch processing of credit card payment worksheets and settlements.

Payment Terms

Payment Terms ID	Select a default ID for the customer. You can override this value by entering payment terms directly on the Pending Item 1 page. If you do not set payment terms for the customer, the system uses the terms that you associate with the business unit on the Receivables Options - Payment Options page. Establish codes during setup on the Payment Terms page.
Discount Grace Days and **Due Grace Days**	Enter the number of additional days, beyond agreed payment terms, that you allow the customer to take the discount or to pay the invoice. The leeway is taken into account for the earned discount calculations on payment worksheets and by the Payment Predictor process. If you do not enter values in these fields, the system uses the default values that you set for the business unit on the Receivables Options - Payment Options page.

Prenote for Direct Debit

A direct debit prenote is a zero-amount electronic payment, which is sent to the customer's bank to confirm the accuracy of the customer's bank information with the information that is set up in the PeopleSoft application. You need to populate the fields in Prenote for Direct Debit for the Create Direct Debits process in PeopleSoft Receivables to create prenotes, which are sent to the customer's bank for confirmation.

Prenote Required	Select 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.

Prenote Status   Displays the current prenote status, which you can change manually. If this field is blank, select the status *New.*

The prenotes statuses are:

• *New*

When you select the Prenote Required check box, the system automatically updates the prenote status to *New.* This status indicates that the Create Direct Debit process has not been run for prenotes.

• *Submitted*

The Create Direct Debit process creates a prenote and FIN2025 in Financial Gateway creates an EFT with a status of Dispatched, which indicates that the prenote has been dispatched to the bank. Once the EFT is dispatched, the prenote status is set to *Submitted.* The prenote remains in this status until you hear back from the bank, or the prenote is automatically confirmed. Automatic confirmation occurs when the days prior to confirmation have elapsed, which causes the Create Direct Debit process to set the prenote status to *Confirmed* and processes the direct debit.

Note. A user cannot manually change the status of the prenote to Submitted.

• *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.

Status Updated by   Identifies the last user to change the status of the prenote.

Confirm After _ Days   Enter the number of days that can elapse before the system automatically changes the prenote status to *Confirmed.*

Reason   Select a reason code, which represents the reason for a status change.

Date   Displays the date that the status was last changed. Originally displays the current system date as the default value.

View Prenote History   Click to view the status history of a prenote.

Payment Predictor Options

Define rules for the Payment Predictor process (ARPREDCT) for the customer.

Partial Payment Switch	Select to allow partial payments for underpayments and to take unearned discounts when you use the #DTL_TLR algorithm group. You must also select a Payment Predictor method that runs #DTL_TLR.
	If you deselect this check box, the system uses the values that you specify on the Receivables Options - Predictor Detail page to determine whether to create a write-off or adjustment item for underpayments and overpayments when Payment Predictor runs the #DTL_TLR algorithm group.
Payment Predictor Hold	Select to prevent Payment Predictor from processing a customer's items.
Method	Specify the Payment Predictor method to use when the system applies payments from the customer. If you don't enter a method here, Payment Predictor uses the method that you specified for the business unit on the Receivables Options - Payment Options page. You can specify that the Payment Predictor method overrides only for bill to customers who are also remit from customers. If you enter a Payment Predictor method for a customer who is not a remit from customer and then attempt to save the record, the system issues an error message.

Bank Holiday Options

Holiday Options	Define default rules that the system uses to change the due date for the customer when the date falls on a bank holiday. The system uses the bank account that you assign to the correspondence customer to determine bank holidays. If you do not set up bank holiday rules for the customer, the system uses the rules that you define for the business unit on the Receivables Options - General 1 page.
	Select a value:
	Not Applicable: Does not change the due date.
	Due After Holiday: Changes the due date to one day after the holiday.
	Due Before Holiday: Changes the due date to one day before the holiday.
Days	The number of days to move the due date to accommodate the holiday.
Allow due date in next month	Select to permit the new due date to fall in the next month if you select *Pay After Holiday* as the holiday option. If you do not select this check box, the system adjusts the due date to the last business day prior to the original due date.

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

Write-Off Info

Change the default tolerances that the Automatic Maintenance process (AR_AUTOMNT) and maintenance worksheet use to write off items for a customer, if needed. The default is no limit.

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 system writes off an amount below the maximum amount if it does not exceed the percentage of the item's original amount or the percentage of the remaining balance for a match group. For example, if you enter an amount of *25.00,* the process writes off amounts up to 25.00 AUD. However, if you enter a maximum write off percent of *10* percent and the item's total original amount is 240.00 AUD, the system writes off more than 24.00 AUD.

For no limit, enter all *9*s. Enter *0* or leave the field blank to have no write-offs for the customer.

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.*

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

eBill Payment Options

Store Most Recent Statement Image   The statements will be displayed only for Contact Customer defined with the Bill To option and View Statement selected on the Self Service Security tab. Only the three most recent statement images are retained. Hence, existing statement files for the customer will be replaced with the most recent statement files.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Setting Up Transportation Lead Times and Internal Freight Charges"

PeopleSoft Order Management 9.1 PeopleBook, "Billing Orders"

PeopleSoft Billing 9.1 PeopleBook, "Setting Up the Billing Interface"

PeopleSoft Billing 9.1 PeopleBook, "Establishing InterUnit and IntraUnit Billing"

PeopleSoft Receivables 9.1 PeopleBook, "Setting Up Exception and Collection Processing"

PeopleSoft Receivables 9.1 PeopleBook, "Setting Up Draft Processing"

PeopleSoft Receivables 9.1 PeopleBook, "Managing Direct Debits"

PeopleSoft Receivables 9.1 PeopleBook, "Defining PeopleSoft Receivables Business Units"

PeopleSoft Receivables 9.1 PeopleBook, "Defining Additional Processing Options," Setting Up Payment Terms

PeopleSoft Receivables 9.1 PeopleBook, "Maintaining Customer Account Balances," Write-Off Tolerances

Entering Delivery and Shipping Parameters

Access the General Information - Ship To Options page (Customers, Customer Information, General Information, Ship To Options).

Ship To Customer Options

Effective Date	Ship to customer options are keyed by effective date to enable you to keep a history of any changes that you make to the customer's rules and to enter changes that go into effect on a future date.

Ship To Options

Distribution Network Code	Enter the appropriate code for the customer. If you leave this field blank, enter a default distribution network code or Ship From Inventory business unit on the Shipping and Returns page for the PeopleSoft Order Management business unit.
Store Number	Enter a value to help identify the location. This value appears by default on the order header; you can use this value as an alternate search criterion when you enter a quote or sales order.
Single Ship Flag	Select *Yes* to ship all of the schedules that make up an order together. If you use single shipments, the *Yes* value is not available for the Partial Order field.

Carton Label Format ID and **Ship Container Label Format ID**	(Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels.
	Note. You can also use the Overview of the Source of Ship From Inventory business unit to enter format IDs for sold to customers. If you establish format IDs for both sold to and ship to customers, the system uses the ship to values. If you enter values only at the sold to level, the system uses those values for all ship to customers who are associated with the sold to customer.
Allow Overpick	Select to pick more than you requested.
Max Picking Tolerance	Select a maximum picking tolerance for the system to pick in PeopleSoft Inventory if you select Allow Overpick.

Just In Time Parameters

Ship Prior To Request Date	If you select *Yes,* then enter a value in the Number of Days Early and Days Allowed After Request Date fields; do not leave them blank. A blank field for either of these fields equals *0* and has no effect on processing. You can use those fields to manage shipping options.
Days Allowed After Request Date	Enter the number of days beyond the requested arrival date that a customer accepts a delivery.
Number of Days Early	Specify the number of days before the scheduled arrival date that the customer accepts delivery if the customer accepts early shipments. The system calculates the early ship date by subtracting the number of days early from the scheduled ship date on the schedule.

Demand Fulfillment Options

Partial Schedules	Indicates whether the customer accepts partial shipment schedules.
Partial Order	Indicates whether the customer accepts partial orders.
Cancel Backorder	Select *Yes* if the customer prefers not to receive backorders.

Note. PeopleSoft Inventory considers partial schedules and cancel backorder requirements when it processes demand for the customer. For example, if you select *Yes* in the Cancel Backorder field, the PeopleSoft Inventory system does not create an automatic backorder after an initial partial shipment.

Domestic and Export Shipment Options

Ship Via,Freight Terms Code, Carrier ID and **Priority**	Specify which shipment method to use for domestic and export shipments for this customer. You can use shipping priority codes as the final sort option for fulfilling orders on the General Information - Ship To Options page.

Required Documents

When documents are required for all shipments outside of the U.S. for a particular ship to customer, select the check boxes in this group box for the required documents.

Canadian Customs Invoice	Select for shipments from the U.S. to Canada to include the required invoice.
Shippers Export Declaration	Select to include the reporting document for the U.S. Department of Commerce that details all freight moving from the U.S. to other countries.
Certificate of Origin	Select to include the U.S. certificate that guarantees that goods are of U.S. origin (purchase or manufacture).
NAFTA (North America Free Trade Agreement certificate of origin)	Select to include the NAFTA Certificate of Origin.

Export Flags

Insurance Required	Select if orders for the customer need to be insured when exported.
Flag Orders for Export	Select to note that orders for the customer require export documentation.
	Note. Select this check box to create bills of lading for sales orders and intercompany transfers. This setting appears by default on the Stock Request Summary page, where you can override it.
AERP (automated exporter reporting program)	Enter the AERP that the U.S. Bureau of Census assigned. The system uses this setting in a future interface to a third-party export compliance system.
Military	Select to note that the customer is either in the military or sells to customers who are part of the military. The system uses this setting in a future interface to a third-party export compliance system.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Introduction to Sales Order Entry," Default Ship-From Values

PeopleSoft Supply Chain Management Integration 9.1 PeopleBook, "Using an Electronic Data Collection System," Generating Labels

Setting Up Delivery Exception Dates

Access the Ship Exception Dates page (click the Exception Ship Dates link on the General Information - Ship To Options page).

Copy	Click to copy exception shipment schedules.

Block Exceptions

From Date and Time and **To Date and Time**	Enter dates to specify a time frame to prevent deliveries from being made.

Standing Exceptions

Day of Week	Enter the weekday on which you plan to restrict deliveries. You can specify the entire day for exception or define a time frame during which deliveries should not be made.

Entering Pricing and Product Information

Access the General Information - Sold To Options page (Customers, Customer Information, General Information, Sold To Options).

Sold To Customer Options

Effective Date	Sold to customer options are keyed by effective date to enable you to keep a history of any changes that you make to the customer's rules and to enter changes that go into effect on a future date.

Allow Product Substitutions	Select to indicate that the customer will consider alternate products if the requested product is not available at order entry. The customer can also select substitute products during the picking process from PeopleSoft Inventory.
	Important! If you do not select this check box, alternate products do not appear during order entry, even if you set up product alternates on the Alternates page. Also, product substitutions cannot occur during the fulfillment process if you do not select this check box.
Restocking Fee	Select to charge the customer restocking fees for returned goods. The setting appears by default on the RMA Form page, where you can modify it.
Freight Charge Method	Select a method if you use PeopleSoft Order Management freight charge calculations.
Carton Label Format ID and **Ship Container Label Format ID**	(Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels.
	Note. You can also use the General Information - Ship To Options page to enter format IDs for ship to customers. If you establish format IDs for both sold to and ship to customers, the system uses the ship to values. If you enter values only at the sold to level, the system uses those values for all ship to customers who are associated with the sold to customer.

Order Number Preference

Select how you want the product ID field to be populated. The system product ID appears along with the other values on the order, buying agreement, and RMA.

System Product ID	Select to use the product ID defined on the product.
Customer Product ID	Select to use the customer's product ID. To make customer part numbers available at order entry, set up product aliases by customer on the General Information - Product Aliases page.
UPC (universal product code)	Select to use the UPC code during order entry. The UPC code is established in the Define Items component on the Classifications page.
Universal Item ID	Select to use the universal code during order entry. The universal code is established on the Universal Identifiers page.

Pricing Options

Grace Pricing Discount Days	Designate the number of days to extend discounts on prices that have reached their expiration dates.

Exclusive Pricing ID   Enter a default value for the customer during order entry. The exclusive pricing ID is an arbitration plan that applies specific price rules to a sales order.

Weight and Volume   Enter a value to use weight and volume pricing. This is an arbitration plan defined specifically for weight and volume pricing.

Arbitration Plan   Determines the sequence in which the system applies discounts or surcharges in the price rule to base or list prices. If you do not associate an arbitration plan with a sold to customer, the system uses the default arbitration plan that you designate on the Arbitration Plan page. The exclusive pricing ID takes precedence over the arbitration plan. If the system finds no price adjustments for the exclusive pricing ID, it searches for price adjustments using the arbitration plan.

VMI Options

VMI Order Consolidation   Specify how to group the sales order requests that are generated in VMI
(vendor managed inventory   replenishments. The options are:
order consolidation)
                                None: Select to instruct the VMI replenishment process to generate a separate order for every replenishment request.

                                Ship To Customer: Select to instruct the VMI Replenishment process to combine all replenishment requests for the same ship to customer on the same sales order or material stock request.

                                Sold To Customer: Select to instruct the VMI Replenishment process to combine replenishment requests for the same sold to customer on the same sales order. This applies only to sales orders for nonconsigned customers.

Receipt Verification   Select this option if you perform receipt verification in which you acknowledge receipt of goods at the VMI location. Shipments will be assumed in-transit until the verification is received.

                                Note. If the check box is deselected, you will not be sending receipt acknowledgements and, therefore, the autoputaway feature for interunit shipments will be invoked.

Order Verification   If the check box is selected and the VMI hold code is defined on the Hold Processing page for the PeopleSoft Order Management business unit, all orders will be created with VMI hold assigned. Orders should be reviewed and approved before they are released to PeopleSoft Inventory.

Chapter 11, "Managing Returned Material," page 377

Chapter 9, "Setting Up Products," Establishing Product Alternates, page 343

PeopleSoft Managing Items 9.1 PeopleBook, "Working with Items," Fulfilling Orders with Substitute Items

PeopleSoft Order Management 9.1 PeopleBook, "Setting Up Transportation Lead Times and Internal Freight Charges," Understanding Internal Freight Calculations

PeopleSoft Supply Chain Management Integration 9.1 PeopleBook, "Using an Electronic Data Collection System," Generating Labels

PeopleSoft Enterprise Pricer 9.1 PeopleBook, "Creating Price Rules"

PeopleSoft Enterprise Pricer 9.1 PeopleBook, "Using the Arbitration Plan"

Selecting Classifications, Setting Up Customer Hierarchies, Assigning Syndicated Data Types, and Establishing Channels

Access the Hierarchy page (click the Hierarchy link on the General Information - Sold To Options page).

Sold To Hierarchy

Classification	Classify customers as major or minor customers based on their priority or profitability, for example.

Hierarchy

Division	Represents the highest level in the hierarchy.
Region	The sold-to region allows regions with a region category of *Pricing* only.
Territory	Define a territory to further establish a customer hierarchy.

Syndicated

Syndicated Data Type	Enter syndicated data information about customer activity.
Syndicated Number	Select a number for each customer.

Customer Channel	Segments customers for reporting, trade spending, and integration with PeopleSoft Demand Planning. The customer channel is also known as a class of trade. Examples of channels include:

- Retail

- Wholesale

- Government

- Military

Primary Channel	Select a primary channel if you use multiple channels.

Specifying Available Catalogs

Access the Product Catalog page (click the Product Catalogs link on the General Information - Sold To Options page).

Catalog Number	Insert or delete as many catalogs as necessary to establish a list of catalogs that are available to the customer during order entry.
Include Type	Indicates whether this is an inclusive or exclusive catalog, as defined on the Product Catalogs page. This check box is available for entry for inclusive catalogs only.
	If you have a product set up on an exclusive and inclusive catalog that is linked to the same customer, the system ignores the inclusive catalog.
	Note. You can include a product group in a catalog only if you designate the catalog as a *Product Catalog* group type on the Product Group page.

Setting Up Product Aliases

Access the Product Aliases page (click the Product Aliases link on the General Information - Sold To Options page).

Customer Product ID	Enter the part number (or name) that this customer uses to reference the system product ID. The option to use a customer product ID is established on the Sold To Options page.
Product ID	Select the product ID from the lookup table.
Description	Displays the description of the product for each product ID. The Description field can be edited by the user. The description will be displayed with the Product ID on the Sales Order Line when the Product Source is Customer.

Entering VMI Information for the Ship To Customer

Access the VMI Options page (click the VMI Options link on the General Information - Sold To Options page).

VMI Options

VMI Enabled Customer (vendor managed inventory enabled customer)	Indicates that the Ship-To is used for vendor managed inventory.
	Note. This check box should not be selected until the proper value for the Goods Consigned at Customer check box is known.
VMI Manager (vendor managed inventory manager)	Enter the employee who is responsible for approving and overseeing orders generated for the VMI customer; this should be a role.
Goods Consigned at Customer	Indicates that goods are not owned by the customer and are not paid for until they are consumed. They are not billed at shipment.
	Note. The Goods Consigned at Customer check box cannot be deselected if the customer is associated with either an open storage location or a VMI item.

Customer Order Defaults

Source Business Unit	Identifies which PeopleSoft Inventory business unit generally supplies the customer.
Customer PO Number (customer purchase order number)	This PO ID can be included on the sales order acknowledgement.

Customer Item Tracking

Lot Control, Serial Control, Container Control and **Staged Date Control**	Check the appropriate flags to indicate whether lot, serial, container, or staged date information is maintained at the VMI business locations. If lot, serial, or container information is maintained at the VMI customer, all transactions received from that customer will contain this item detail. If lot, serial, or container information is not maintained at the customer, this information will not be included on the transactions, and this inventory will need to be depleted using FIFO logic. If the consignment flag is selected, these flags will also be selected. These flags cannot be updated if inventory is on hand or in transit to the Ship-To Customer.

Replenishment Parameters

Stock-In Rate	The percentage of time that you want to have stock on hand for an item. Used to calculate some of the replenish parameters.
Reorder Range Check	The request process creates a request if the supply quantity is above the reorder point but below a given percentage.
Reorder Quantity Option	Indicates the request order size: *EOQ,Min/Max,* or *Static.*
Reorder Range Percentage	Used if Range Check is selected.
Replenishment Calculation Period	The number of days prior to the current date to search for history for calculating the replenishment parameter.

Entering Tax ID, Vendor ID, Web Addresses, Stock Symbols, and SubCustomer Information

Access the Miscellaneous General Info page (Customers, Customer Information, General Information, Miscellaneous General Info).

Miscellaneous General Information

Name 1, Name 2, and **Name 3**	Enter customer names. The system uses the primary name in the Name 1 field on the General Info page as the search key. Also, Former Name 1 and Former Name 2 appear when a former name 1 exists and subsequently a former name 2.
Tax ID	The corporate equivalent of a social security number. Some export documents in PeopleSoft Order Management require this information.

Vendor SetID and **Vendor ID**   Select values to associate customers and vendors. If you installed both PeopleSoft Receivables and Payables, you can generate a report that includes combined receivables and payables balances.

Vendors and customers have a one-to-one relationship. To maintain that relationship, the system ensures that any changes that are made to a vendor-customer association are updated on the customer record *and* the vendor record. When you assign a PeopleSoft Receivables customer to a particular vendor or when you change a vendor assignment, the system handles the request in this way:

- If you select a vendor that was previously assigned to another customer, the system alerts you and rejects the request.

  To make this change, dissolve the other vendor-customer association; then return to the first customer and enter the vendor information again.

- If you select a vendor that was not previously assigned to another customer, the system accepts the customer record change and updates the vendor record with the correct information. If the customer record pointed to a different vendor before you made the change, the system also updates the old vendor record to reflect a blank customer.

Vendor Information   Click to access the General Information - Vendor Info page and view details about the vendor-customer relationship.

Workflow User   Indicates who in the organization receives workflow items for this customer. Any worklist entries that are associated with this customer appear on the worklist of the person whom you indicate.

Customer Website (web uniform resource locator)   Opens the customer's URL. Include *http://* in the URL to activate the link.

Stock Symbol   Click to view the stock quotation of a customer. You must establish the connection on the URL Maintenance (uniform resource locator maintenance) page.

DMS Information (debt management service information)   Click to access the DMS Customer (Debt Management Service customer) component on which you enter debtor information for DMS processing.

This link appears only if you have enabled DMS processing on the Installation Options - Receivables page. The information that you enter in this component is used for the DMS outbound file.

Sub Customer Information

SubCustomer	Select, for individual customers, to activate the appropriate number of subcustomer fields. You must set default values for each active field. You cannot modify this option if a customer has open items in PeopleSoft Receivables.
	In PeopleSoft Receivables, you can override subcustomer default values on item pages. However, when Payment Predictor creates a new item, such as an on-account payment, the system uses the default values and prevents you from overriding them. If you select this check box and a customer has subcustomer data, the system enters this information on the sales order and passes it to PeopleSoft Billing. You can also add subcustomer information during sales order entry.

Note. The number of subcustomer fields that are available in this group box, which may include SubCustomer 1, *and*SubCustomer 2, depends on the number of qualifiers (one, two, or none) that you enable during installation on the Installation Options - Overall/GL page.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Interfacing with U.S. Federal Systems," (USF) Referring Delinquent Items to the DMS

Entering Customer DMS Information

Access the DMS Customer 1 page (click the DMS Information link on the Miscellaneous General Info page).

Agency Debtor ID	Enter a name that can be applied to the customer to uniquely identify the customer. The outbound interface uses the customer ID if no agency debtor ID is available.
DMS Debtor Type (debt management service information)	Select the type of customer with which the delinquent debt is associated. Values are *Individual, Corporation, Joint Venture, Other, Partnership, Sole Proprietorship,* and *State/Local Government.*
Taxpayer Information	Select *Social Security Number* for individuals or *Employee Identification Number.*
Date of Incorporation	For corporations, enter the date on which the corporation was formed.
State of Incorporation	For corporations, select the state in which the corporation was formed.
Agent Name	Enter the agent name, if applicable.
DUNS Number	Enter the Dun and Bradstreet number that is associated with this customer.
Alias Business Name	Enter an alias name for the business, if applicable.

Contact Name	Enter a contact name, if applicable.
Attorney Name	Enter the attorney name, if applicable.

Entering Individual Debtor Information for DMS

Access the DMS Customer 2 page (click the DMS Information link on the Miscellaneous General Info page).

Enter the name, gender, and birth date.

Generation	Select as applicable: *Jr., Sr., I,II, III, IV,* or *V.*

Enter any alias name information as appropriate.

Alias Type	Select the type of alias, as applicable:
	• *AKA* (also known as).
	• *DBA* (doing business as).
	• *FKA* (formerly known as).
Property Type	Select the property type, *Real* or *Personal,* for the individual.
Property Name	Enter a descriptive name for the property.

Entering Individual Debtor Employment Information for DMS

Access the DMS Customer 3 page (click the DMS Information link on the Miscellaneous General Info page).

For individual debtors, enter the employer's name and address information.

Federal Military Emp (federal military employee)	For federal military employees, select the employment status. Values are *Active, Retired,* and *Neither.*

For individual debtors, enter the phone information for the place of employment. Enter the individual's job title and salary.

Gross or Net	Select whether the specified salary is at *Gross* or *Net.*
Salary Cycle	Select the appropriate salary payment frequency. Values are *Annually, BiWeekly, Monthly, Other,* and *Weekly.*
Federal Civilian Emp (federal civilian employee)	For federal civilian employees, select the employment status. Values are *Active, Retired,* and *Neither.*

Entering Debtor Bank Information for DMS

Access the DMS Customer 4 page (click the DMS Information link on the Miscellaneous General Info page).

Description	Enter the name of the bank.
1st Account Type, 2nd Account Type, and **3rd Account Type**	Enter the types of bank accounts. Values are *Checking,Savings,* and *Money Market.*

Entering Staffing Information

Access the Staffing Information page (select 0180 - Staffing Information in the General Info Links drop-down list box on the General Info page).

Customers Owners

User ID	Enter the IDs of the individuals who are most closely related to and responsible for acquiring or servicing the customer.
Owner Type	Enter *Other,Sales User,* or *Service User* to define the role of the individuals
Percentage	Enter the percentage of ownership each individual has in the customer.
Owner Priority	Select the priority for this owner.

Contact

The Contact group box is read-only.

Contact ID	The ID for the contact associated with the customer.
Name 1	The contact name.

Entering Target Qualifications Information

Access the Target Qualifications page (select 0090 - Target Qualification in the Staffing Links drop-down list box on the Staffing Information page).

Type	The category of the qualification, such as Competency,Language,License, or Membership.
Description	Description of the qualification.

Profile   Click the Profile button to add qualifications from a profile. These profiles can be set up by users for personal use, or by system administrators for public use.

List   Click the List button to add qualifications from a list.

Competency Tree   Click the Competency Tree button to add qualifications from a competency tree. The system administrator can define the tree during system setup.

Adding Qualifications from a Profile

Access the Resource Qualifications - Select Qualification Profile page (click the Profile button on the Target Qualifications page).

Select a qualification profile and click the OK button to populate the Target Qualification page with a set of predefined qualifications. The profiles can be set up by a system administrator for public use, or they can be set up by individual users for personal use.

Adding Qualifications from a List

Access the Resource Qualifications - Search for Qualifications page (click the List button on the Target Qualifications page).

The Currently Selected Qualifications group box appears when you access the page and reflects what qualifications are already entered on the Target Qualifications page.

Search Criteria

Select search type   Select the type of qualification for which you would like to search: *Any Type,Competency,Degree,Language,License,* Membership, or *Other.*

Search by   Select *Code* or *Description.*

Keyword   Enter any keyword to further narrow the search results.

Search   Click the Search button to return records that match the criteria.

Search Results

The Search Results group box appears only after you define search criteria and click the Search button.

Description	Select the associated check box to the left of the Description column for each qualification type that you want to add and then click the Add Selection button. The system then adds the selected qualifications to the Currently Selected Qualifications group box. Click the OK button at the bottom of the page to add the qualifications to the Target Qualifications page.
Qualification Type	Categories include *Competency, Degree, Language, License, Membership,* and *Other.*
Code	The qualification code that is associated with the qualification description.
Attribute / Major Code	The code for degree qualification types.

Currently Selected Qualifications

The qualifications already selected, including any qualifications that you added from the Search Results group box, appear here. To add these to the Target Qualifications page, click the OK button.

Adding Qualifications from a Competency Tree

Access the Resource Qualifications - Select Competencies page (click the Competency Tree button on the Target Qualifications page).

Competencies

Expand a competency folder to view the child categories within, and click any of the child folders to view the individual competencies. Click a competency to add it to the Currently Selected Qualifications group box, and click the OK button to add the competencies to the Target Qualification page.

The competency tree is set up by a system administrator through Tree Manager.

Entering Target Job Titles Information

Access the Target Job Titles page (Select 0110 - Target Job Titles in the Staffing Links drop-down list box on the Information Customer - Staffing Information page).

Job Category	Select a category that represents the general classification for which the customer is looking. Each job category has multiple job titles associated with it. For example, if you select a job category of *Secretaries,* only the job titles belonging to that category appear.
Job Title Code	Select a job title that is frequently requested by the customer. Only the job titles that belong to the category selected appear in the search results.

Entering Career Master Information

Access the Career Master page (select 0120 - Career Master in the Staffing Links drop-down list box on the Staffing Information page).

Effective Date	Enter the effective date of the career master information. If any of the information changes, insert a new effective-dated row and change the field.
Fee Schedule	Select the customer's fee schedule.
Email Schedule To	Select the person to whom you want to send the fee schedule. The options that are available for this field come from the contacts that you associate with the customer record.
	Click the Send Email button to send an email to the contact. This generates a preformatted email to the contact's email address. The fee schedule is attached to the email as an Adobe Acrobat PDF file.
Schedule Sent	Select the date that you sent the fee schedule to the customer.
Schedule Sign	Select the date that the customer signed the fee schedule.
Guarantee Days	Starting from the date when a candidate first begins a new position, enter the total number of days after which you no longer offer a refund of the placement fee or a credit. The organization's business processes dictate how this field is used.
Send Resume To	Select the name of the person to whom to send resumes of candidates. The options that are available for this field come from the contacts that you associate with the customer record.
1st Interview, 2nd Interview, and **3rd Interview**	Select the name of the person who is responsible for conducting interviews with candidates. The entries that are available from these fields come from the contacts that you associate with the customer record.
Reference Check By	Select customer, staffing organization, or third-party to indicate who is responsible for completing the reference check on the candidate: *Customer, Recruiter,* or *Th. Party* (third-party).
Other Recruiters	If more than one recruiter is responsible for the placement of a candidate, enter the name of the recruiter.
First Review	Enter the date upon which the candidate, if placed, will receive a salary and performance review.
Extend Offer	Select *Customer, Recruiter,* or *Th. Party* (third-party) to indicate who is responsible for extending an offer to the candidate when the customer makes a hiring decision.

Renewal % Increase	Enter the average percent increase that a candidate is likely to receive upon a review of performance.
Weekly Hours	Enter the number of hours that the customer expects a candidate to work per week.

Entering Benefits Information

Access the Benefits page (select 0140 - Benefits in the Staffing Links drop-down list box on the Staffing Information page).

Each field on this page is a free-form text field that is limited to 50 characters, except the Comments text box, which allows 256 characters. Enter a description of each benefit that is offered by the customer. For any benefits that are not listed, use the Comments text box.

Enter Customer Sales Data Information

Access the Customer Sales Data page (select 0150 - Customer Sales Data in the Staffing Links drop-down list box on the Staffing Information page).

Sales Levels	Select the level of sales that the customer will generate for the entire company.
Potential Temp Worker (potential temporary worker)	Select the potential number of workers that the customer will use within the entire company.
Company Size	Select the approximate customer headcount in the entire company.

Peak Seasons

Contact ID	Select the ID of the person that the staffing organization interacts with at the customer site. The options that are available come from the contacts that you associate with the customer record.
Date From	Select the date that the peak period begins.
Date To	Select the date that the peak period ends.
Comments	Describe the peak season period.

Location Data

Location	Select a location associated with the customer.
Country	This field is automatically populated based on the location selected.

Sales Levels	Select sales-level information for this location.
Potential Temp Worker (potential temporary worker)	Select the potential amount of temporary workers for this location.
Location Size	Select the approximate headcount for this location.

Peak Seasons

Enter peak season information for this location.

Entering Customer Sales Profile Information

Access the Customer Sales Profile page (select the Sales Profile link on the Customer Sales Data page).

Enter a description for this customer profile.

Entering Customer Location Sales Profile Information

Access the Location Sales Profile page (select the Location Sales Profile link on the Customer Sales Data page).

Enter a description for the sales profile for this location.

Entering Competitor Information

Access the Competitors page (select 0180 - Staffing Information in the General Info Links drop-down list box on the General Info page).

Competitor	Enter the name of the competitor. If the competitor does not appear in the list, you can enter the name in the field.
Type	Select the type of competitor:
	• *Ours:* Select for a company with which the staffing organization competes for the customer's business.
	• *Theirs:* Select for a company that the customer competes with for business.
Information	Select the entry that most closely describes the nature of the competitive information about the work that is performed at the customer's site.
Comments	Enter any comments about the competitor.

Rates

Pay Rate	Enter the rate that the competitor pays its employees for the work that is performed at the customer's site. The currency code used here is the same as the one that you entered on the Customer page.
Billable Rate	Enter the rate that the competitor charges for the work that is performed at the customer's site. The currency code that is used here is the same as the one that you entered on the Customer - Customer page.
Job Code	Select a job code. The Description field is populated automatically.

Note. The pay and billable rates are keyed by job code.

Entering Lines of Business Information

Access the Lines of Business page (select 0170 - Lines of Business in the Staffing Links drop-down list box on the Stagging Information page).

Lines of business are broad categories of job sectors that the staffing company normally services. Lines of business are defined through system configuration. Examples may include *Health Care, Technology, Legal, Clerical,* or any other available appropriate description for the customer.

Entering Job Supplements Information

Access the Job Supplements page (select 0180 - Job Supplements in the Staffing Links drop-down list box on the Staffing Information page).

Job Supplement Information

Form Type	Select the type of form that you want to use to enter supplemental job information.
Form Code	Select the specific form to use.

Note. The page view that appears for each form contains a different set of questions or fields for you to complete. The organization is responsible for deciding what information these forms contain.

Job Supplement Details

Field Name	The system displays the name of the form fields as defined through system configuration.
Long Description	Enter the values for each form field.

Entering Forms Information

Access the Forms page (select 0190 - Forms in the Staffing Links drop-down list box on the Stagging Information page). This page lists all the forms previously associated with the customer record. From this page you can associate additional forms by clicking the Add a New Form button.

Form Description	This field describes the form associated with the customer record. Click the description to access the Form Detail page and review the values for each Form field.
Form Code	View the code of the forms associated with the customer record.
View Form	Click the View Form link to view the detail of a previously added form.
Add New Form	Click the Add New Form button to associate additional forms with the customer record.

Adding Forms

Access the Form Detail page (click the Add New Form button on the Forms page).

Form Type	The form type *CUST* (customer form) automatically populates in this component.
Form Code	Enter the code of the form that you want to associate with the customer.
	When you select a code, the system automatically loads the form definition. The form field names are automatically supplied by Staffing Front Office from the form configuration.
	Enter the date that the form detail will be effective; then complete the form detail information.
Insert Row	Click the Insert Row button if another effective-dated row is needed.

Defining Customer Event Lists

Access the Default Customer Event Lists page (select 0200 - Customer Event Lists in the Staffing Links drop-down list box on the Staffing Information page.)

Default Customer Event Lists page

Users can specify default event lists to be used on the Job Order page. Select the Allow Recruiting Funnel List checkbox to enable users to select a user defined event list on the Job Order page.

Defining Master Contract Rates

Access the Contract Rates page (select 0210 - Master Contract Rates in the Staffing Links drop-down list box on the Staffing Information page.)

Use for Job Code Validation	Select this checkbox to use the Job Code table when creating orders for this customer. If you do not select this checkbox, the system will use the values set up here for the Job Code prompt in the order component.
Copy Rate Set	Click this button to access a page to enter the customer ID of the customer with the rate set you want to copy. The system copies all values except the customer ID, effective date, status, and worksite or job location. You can then modify the values as needed.

Entering Worksite Master Information

Access the Worksite Master page (select 0190 - Worksite Master Page in the General Info Links drop-down list box on the General Info page).

Address Seq (address sequence)	Select the address sequence number that the worksite master is describing. The rest of the address information is supplied when the sequence number is selected.

Contact	Select the contact name from the list of available entries.
Form Type	Select the form type that you want to use to enter worksite information.
Form Code	Select the specific form that you want to use. The page view that appears for each form contains a different set of questions or fields for you to complete. The organization is responsible for deciding what information these forms contain.

Complete all the fields for which you have information and click Save.

Entering Customer Fields Information

Access the Customer Fields page (select 0200 - Customer Fields in the General Info Links drop-down list box on the General Info page).

Definition ID	Select the Customer Field Definition templates that you can use when entering orders and assignments for this customer.
Default	Select to have the customer fields definition ID be the default for this customer.

Entering Federal Registration Information

Access the Federal Agency Inquiry page (select 0300 – Federal Registration in the General Info Links drop-down list box on the General Info page).

Customer	Click this link to access the Customer Information page for this customer.
Create Customer	Click this button to access the Federal Entity Create page and to use this page to create a new customer. If the user clicks this button when the fedreg entity is a seller only, the user will get an error message. Only buyer or a seller and buyer can be used to create customers. An error message will also be displayed if fedreg staged data has expired. Check Federal Processing installation options to ensure Customers have been enabled for FedReg.

Note. The *0300 – Federal Registration* option is displayed in the General Info Links drop-down list box only for customers created from within the FedReg component.

Creating User-Defined Customer Fields

This section lists the pages used to create user-defined customer fields.

Establish user-defined fields if you have requirements that are beyond the delivered options for defining customer attributes. Each user-defined page contains fields of various sizes and types: 1 to 30 characters that are alphanumeric, numeric with decimal places, or numeric without decimal formats. Use PeopleSoft Application Designer to modify field names on the page and to provide the appropriate code changes for the system to process these fields.

When establishing user-defined customer fields, determine the usage requirements, and then select the appropriate field on one of the User Defined Info pages for modification. Modify the field name using PeopleSoft Application Designer in PeopleTools, and then make necessary code changes.

Page Used to Create User-Defined Customer Fields

Page Name	Definition Name	Navigation	Usage
General Information - User Defined	CUST_USERDEFINED_1	Customers, Customer Information, General Information, General Info Select *0130 - User Defined* in the General Info Links list on the General Info page.	Create character-length alphanumeric fields.

Chapter 3

Maintaining Additional Customer Information

This chapter discusses how to:

• Establish customer-related general options.

• Set up customer support personnel.

• Use Quick Customer Create functionality.

• Use short-term customers.

• Obtain Dun & Bradstreet (D&B) credit reports.

• Define MICR (magnetic ink character recognition) IDs.

• Set up tree-based corporate customers.

• View vendor information.

• Associate EFT (electronic funds transfer) payment file names with customer IDs.

• Create customer reimbursable agreements.

• Process Federal Registry Data.

• Validate financial sanctions.

• Make customer inquiries.

Establishing Customer-Related General Options

To define class of trade codes, customer group tables, division area codes, note types, salutation tables, and standard notes, use the Class of Trade Code, Customer Group, Division Area Code, Note Types, Salutation Table, and Standard Notes components.

Note. Use the CUSTOMER_GROUP and STANDARD_NOTE component interfaces to load data into the tables for these components.

This section discusses how to:

• Establish customer group tables.

- Set up standard notes.

Pages Used To Establish Customer-Related General Options

Page Name	Definition Name	Navigation	Usage
Class of Trade Code	CLASS_TRADE_CODE	Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Class of Trade Code	Segment customers into class of trades or channels. For example, you can set up class of trade codes for retail, wholesale, or internet channels.
Customer Group Table	CUST_GROUP_TBL	Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Group Table	Group customers who share the same functionality.
Division Area Code	DIVISION_AREA_CODE	Set Up Financials/Supply Chain, Common Definitions, Location, Division Area Code	Set up a geographical customer hierarchy.
Note Types	NOTE_TYPE	Set Up Financials/Supply Chain, Common Definitions, Notes, Note Types	Define note types.
Salutation Table	SALUTATION_TABLE	Set Up Financials/Supply Chain, Common Definitions, Customers, Salutation Table	Set up salutations for correspondence with customers.
Standard Notes	STD_NOTE	Set Up Financials/Supply Chain, Common Definitions, Notes, Standard Notes	Establish standard notes.

Establishing Customer Group Tables

Access the Customer Group Table page (Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Group Table).

Use customer group tables to group customers who share the same functionality in order to define processing criteria for the entire group instead of for individual customers. The system comes with predefined functional customer group types. After setting up customer groups, use the General Information - Customer Group Info page to assign individual customers to the customer group.

Note. You can associate customers with multiple groups for Accounting, Allocation, Alternate Sources of Supply, Buying Agreements, Back Orders/Reservations, Claimback Contracts, Collections, Direct Debit, Draft Management, Freight, Pay/Bill Management, Pricing, Reporting, value added tax (VAT), Tax, and Transportation, but you can associate each as a member of only one group type, either Forecasting or Pricing Arbitration Plan.

Catalog Number	The catalog lists all of the products that a particular customer group is either authorized to purchase or, in the case of an exclusive catalog, not allowed to purchase. This listing provides an easy way to associate groups of customers with a specific product catalog. You do not have to go to each sold-to customer and attach a product catalog to each customer ID.
Include/Exclude Type	Displays based on the catalog number selection.

Setting Up Standard Notes

Access the Standard Notes page (Set Up Financials/Supply Chain, Common Definitions, Notes, Standard Notes).

You can set up standard notes to reuse. For example, you might have a standard note to announce a seasonal promotion or a note to thank customers for a particularly large order.

In PeopleSoft Order Management, you can view notes that are associated with customers or products on order and quotation headers, lines, and schedules. In PeopleSoft Billing, you can view notes that are associated with customers.

This PeopleSoft application is delivered with many enterprise integration points (EIPs) to send and receive standard note data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are service operations within PeopleSoft Integration Broker.

The PeopleSoft application delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM. This table describes the service operations:

Service Operation	*Direction and Type*	*Handlers*	*Chunking Available?*	*Integrates With*
STD_NOTE_FULLS YNC	Inbound/Outbound Asynchronous	StdNoteFullSync	NO	Third-party
STD_NOTE_FULLS YNC_EFF	Outbound Asynchronous	NA	NO	Third-party
STD_NOTE_SYNC	Inbound/Outbound Asynchronous	StdNoteSyncSt dNoteSyncEff	NO	Third-party
STD_NOTE_SYNC_ EFF	Outbound Asynchronous	NA	NO	Third-party

See *PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Implementing Integrations," Setting Up Service Operations.

See *PeopleTools PeopleBook: Integration Broker*

Note Type	Enter a note type.
Text	Enter up to 254 characters.
Search Criteria Key Words	Use to create a report that lists associated notes that contain certain key words.
Print On Document	Select print locations.
	Note. Notes can print on these documents without additional configuration: Invoice, Bill of Lading, Order Acknowledgement, Picking Plan, and Quotation.

Setting Up Customer Support Personnel

To define support team members, member types, and members, use the Support Team Members, Member Type, and Member components.

Use the MEMBER_PERSON1_CI, MEMBER_TYPE_TBL_CI, and TEAM_MEMBER_TABLE_CI component interface to load data into the tables for the components.

This section discusses how to:

• Define team member types.

• Establish team member commissions.

• Establish support team members.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Structuring Commissions"

Pages Used to Set Up Customer Support Personnel

Page Name	Definition Name	Navigation	Usage
Team Member Types	MEMBER_TYPE_TABLE	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Types	Define team member types, such as account managers, customer support, and sales managers. Commission information is assigned to the individual team members within the type by default.
Team Member Personal Data - Member Data	MEMBER_PERSON1	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Data	Identify a team member's personal data and other information.
Team Member Personal Data - Member Commissions	MEMBER_PERSON3	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Commission	Define individual team member criteria. On the individual team member level, specify commission distribution criteria and, if necessary, override commission information that is established at the team member type level.
Team Member Personal Data - Member Address	MEMBER_PERSON2	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Address	Enter team member address information.
Support Team Members	TEAM_MEMBER_TABLE	Set Up Financials/Supply Chain, Common Definitions, Team Members, Support Team Members	Establish teams after defining individual team members. Associate with ship to customers, quotes, and sales orders.

Defining Team Member Types

Access the Team Member Types page (Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Types).

Commissionable   Select to make the Default Commissions Data fields available.

Is this a Sales Person?   Select if the team member type is a salesperson.

Commission Schedule	Select if the commission is based on a schedule. Use the Basis field to indicate whether the amount shipped *(Shipment)* or the amount booked *(Bookings)* is used to identify the appropriate commission rate on the Member's Commission Schedule page.
Commissioned Member	Select if the commission is based on a straight percentage. Use the commission percentage to enter the percentage. Commissions based on percentage are reported against the amount booked.

Establishing Team Member Commissions

Access the Team Member Personal Data - Member Commission page (Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Commission).

The personnel who are involved in customer support are called team members, and each member may be in a commissionable or noncommissionable role. You assemble members into teams that can be associated with ship to customers, quotes, and sales orders.

Team Member Type Code	When you select an option, the Commissionable option appears by default from that team member type, as does the Default Commission Pct Source (default commission percent source) and either the Basis or the Commission % field, depending on which commission percentage source you select on the Team Member Types page. You cannot change the Commissionable option here, but you can change any of the other default information.
	Important! If you change the team member type code for a team member to a type code with a different commission status, the status changes on all of their existing sales orders. If you want the team member's existing orders to keep the original type code, you must enter the team member with a new team member ID that references the new type code.
Distribution Percent	For commissionable members, indicate when their sales commissions are payable. You can enter any fraction of 100 percent for each milestone, but the total of the values entered cannot exceed 100. These fields are informational only.
	Note. Because the algorithms that are used to calculate commissions vary greatly, this PeopleSoft application enables you to define commission percentages and track their application. The actual computation of commission amounts is up to you.

Establishing Support Team Members

Access the Support Team Members page (Set Up Financials/Supply Chain, Common Definitions, Team Members, Support Team Members).

Team Member	Select from the list that is established on the Team Member Personal Data page.
Short Description	View the member type that is associated with each team member on the Team Member Personal Data - Member Commissions page.
Manager	Select only one for the team.
Priority	View which account member is the primary person for the account. The team member with the highest priority is referenced in reports and inquiries.

> **Note.** Multiple team members who are also categorized as salespersons can be added to the team. However, you can have only one team member who is a salesperson selected as the highest priority member of the team. Be sure that the person who is selected as the *001* priority member is actually a member who was identified as a salesperson on the Team Member Types page. If not, you may have the wrong salesperson referenced on PeopleSoft Billing and Receivables documents.

Using Quick Customer Create Functionality

This section provides an overview of quick customer create functionality and discusses how to:

• Search for customers.

• View customer and contact search results.

• Update customer and contact information.

• Enter new customer information.

• Enable contacts to access self-service transactions.

Understanding Quick Customer Create Functionality

Quick Customer Create enables the customer service representative (CSR) to determine if a customer exists in the system and to enter the minimum number of fields for an order if the customer is new.

Search Logic for Quick Customer Create

The search functionality does not use a wildcard percentage from the beginning of the search. The search logic is not case sensitive and uses *and* in the search logic (instead of *or*) when you enter multiple search criteria. The search functionality also uses a *like* operator for all nonprompt search fields and a = operator for all prompt fields. For example, if you enter *USA* as the country and *Broadway* as the Address1, then all addresses with a country of *USA* and an address line one of *Broadway* appear in the search results.

To improve search results:

• Add indexes on the most commonly used fields on which you search.

- Modify the call to the function resolve_wildcard so that they can perform an exact search or a like search.

- Modify the call to the function resolve_wildcard so that if the search does not need an UPPER, they should remove it.

   For example, if you are searching for the city *Paris* and you also type the city in the same way, the call to the function resolve_wildcard should not UPPER the city name.

Entering New Customers and Contacts

The CSR can enter a new customer and contact from the Customer Search page or from the Customer Summary page if the search returned no results or if the customer is new. The new customer can have only one contact, customer, and address and must have the same sold to, bill to, and ship to information. When entering the new customer, select a setID and a template customer, which, selected from all customers in the setID, populates the additional fields in the customer tables that are not entered on the Create New Customer/Contact page.

This table list the fields that the template customer updates when using Quick Customer Create. You can set up additional fields from the Maintaining Customer and Maintaining Contact menus.

What Is Created	*What Is Updated*
Contact only	- CONTACT. - CONTACT_PHN (only if phone information is provided). - PSOPRDEFN (only if user is created). - PSOPRALIAS (only if user is created). - PSOPRCLS (only if user is created). - PSROLEUSER (only if user is created). - ROLEXLATOPR (only if user is created).

What Is Created	What Is Updated
Customer only	• CUSTOMER. • CUST_SOLDTO_OPT. • CUST_SHIPTO_OPT. • CUST_OPTION. • CUST_SHIPTO. • CUST_BILLTO. • PRODCTLG_CUST. • PROD_CUST_ALIAS. • CUST_TEAM. • PRODCTLG_PRDLST. • CUST_CGRP_LNK. • CUST_CREDIT. • CUST_CRSPD.

What Is Created	What Is Updated
Contact and Customer	- CONTACT. - CONTACT_PHN (only if phone information is provided). - CONTACT_CUST. - CONTACT_CARD (only if credit card information is provided). - CUST_CNTCT_SEQ. - CUST_CONTACT. - CUST_CNTCT_PHN (only if phone information is provided). - CUST_CNTCT_CARD (only if credit card information is provided). - PSOPRDEFN (only if user is created). - PSOPRALIAS (only if user is created). - PSOPRCLS (only if user is created). - PSROLEUSER (only if user is created). - ROLEXLATOPR (only if user is created). - CUSTOMER. - CUST_SOLDTO_OPT. - CUST_SHIPTO_OPT. - CUST_OPTION. - CUST_SHIPTO. - CUST_BILLTO. - PRODCTLG_CUST. - PROD_CUST_ALIAS. - CUST_TEAM. - PRODCTLG_PRDLST. - CUST_CGRP_LNK. - CUST_CREDIT. - CUST_CRSPD.

The template customer never updates these tables:

- CUST_INDIRECT

- CUST_BROKER

- CUST_NOTE

- CUST_NOTE_DOC

- CUST_NOTE_KEYWD

- CUST_CRSPD_REM

- CUST_EXEMPT

- CUST_EXEMPT_DTL

- CUST_HIERARCHY

- CUST_ID_NBRS

- CUST_PM_CHANNEL

- CUST_SIC_CODES

- CUST_REGN_TYPE

- CUST_VAT_EXCPTN

- CUST_VAT_REG

Pages Used for Quick Customer Create Functionality

Page Name	Definition Name	Navigation	Usage
Customer Search	QUICK_CUST_SRCH	Customers, Customer Information, Quick Customer Create, Customer Search	Search for customers or enter new customers. Determine factors such as contacts' correct customers or which customer addresses to use. Quick Customer Create updates the Contact/Customer tables.
Customer Summary	QUICK_CUST_SUMMARY	Click the Search button on the Customer Search page.	View customer and contact search results, and select the correct matches.
Customer Summary Detail	QUICK_CUST_DTL	Click the View details for selected customer(s) link on the Customer Summary page.	View additional customer information, navigate to transactions, and update contact and customer information. The system applies customer and contact information to the transactions automatically.
Contact User Profile Display	QUICK_CUST_USR_DSP	Click the View User link on the Customer Summary - Detail page.	View contacts' user profile information. This page is read-only.

Page Name	Definition Name	Navigation	Usage
Create New Customer/Contact	QUICK_CUST_CREATE	Click the Create New Customer/Contact link on the Customer Search page, Customer Summary page, or Customer Summary - Detail page.	Enter new customers' information.
Contact User Profile	QUICK_CUST_USER	Click Add User on the Customer Create page.	Enter contacts' user information to enable them to access self-service transactions.
Contact Credit Card Info	QUICK_CUST_CRCARD	Click Add Credit Card Information on the Customer Create page.	Enter contacts' credit card information.

Searching for Customers

Access the Customer Search page (Customers, Customer Information, Quick Customer Create, Customer Search).

SetID

Enter the setID and at least one additional field to search for a contact, customer, or contact and customer combination. This field is required. The Country field is required only if you enter information in the address fields.

Contact Name

View the contact name that you enter on the Contact page.

User ID

View the contact user ID that you define on the Customer User Profile page.

Email ID

View the contact email address that you entered on the Contact page.

Contact Phone

View the contact phone number that you entered on the Contact Phone and Type page.

Credit Card Number

View the contact credit card number that you entered on the Contact Credit Card Info page.

These user-defined fields are associated with the customer. The address fields are dependent on the country selection.

Customer Name and **Customer ID**

View data that you enter on the General Info page. You can do a partial search on the Customer ID field.

Customer Phone

View the business phone number that you enter on the Phone Information page.

Country, Address 1, Address 2, City, State, and **Postal**	View data that you enter on the General Information page.
	Note. You can search by Address 1 and Address 2 fields, but not by the Address 3 field. Unless you are searching for a specific address, the Address 1 field is the only address field that appears on the Customer Summary page and the Customer Detail page. If, for example, you are searching for an address entered in the Address 2 field, that field appears on the Customer Summary page and the Customer Detail page.
Cust Char 10 A	Entered on the General Information - User Defined page.
Cust N 12.3 A	Entered on the General Information - User Defined page.
Create New Customer/Contact	Click to create a new customer or contact.
Search	Click to view the search results on the Customer Summary page. If you are searching for a contact name and the contact is associated with multiple customers, the search returns of all the customers who are associated with the contact. Similarly, if you search for a customer who is associated with multiple contacts, the search returns all the contacts who are associated with the customer.

Note. Use the % wildcard to search for partial strings.

Viewing Customer and Contact Search Results

Access the Summary page (click the Search button on the Customer Search page).

Return to Search	Click to return to the Customer Search page.
(icon)	Click to access the Create New Customer/Contact page and create a new customer or contact.
Contact Phone	View the business phone number if there are multiple phone numbers for the contact and if the search criteria did not include contact phone. If no business phone exists, the first number in the list appears.
Credit Card	View the first credit card in the list if this contact has multiple credit cards and if the search criteria did not include a credit card.
Address	View the minimum sequenced customer address if the search criteria did not include an address.
(icon)	Click to select all of the customers when there are multiple search results.
Deselect All	Click to deselect all of the customers.

Click the View details for selected customer(s) button to access the
Customer Summary Detail page.

Updating Contact and Customer Information

Access the Customer Summary Detail page (click the View details for selected customer(s) link on the
Customer Summary page).

Return to Search	Click to return to the Customer Search page.
	Click the Return to Results button to return to the Customer Summary page.
	Click to access the Create New Customer/Contact page and create a new customer or contact.

Contact Information

Contact ID, Contact Name, Email ID, and **Contact Flag**	Set up these fields on the Contact page.
Contact Phone and **Contact Type**	Set up these fields on the Contact Phone and Type page. The first item in the list appears if multiple contact types exist.
View User	Click to access the Contact User Profile page and view user information that is required for contacts who access self-service transactions. The fields on this page are the same as those that appear on the Contact User Profile page.

Customer Information

Customer ID and **Customer Name**	Set up these fields on the General Info page.
Address	Set up this information on the General Information page.
Credit Card Type and **Credit Card Number**	Set up these fields on the Contact Credit Card Info page.
Contact Information Update	Click to access the Contact page and view contact information.
Create Sales Order	Click to access the Order Entry Form and enter a new sales order for the customer.
Billing Information Inquiry	Click to access Bill Header Data and view customer billing information.
Order Tracking Inquiry	Click to access the Order Tracking page and view customer order status or the Order Tracking - Search page if no orders are available.

Customer Payment Inquiry   Click to access customer balances and view customer payment information.

**Customer Information
Update**   Click to access the General Info page and view or update customer
                                      information.

Entering New Customer Information

Access the Create New Customer/Contact page (click the Create New Customer/Contact link on the
Customer Search page, Customer Summary page, or Customer Summary - Detail page).

Note. A new customer can have only one contact and address, and they must have the same sold to, ship to,
and bill to address.

SetID, Name, and **Address
Description**   These fields are required.

Template Customer   Populates additional fields in the customer tables that are not entered on this
                                      page.

                                      See

Enter Contact Information

Create Contact   Select to create a contact after saving the page.

Add User   Click the Add User link to access the Contact User Profile page and enter
                                      information if the contact will be accessing self-service transactions. This
                                      link is available only if you set up the roles that the user can grant on the
                                      Role Grant page.

Add Credit Card Information   Click the Add Credit Card Information link to enter a credit card for the
                                      contact.

Enter Customer Information

Create Customer   Select to create a customer after saving the page.

Customer ID   Enter an ID or leave blank to have the system assign a value.

Cust Char10 A and **Cust
N12.3 A**   Enter user-defined information about the customer in these fields.

Country   Address fields are dependent on this field value. Enter the address
                                      information for the new contact customer. You should add the address
                                      information at this time.

Save New Customer/Contact   Click to save the new customer. The new contact ID and the new customer ID are based on settings from the Automatic Numbering page.

Geocode   If you are using a third-party tax provider, you must click the Geocode Lookup link to retrieve the geocode.

Enabling Contacts to Access Self-Service Transactions

Access the Contact User Profile page (click Add User on the Customer Create page).

Logon Information

User ID, Password, and **Confirm Password**   Enter data for external contacts who need to access self-service transactions.

Note. We recommend that contacts change their passwords after logging in to self-service transactions.

Account Locked Out?   Select to disable the contact's system access. For example, you may want to disable system access while the individual is out on disability but to leave the contact as a User Profile so that the person can access the system upon returning to work.

Permission Lists

Process Profile   Enter values to enable customers to run PeopleSoft batch processes. This field is required.

Primary Permission List   View the permission list that is associated with the new user role that you select. Primary permissions control everything except page-based permissions (business interlinks, messaging, and so forth).

Contact Roles

Role Name   An intermediate object between users and permission lists. You assign multiple permission lists to a role and multiple roles to a user. A role manages the contact's access to applications as well as the type of work that should be routed to the contact. Establish roles on the Roles page. As part of the role definition, CSRs can select only roles to which they can grant access and can delete only roles that they can grant (establish these roles on the Role Grant page).

Note. CSRs should be authorized to run the Component Interfaces (USER_MAINT and CUSTOMER_CONTACT) so that the appropriate tables are updated when the contact and user are created using Quick Customer Create. The ID Type *CNT* must be marked as *Enabled* on the User Profile Types page so that the customer information can be saved.

Note. Contacts established to access express order entry must also have user preferences established for sales orders under Setup Financials/Supply Chain, Common Definitions, User Preferences, Define User Preferences, Orders - Sales.

Using Short-Term Customers

To set up short-term customers, use the Template Role (TEMPLATE_ROLE) component.

This section provides an overview of short-term customers, lists prerequisites, and discusses how to:

- Enable role security for short-term customers.

- Add short-term customers.

- Add credit card information.

- Search for existing customers.

Understanding Short-Term Customers

Short-term customers are temporary customers that are not already in the system. You can add them quickly to a sales order or quote in the counter sales environment without entering the customer through Quick Customer Create or the Customer component. To use the short-term customer feature a template must be created in the Customer General component. One default template must be added to the PeopleSoft Order Management Business Unit for quotes, orders, and returns. In the case of returns, you may need to process a return for a customer that is no longer in the system.

When you create the template customer, you select a Customer Status of *Template* and specify when the customer expires. Only "Template" customer statuses can be added on the business unit.

The expiration date is used for the new customer. If you enter an order or quote for a customer and the expiration date has expired, you will get a warning message during the transaction. In the case of orders, you will be able to save the order, but you will need to update the date for the customer.

All users are associated with a role. All roles will have access to the customer template defined on the PeopleSoft Order Management Business Unit. If you want a role to be able to access other template customers than the one specified on the business unit, select the All Templates option on the Template Role page.

You may want to create different template customers to use on the order, quote, and RMA. The information in the table is updated when the short-term customer is saved on the transaction.

The name, address, and phone are required for a short-term customer.

Adding a Short-Term Customer on a Sales Orders

When you create a sales order using a short-term customer:

1. Select the Short-Term Customer check box in add mode.

2. Enter the customer name, address, and optional information, such as phone number and tax codes.

   Note. The customer name and address are the required fields for adding a customer using a short-term customer template.

3. Finish entering the sales order and save the order.

The customer will be generated after you save the order.

Prerequisites for Short-Term Customers

Before entering short-term customers on sales orders, quotes, or RMAs:

• Create the template customer in the customer General Information component.

• Add the template customer to the PeopleSoft Order Management Business Unit for sales orders, quotes, and RMAs.

• (Optional) Define roles that can change or edit the default template on the transaction.

See Also

Pages Used to Add Short-Term Customers

Page Name	*Definition Name*	*Navigation*	*Usage*
Template Role	TEMPLATE_ROLE	Set Up Financials/Supply Chain, Product Related, Order Management, Order Management Foundation, Template Role	Enable certain roles to choose additional template customers for the transaction.

Page Name	Definition Name	Navigation	Usage
Short-Term Customer Setup	CUST_STERM_CREATE	• In add mode, select the Short-Term Customer option from the sales order, quote, or RMA. • Click the Short-Term Customer Setup link on the GoTo Header Menu on the Order Entry Form or Quote Entry Form page. • Click the Short-Term Customer link on the Transfer To section of the RMA Form page.	Add details about the short-term customer. **Note.** In add mode, select the Short-Term Customer flag to access the setup page.
Customer Summary	STCUST_SUMMARY	Click the Search for Existing Customer button on the Short-Term Customer Setup page.	Search the existing customer data for matching short-term customers using the information you entered on the short-term customer page. Matching results appear in a grid. You can select an existing customer from the matching results and proceed with the transaction.
Credit Card Data	STCUST_CREDCRD	Click the Input Card Data button on the Short-Term Customer Setup page.	Enter credit card information for the new customer. **Note.** The payment method must be credit card for the order group assigned to the user.

Enabling Role Security for Short-Term Customers

Access the Template Role page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Template Role).

In add mode, select the roles that you want to be able to select in any of the short-term customer templates while creating a transaction.

All Templates   Select if you want the role to be able to use all of the templates. Otherwise, the role will only be able to use the template from the PeopleSoft Order Management Business Unit defined for the transaction.

Adding Short-Term Customers

Access the Short-Term Customer Setup page (in add mode, select the Short-Term Customer option from the sales order, quote, or RMA).

Short-Term Customer Setup page (1 of 2)

Short-Term Customer Setup page (2 of 2)

Create Short-Term Customer   Select the option if you want the system to create a customer when you save the order.

Template ID   The system displays the PeopleSoft Order Management Business Unit default template that is associated with the order, quote, or RMA. To access alternative templates, the user must be assigned a role for which the All Templates option is selected on the Template Role page.

Customer Name   Enter the name for the new customer. The Customer ID will be created after you save the transaction. This field is required for a new customer.

Search for Existing Customer   Searches the existing customer data for matching short-term customers using the information you entered on the short-term customer page. Matching results appear in a grid.

Remove Short-Term Customer   Click the Remove Short-Term Customer button if you want to clear the information for the new customer.

Address   This field is required for a new customer.

Telephone and **Tax Information**   These fields are optional for a new customer.

Tax Exemption Certificates   If you want the certificate to be saved for the new customer when it is created, enter this information.

Arbitration Plan and **Customer Group**   Enter either value to apply the pricing arbitration plan or pricing customer group to the customer.

Note. If the template has more then one associated pricing customer group, a default customer group will not populate the Customer Group field. The pricing customer group you entered on the short-term customer page will be used in addition to those set up for the template customer when pricing the order or quote. Only one additional pricing customer group can be attached to this page. If you want additional pricing customer groups, use the Customer General Info component to set them up.

OK   Takes you to the main transaction page. The short-term customer will be created when you click Save on the transaction page.

Skip   Takes to you to the main transaction page without passing any customer data.

Adding Credit Card Information

Access the Credit Card Information page (click the Input Credit Card Data button on the Short-Term Customer Setup page).

See Also

Searching for Existing Customers

Access the Customer Summary page (click the Search for Existing Customer button on the Short-Term Customer Setup page).

Select Customer   After selecting a customer, click the Select Customer button to add the customer to the transaction instead of creating a new customer.

Obtaining D&B Credit Reports

To enter D&B report information, use the D&B component (CUSTOMER_DB).

This section provides an overview of D&B report processing, lists prerequisites, lists common elements, and discusses how to:

• Order D&B reports.

• View operational information and link reports to customers.

• View credit and risk information.

• View financial statement information.

• View full text reports.

• Link customers to Data Universal Numbering System (DUNS) numbers.

Understanding D&B Report Processing

The Dun & Bradstreet interface enables you to automatically update Dun & Bradstreet information online and link it to a customer. Use the XML Data Integration Toolkit that Dun & Bradstreet provides and PeopleSoft Integration Broker to enable the interface.

When you use the interface to request a report, the system publishes the DNB_REQUEST_MESSAGE message to Dun & Bradstreet. When Dun & Bradstreet returns the report information, they publish the DNB_REPLY_MESSAGE message. The system populates the Customer Dun & Bradstreet (PS_CUST_DB) and Dun & Bradstreet Reports (PS_DB_REPORTS) tables with the report information.

Dun & Bradstreet sends a bill for each Dun & Bradstreet report that you order. Users should know which reports the organization uses because some reports cost more than others. The PeopleSoft interface enables users to download these report types:

• Business Verification

- Quick Check

- Financial Standing

- Delinquency Score

- Decision Support

- Enterprise Management

- Commercial Credit Score (USA)

When you purchase a report for a specific DUNS number, you see the last time that you purchased a report for that DUNS number and which report you purchased.

Review each report for a specific DUNS number using the Dun & Bradstreet component (CUSTOMER_DB). Only the key fields appear in the reports on the Operations, Credit and Risk, and Financials pages. If you want to view the entire report in text format, use the Full Text Report page. Also, some reports might not populate all of the fields. Associate the report with a customer on the Dun and Bradstreet - Operations page.

Note. If you do not use the Dun & Bradstreet interface, you can manually enter information for a Dun & Bradstreet report in the Dun & Bradstreet component.

To review a Dun & Bradstreet report that is associated with a customer, access the report from the Credit Profile - General page or the Account Overview - Profile page.

If needed, create a unique logon to the Dun & Bradstreet database for each setID so you can have separate billing accounts for different areas of the organization.

Note. When you implement the PeopleSoft Receivables system, you may have existing Dun & Bradstreet information that you want to convert to the Receivables system. Use the Dun & Bradstreet component interface (CUSTOMER_DB_CI) and the PeopleSoft Excel to Component Interface utility to populate data in the Dun & Bradstreet tables.

See Also

PeopleTools PeopleBook: PeopleSoft Component Interfaces

Prerequisites

Perform these tasks before using the Dun & Bradstreet interface:

1. Establish a Dun & Bradstreet account to obtain a Dun & Bradstreet (D&B) user ID and password, and arrange to access D&B data using the D&B Data Integration Toolkit.

2. Enable the Dun & Bradstreet interface on the Installation Options - Overall page.

3. Set up a unique logon to the Dun & Bradstreet database by setID for each Dun & Bradstreet account on the D&B Account page.

4. Activate the DNB_REQUEST_MESSAGE and DNB_RESPONSE_MESSAGE messages in PeopleSoft Application Designer.

You must also use Integration Broker to set up the integration point. The PeopleTools documentation provides information about setting up integration points. This section discusses the specific information that you must enter to enable the integration:

1. Create a gateway definition using the Gateways component (IB_GATEWAY) in PeopleSoft Integration Broker.

2. Create a remote node for the Dun & Bradstreet connection using the Nodes component (IB_NODE).

3. Set these parameters on the On the Node Definitions - Connectors page:

   a. Enter *HTTPTARGET* in the Connector ID field.

   b. If you need to set a location, enter *Location* in the Property Name field and enter *request* in the associated Value field.

      Add another row, and enter *URL* in the Property Name field and enter *http://toolkit.dnb.com/access/script/broker.asp* in the associated Value field.

      Note. Verify with Dun & Bradstreet that this URL is correct.

4. Create an outbound synchronous transaction for the node on the Node Definitions - Transactions page.

   a. Enter *DNB_REQUEST_MESSAGE,* in the Request Message field on the Transactions page.

   b. Enter *DNB_RESPONSE_MESSAGE* for the response message in the Message Name field on the Messages page.

5. Create a relationship between the local node and the remote node that you have just created using the Relationships component (IB_RELATIONSHIP).

   a. Enter *DNB_CONVERT* in the Relationship ID field when you add the relationship on the Relationship Transactions page.

   b. Enter *DNB_TRANSFM* in the Request field in the Transformations group box on the Transaction Modifiers page.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Setting Up Cross-Application Installation Options

PeopleTools PeopleBook: PeopleSoft Integration Broker

Common Elements Used in This Section

Product	Select the Dun & Bradstreet report type. Values are:
	Business Verification: Verifies that the business is a valid entity.
	Credit Score (USA): Checks the score that corresponds to a delinquency performance.
	Decision Support: Checks for summary updates, but no credit investigation is available.
	Delinquency Score: Contains values that cannot be calculated.
	Enterprise Management: Checks who owns and manages the business, such as a social, state owned, free trade zone, or collectivity owned.
	Financial Standing: Checks business financial strength.
	Quick Check: Checks customer credit ratings.
Purchase Dun and Bradstreet Information	Click to access the DB Lookup and Order page and purchase a Dun & Bradstreet report.

Pages Used to Obtain and View D&B Reports

Page Name	Definition Name	Navigation	Usage
Dun & Bradstreet Lookup/Order	DB_LOOKUP_ORDER	• Customers, Customer Information, Dun & Bradstreet Lookup/Order, Dun & Bradstreet Lookup/Order • Click the Purchase Dun and Bradstreet Information link on the Dun and Bradstreet - Operations page or the other pages in the Dun and Bradstreet component. This link is available only if you enable the Dun & Bradstreet interface on the Installation Options - Overall page. • Click the Search or Purchase D & B Info link on the Additional General Info page or the Credit Profile page for a customer.	Retrieve online information from the Dun & Bradstreet database, order Dun & Bradstreet reports, and update the PeopleSoft database.
Operations	DB_OPERATIONS	• Customers, Customer Information, Dun & Bradstreet, Operations • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Operations • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Operations	Enter or review operational information such as demographics, business associations, or relationships. View a list of customers who are associated with a DUNS number.
Credit Profile	CUST_CREDIT_PRFL1	Click the Go to Credit Profile Page link on the Dun and Bradstreet - Operations page.	Review credit profile information for the customer.

Page Name	Definition Name	Navigation	Usage
Additional General Info	CUST_GENERAL2	Click the Additional General Info link on the Credit Profile page.	Link new DUNS numbers to customers.
Credit And Risk	DB_CREDITNRISK	• Customers, Customer Information, Dun & Bradstreet, Credit And Risk • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Credit And Risk • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Credit and Risk	Enter or review credit and risk information.
Financials	DB_FINANCIALS	• Customers, Customer Information, Dun & Bradstreet, Financials • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Financials • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Financials	Enter or review financial statement information for the current and previous periods.

Page Name	Definition Name	Navigation	Usage
Full Text Report	DB_REPORT_TEXT	• Customers, Customer Information, Dun & Bradstreet, Full Text Report • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Full Text Report • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Full Text Report	View entire Dun & Bradstreet reports in text format.

Ordering D&B Reports

Access the Dun & Bradstreet Lookup/Order page (Customers, Customer Information, Dun & Bradstreet Lookup/Order).

Dun & Bradstreet Lookup/Order page

Searching the Dun and Bradstreet Database

Enter search criteria for DUNS numbers. You must enter at least the DUNS number or address information.

Name   Enter the legal name for the business.

DUNS Number	Enter the identification number assigned by Dun & Bradstreet to identify a business.
Business Number	Enter the business identification number assigned to the business by a government agency.
Non Post City	Enter the name of the town in which the business is located if it differs from the town that the postal service lists. This field does not apply to all countries.
(DEU) Reason	Enter the reason the report is being purchased:

Commercial Credit: Select to check a commercial customer's credit.

Credit Check - Ongoing Business: Select to check an existing commercial customer's credit.

Credit Decision: Select to view a summary of decisions that were made on credit history.

Debt Collection: Select to check credit because of past or current debt collection.

Insurance Contract: Select to check credit because of a signed insurance contract.

Leasing Agreement: Select to check credit because of a signed lease agreement.

Rental Agreement: Select to check credit because of a signed rental agreement.

Note. This field is required only for Germany.

Search	Click to obtain a list of DUNS numbers from the Dun & Bradstreet database that match the search criteria.

Purchasing Dun & Bradstreet Reports

To purchase a report:

1. In the Search Results grid, select the DUNS numbers for which you want to purchase a report.

    The system automatically moves the DUNS number to the Products to be Purchased grid.

2. In the Product field, select the report type that you want to purchase.

    Only report types that are available for the DUNS number appear. Select Trade Up to purchase the report for the ultimate parent company.

    Note. If you have previously purchased a report for the DUNS number, the last report type purchased and the date appear.

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3. Click the Purchase DB Information button.

    A confirmation message appears.

Viewing Operational Information and Linking Reports to Customers

Access the Operations page (Customers, Customer Information, Dun & Bradstreet, Operations).

Operations page

The Dun & Bradstreet interface populates the values on this page. If you do not use the interface, you can enter information manually.

Headquarter/Branch	Select the value that indicates whether the organization is a parent or a subsidiary location. Values are: *Headquartr* (headquarters), *Branch,* or *Single Loc* (single location).
Primary SIC Code (primary standard industrial classification code)	Enter a SIC code, which is an index that describes the function (manufacturer, wholesaler, retailer, or service) and the line of business in which the company is engaged.

Started Year	Enter the year in which the entity commenced present operations. If the entity was formed to acquire or continue a preexisting entity's operations, then the start date may reflect this original start date.
Owns/Rents	Select a value that indicates whether the premises at the physical address are owned or rented. Values are *Co-Owns,Leases,Other,Owns,Rents, Shares,* or *Utilizes.*
Incorporation Year	Enter the year in which the business incorporated. The incorporation year may not be the same as the year in which the business started.
Total Employee	Enter the total number of employees, including staff at branches, divisions, and subsidiaries located elsewhere.
Company Moved	Select if the business has moved.
Out of Business	Select if the business is no longer active at this location.
Employee Here	Enter the total number of employees at the headquarters location.
Enquiry DUNS	Enter the number assigned by Dun & Bradstreet to identify a business.
Parent DUNS	Enter the number assigned by Dun & Bradstreet to identify the parent company.
Parent Name	Enter the name of the company that has a majority interest in the business. The subject business is known as a subsidiary.

Customer List

A list of customers who are associated with the DUNS number appears in the Customer List grid.

Go To Credit Page	Click to access the Credit Profile - General page and view credit information for a customer who is linked to the DUNS number, or link another customer to a DUNS number.

Viewing Credit and Risk Information

Access the Credit And Risk page (Customers, Customer Information, Dun & Bradstreet, Credit And Risk).

Credit and Risk page

The Dun & Bradstreet interface populates the values on this page. If you do not use the interface, you can enter information manually.

Bankruptcy	Select if the organization is in bankruptcy.
Suits	Select if the organization has lawsuits in the Dun & Bradstreet database.
Liens Present	Select if the organization has open liens in the Dun & Bradstreet database.
Judgement Indicator	Select if the organization has open suits, judgments, petitions, or payment remarks in the Dun & Bradstreet database.
3 mons Paydex (three months Paydex)	Enter the Dun & Bradstreet payment score (Paydex) from three months ago.
Comment	Enter additional text about the three-month Paydex score.

Paydex Norm   Enter the industry median or average Dun & Bradstreet Paydex score.

Prior Year Paydex Rating   Enter a dollar-weighted score that indicates how the organization has paid
                                        its bills over the last 12 months. The prior year Paydex rating represents
                                        how the organization paid its bills in the previous year or previous 12 to 24
                                        months.

Credit Risk Score   Enter the credit risk numeric score that is a translation of the risk of
                                        delinquent payment over the next 12 months.

Credit Score Percent   Enter the percentile rank that indicates where the organization falls among
                                        organizations in the Dun & Bradstreet U.S. database. The percent is based
                                        on a 1 to 100 scale, where 1 represents organizations with the highest
                                        probability of delinquency and 100 represents organizations with the lowest
                                        probability of delinquency.

Explanation   Enter the literal explanation of the credit risk numeric score, which explains
                                        the risk of delinquent payment over the next 12 months.

Rating   Enter the code that Dun & Bradstreet assigns to a company that consists of
                                        a composite capital and credit rating.

Score Date   Enter the date on which the credit risk score was calculated.

Score Class   View the risk of delinquent payments over the next 12 months, as indicated
                                        by a number from 0 to 5.

Commercial Score   Enter the numeric score that corresponds to the delinquency performance.

High Score   Enter the high range of the commercial credit score for which an incidence
                                        of delinquency percentage could be linked. If the range is 240 to 280, the
                                        high range score is 280.

Highest Credit   Enter the highest account balance during the past 12 months.

Low Score   Enter the low range of the commercial credit score for which an incidence
                                        of delinquency percentage could be linked. If the range is 240 to 280, the
                                        low range score is 240.

Average High Credit   Enter the median of the highest credit extended over the past 12 months. To
                                        calculate this value, divide the sum of all of the high credit dollar amounts
                                        by the total number of account experiences.

All Firms PCTG (all firms   Enter the delinquency percentage for the company as it relates to all firms
percentage)   in the Dun & Bradstreet U.S. database.

Range PCTG (range   Enter a delinquency percentage as it relates to a specific commercial credit
percentage)   score range.

Commentary   Enter an explanation about the conditions affecting the score.

Total Payment Experience	Enter the total number of payment experiences in the Dun & Bradstreet database for the organization.
Past Due Amount and **Past Due Payments**	Enter the sum of past due dollar amounts.
Negative Comments	Enter the total number of payment experiences with negative comments in the payment notes.
Slow Payments	Enter the conditional comment that is generated when the Paydex score is used or slow payment experiences are present.
Failure Risk Score	Enter the score that predicts the likelihood of a firm going out of business without paying all creditors in full over the next 12 months.
Failure Risk Score Nat Percent (failure risk score national percent)	Enter a percent that places the organization in a 1 through 100 rank order; 1 is the highest risk and 100 is the lowest risk. The percent means that the organization scores better than a percent of organizations available in the Dun & Bradstreet U.S. database.
(USA) Failure Risk Score Commentary	Enter text that explains the conditions that drive the score that is assigned to the organization. This field is available only in the U.S.
(AUS) Failure Risk Score Ovrd Code (failure risk score override code)	Enter a score for Australian organizations when the delinquency score is a special value (0, 893–895) or cannot be calculated.
Small Business	Select if the Small Business Administration (SBA) classified the organization as a small business.
8(A) Firms	Select if the SBA classified the organization as a socially or economically disadvantaged small business.
Debarments Date and **Debarments Count**	Enter the number of the U.S. government debarments that are present in the Dun & Bradstreet database and the date of the most current debarments filing.
Minority Owned	Select if the organization is classified as minority owned.
Woman Owned	Select if the majority of the organization is owned by a woman.

Viewing Financial Statement Information

Access the Financials page (Customers, Customer Information, Dun & Bradstreet, Financials).

Financials page

The Dun & Bradstreet interface populates the values on this page. If you do not use the interface, you can enter information manually.

Cash and Liquid Assets	Enter the amount of cash on hand and in banks.
Statement Date	Enter the date of the current financial statement.
Accounts Receivables	Enter the total amount of accounts receivable.
Inventory	Enter the amount of merchandise on hand. The amount may also include work in progress and raw materials minus depreciation.
Total Current Liabilities	Enter the total amount of all current liabilities that are less than one year old.
Total Current Asset	Enter the total amount of all current assets that are less than one year old.
Total Liabilities	Enter the total amount of liabilities.
Total Asset	Enter the total amount of current and long term assets.
Net Worth Amount	Enter the total amount of equity, which can include stock.

Sales   Enter the amount of net sales for the period after returns, allowances, and discounts are deducted. In Europe, this amount is the sales for the period less taxes.

Gross Profit   Enter the amount that remains after deducting the cost of goods sold from net sales.

Previous Net Worth   Enter the amount of net worth minus intangibles in the last financial statement. The amount may be negative to reflect a deficit net worth position.

Previous Statement Date   Enter the date of the previous financial statement.

Previous Sales   Enter the amount of net sales for the previous statement.

Previous Working Capital   Enter the amount of current assets minus current liabilities for the previous statement.

Viewing Full Text Reports

Access the Full Text report page (Customers, Customer Information, Dun & Bradstreet, Full Text Report).

Report Text   View the full text of the Dun & Bradstreet report. This text is not available if you did not obtain the report using the Dun & Bradstreet interface.

Linking Customers to DUNS Numbers

Access the Additional General Info page (select *0020 - Additional General Info* in the More field on the General Info page).

Standard ID Qualifier and   Select *DUNS Number With Edit* to associate the customer with a DUNS
DUNS Number   number in the system and enter the DUNS number.

Defining MICR IDs

To define customer MICR IDs, use the Customer MICR Information component (CUSTOMER_MICR).

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

• Associate MICR IDs with remit from customers.

• Enter customer-specific bank information.

Understanding MICR IDs

Every bank account has an associated MICR ID. Because customers may use multiple bank accounts, you can associate a customer with more than one MICR ID. A MICR ID is one way in which Payment Predictor identifies customers and can be used as the basis for building payment and maintenance worksheets.

The MICR pages are optional: use them if the lockbox interface provides a MICR ID for customer identification or if you regularly use MICR IDs for identification. If you perform direct debit or electronic draft processing, you can use these pages to define customer bank account information used for remittance processing.

Pages Used to Define MICR IDs

Page Name	Definition Name	Navigation	Usage
MICR Information - Address	CUSTOMER_MICR	Customers, Customer Information, MICR Information, Address	Enter MICR IDs and associate them with remit from customers.
MICR Information - Customer Bank	CUSTOMER_MICR2	Customers, Customer Information, MICR Information, Customer Bank	Enter additional bank information for specific customers.

Associating MICR IDs with Remit from Customers

Access the MICR Information - Address page (Customers, Customer Information, MICR Information, Address).

MICR Information - Address page

Effective Date	MICR ID information is keyed by effective date to enable you to keep a history of changes that you make and enter changes that will go into effect on some future date.
Remit From Customer	Select the setID and the customer ID of the remit from customer to enable Payment Predictor to select items from more than one customer based on the MICR ID. Because a remit from customer is the paying entity, you link MICR IDs to remit from groups rather than to individual customers. Every customer is its own remit from customer if it does not belong to a larger remit from group.
Address	If a customer that is enabled for draft processing will use this MICR ID and the bank interface requires the draft bank address, then enter that address in the fields in this group box. Otherwise, this information is optional and not used in any Receivables processing.

Note. During processing, you may discover a payment with a MICR ID that does not match any customer in the system. If you have additional information that is associated with the payment that positively identifies the remit from customer, then link the MICR ID to the customer by clicking the Link MICR link on the Regular Deposit Entry - Payments page or the Worksheet Selection page.

Entering Customer-Specific Bank Information

Access the MICR Information - Customer Bank page (Customers, Customer Information, MICR Information, Customer Bank).

MICR Information - Customer Bank page

Effective Date, Status, and **Remit From Customer**	View data from the MICR Information - Address page.
Remit From Customer	For each MICR ID that you set up for the customer, enter the bank account information to process direct debits and drafts electronically. This action associates the bank account details with the remit from customer and the MICR ID that you enter on the MICR Information - Address page.
Country	View data from the MICR Information - Address page and define where the bank is located. Depending on the country, you may be required to enter different information to identify the customer's bank account.

Bank Name Alt Characters
(bank name alternate
characters)

If you have enabled alternate character sets for the user, the Bank Name Alt Characters button appears next to Bank Name. Click to enter each name in alternate characters.

Note. To activate alternate characters, set the User Preferences to use alternate characters on the User Preferences - Overall Preferences page.

Bank ID Qualifier

Defines which fields are required for the customer's bank and the editing rules for each field. For example, you may be required to enter a bank ID with five characters for the French Bank (009). System-defined qualifiers are provided for each country; review them on the Bank ID Qualifiers page.

See *PeopleSoft Bank Setup and Processing PeopleBook.*

Bank Identifier Code

Enter a bank identifier code (BIC) for this bank branch. This code is based on the ISO standard (9362), which is the universal method used to identify the financial institutions that enable automated processing of payments. A BIC code is used to route cross-border and some domestic payments to a bank branch or payments center.

SEPA requires the use of BIC and IBAN codes to uniquely identify the creditor's and debtor's banks and bank accounts in all Euro cross-border payments. The IBAN and BIC codes must be correct to avoid repair fees that the bank charges due to processing errors and to avoid delays in processing payments and collections due to the correction of these errors.

Once you enter a BIC code, the system validates the length and layout of the characters, and it validates the BIC country code against the country code set up for the bank branch.

Bank ID

Identifies the bank.

Branch ID

Depending on the bank ID qualifier, you may need to enter a check digit for the account number and a corresponding branch ID.

Account Type	Select a value:

- *Bond.*

- *Bus Acct* (business account).

- *Check Acct* (checking account).

- *Dem Dep* (demand deposit).

- *Lf Ins-Net* (life insurance account - net cash value).

- *Life Ins* (life insurance face value).

- *Mutual* (mutually defined).

- *Ret Acct* (retirement account - vested interest).

- *Ret It-DDA* (return items on demand deposit account).

- *Ret It-Sav* (return items on savings account).

- *SB Acct* (stocks and bonds account).

- *Time Dep* (time deposit).

- *Trust fund.*

To conduct EFT transfers using this account, you may need to provide the appropriate routing information for the depository financial institution (DFI).

DFI Qualifier	Select to identify the bank using its DFI ID and enter the associated DFI ID. The DFI qualifier specifies the format and how many characters and numerals are used in the bank's DFI ID.
Use Lead Time and Holiday List from Biller's Bank	Select this option to use the lead time days and holiday list based on the Biller's bank account.
	The Lead Time and the Holiday List should come from the same source, either both from MICR ID or both from Biller's Bank account because the customer and biller's bank may be in different countries with different holiday schedules. Lead Time and Holiday List entered in MICR ID will be used when Use Lead Time and Holiday List from Biller's Bank is not selected. When Use Lead Time and Holiday List from Biller's Bank is selected, Lead Time and Holiday List fields in MICR ID will be disabled and it will be ignored by the process.
Direct Debit Lead Time Days	Enter the number of lead time days. Default value for Lead Time Days is zero.
Holiday List ID	Enter the Holiday List ID for the customer's bank account.

Each DFI ID type has a specific number of digits that you can enter, as listed in this table:

DFI Qualifier	*DFI ID*
Transit Number	Exactly nine numerals, plus check digit calculation.
Swift ID	Eight or 11 characters; positions five and six must comprise a valid two-character country code.
CHIPS ID	Three or four numerals.
Canadian Bank Branch/Institute	No validation.
Mutually Defined	No validation.

Setting Up Tree-Based Corporate Customers

To define corporate customer trees, use the Corporate Customer Tree component (AR_CORP_TREE_NODE).

This section discusses how to:

- View corporate tree structures.

- Access customer information.

- Define corporate tree nodes.

- Update corporate customer tree messages.

Note. This section assumes that you are familiar with the Tree Manager. The tree that is delivered as part of the demonstration database illustrates one possible structure of nodes and detail values. Customers must be part of the corporate tree to be included in the PeopleSoft Corporate Tree nVision report and the customer profile by corporate tree.

Pages Used to Set Up Tree-Based Corporate Customers

Page Name	*Definition Name*	*Navigation*	*Usage*
Tree Manager	PSTREEMGR	Tree Manager, Tree Manager	View corporate tree structures.

Page Name	Definition Name	Navigation	Usage
Corporate Customer Tree	CORP_NODE_AR	Customers, Customer Information, Corporate Customer Tree	Define or review corporate tree node characteristics. The Corporate Customer Tree page from the Maintain Customers menu, where you can enter or change information for corporate customers, appears.
Corporate Tree Messages	CUST_MSG_CORPT	• Accounts Receivable, Customer Accounts, Customer Information, Corporate Tree Messages • Customers, Customer Information, Corporate Tree Messages	View and update messages for customers who are associated with a particular corporate umbrella.

Viewing Corporate Tree Structures

Access the Tree Manager page (Tree Manager, Tree Manager).

For each corporate tree in the Tree Manager, various *levels* of the corporate structure exist under which nodes and detail values are grouped. *Detail values* are actual customers, identified in the Tree Manager by their customer IDs (such as 1001). *Nodes* are generally used to organize detail values into corporate groups, and they appear with their node name and a description (such as ALLIANCE_GROUP - Alliance Group). Nodes may be customers as well as organizational tools. Detail values always exist under nodes and cannot have children.

Define detail values on the Maintain Customers pages; define nodes on the Tree Node page in Tree Manager.

See *PeopleTools PeopleBook: PeopleSoft Tree Manager.*

Accessing Customer Information

Access the Tree Manager page (Tree Manager, Tree Manager).

Edit Data   Click the Edit Data button to access the Tree Node page.

Defining Corporate Tree Nodes

Access the Corporate Customer Tree page (Customers, Customer Information, Corporate Customer Tree).

Note. The credit information on this page is similar to information that you enter for an individual customer on the General Information - Credit Profile page. However, PeopleSoft Order Management does not use the information on this page for credit checking. You can use this information in reports and in a Workflow to determine which customers have exceeded their credit limit.

SetID and **Corporate Customer**	For an existing node, the tree populates these fields. If you are creating a new node, the corporate customer name comes from the tree node that you supply in the Tree Node dialog box when you insert the node.
Effective Date	This credit information is keyed by effective date to let you keep a history of the changes and to enter changes that will go into effect on a future date.
% Over Limit (percentage over limit)	Enter a credit limit tolerance, a percentage by which you allow customers to exceed their credit limit. You can use this field with Workflow to retrieve customers who exceed their tolerance amount. If a customer has a 2 percent over limit, for example, an extra two percent of their credit limit is added to their available credit amount. Depending on the percentage that you enter here, you may see credit limits that are higher than those you originally established for the customer.
Range %	Enter a credit limit comfort level. Use this field with Workflow to retrieve customers who exceed their range percent. You can flag certain customers when they get within 80 percent of their credit limit, and allow others to reach 110 percent of their credit limit.
Credit Limit Date	The current date appears by default; you can override this value. This date is kept separate from the effective date, so changes to the credit limit or other credit information are independent of each other.
Credit Limit Review Date	Enter a date on which you want to reevaluate the corporate credit limit.
Risk Code	An indicator of customer credit history. Credit class is another way of grouping customers by defining additional credit categories.
	Note. The values for the Risk Code and Credit Class fields are translate values that can be adapted to the business needs.

Collection and **Dispute**	Select customer credit status based on the circumstance. Additional fields appear next to the Collection or Dispute fields.
	When you turn a customer over for collection, select a collection code from those that are defined on the Collection Status page. Codes vary according to business practices. For example, they may represent different collection agencies that you use. The date on which the account was assigned for collection is the current date by default.
	When you place a customer in dispute, select a dispute code from those that are defined on the Dispute Status page. Dispute codes vary by business. These codes usually indicate the cause for dispute, such as a pricing error or an incorrect shipment. The date on which the account was placed in dispute is the current date by default. The dispute amount that you enter can be a negative or positive value.

Note. Altering the account status has no effect on item or payment processing. These are informational fields only.

| **Apply To Individual Customers** | Click to assign the same status to all customers in the node when you place a corporate account in or out of collection or dispute. This saves the page and updates the individual customer's credit record. |

Updating Corporate Customer Tree Messages

Access the Corporate Tree Messages page (Customers, Customer Information, Corporate Tree Messages).

Corporate Customer	If one (or more) of the customers who belong to the corporate customer is assigned a message using the General Information - Messages page, the customer ID and name appear.
Update	Click to enter or update a corporate tree message (in read-only mode). The system transfers you to the Messages page, where you can assign or modify messages for customers who are associated with the corporate customer.
Hold Code	Appears if the customer has an action of *Hold.*

Note. The Messages button appears on the Corporate Customer page whenever any customer who belongs to the corporate customer has a message.

Viewing Vendor Information

To view vendor information, use the vendor Information component (VENDOR_AR).

This section discusses how to view vendor names and IDs.

Pages Used to View Vendor Information

Page Name	Definition Name	Navigation	Usage
Vendor Information	VENDOR_AR	Customers, Customer Information, Vendor Information	View name and ID information for specific vendors.
Vendor Info (vendor information)	CUST_VENDOR_INFO	Click the Vendor Info link on the Miscellaneous General Info page.	View name and ID information for specific vendors.

Viewing Vendor Names and IDs

Access the Vendor Information page (click the Vendor Information link on the Miscellaneous General Info page).

If you have PeopleSoft Payables installed, use this page to link vendors and their associated customer records. When PeopleSoft Receivables requests a customer refund, the Payables system can determine which vendor to use on the voucher.

Note. You cannot add or change any information on this page if you have PeopleSoft Payables installed. If you do not have Payables installed, then you may want to use this page to maintain vendor information for another purpose, such as refunds within the system.

Associating EFT Payment File Names With Customer IDs

This section lists the page used to associate EFT payment file names with customer IDs.

Page Used to Associate EFT Payment File Names With Customer IDs

Page Name	Definition Name	Navigation	Usage
Customer EFT Name	CUST_EFTNM_XREF	Customers, Customer Information, Electronic File Transfer Name, Customer EFT Name	Create cross-references between customer names on the EFT payment file and customer IDs. The system uses the EFT payment file information in the Name field and the customer ID in the Customer field when loading EFT payment data into PeopleSoft Receivables.

Creating Customer Reimbursable Agreements

To define reimbursable agreements, use the Customer Agreements component (CUST_AGREEMENT).

This section lists the pages used to create customer reimbursable agreements.

Pages Used to Create Customer Reimbursable Agreements

Page Name	Definition Name	Navigation	Usage
Reimbursable Agreements - Funds	CUST_AGREEMENT	Customers, Customer Information, Reimbursable Agreements, Funds	Establish the reimbursable agreement number, the amount of the agreement, and the customer reimbursable fund information.
Reimbursable Agreements - Documents	CUST_AGREEMENT2	Customers, Customer Information, Reimbursable Agreements, Documents	Associate documents with the customer reimbursable agreement.

Processing Federal Registry Data

This section provides an overview of processing federal registry data and discusses how to:

• Load registry files.

• Inquire on the Federal Registry Load process.

• Maintain federal entities.

• Create customers from federal registry data.

Understanding Processing Federal Registry Data

Federal registry data is loaded from a registry file that has been downloaded from the FedReg site. The FedReg file will include updates to all staged data including federal entities that have been created as customers. The following actions will occur:

• The federal entities in the stage record are updated with the latest data.

• The federal entities that have been created as customers will be updated in the customer records.

• Customers that have gone from an active to expired status and do not have any outstanding AR will be set to inactive.

• Customers that have gone from an expired to unexpired status will be set to active.

Note. Fedreg customers that were manually inactivated by the user will not be affected by any further fedreg processing until the user manually activates the customer.

During the FedReg Load process, messages for the following conditions will be written to the file load message log for fedreg customers previously created:

• Legal Name Change

• Expired to Unexpired Status

• Unexpired to Expired status

• Unexpired to Expiration Pending status

• Federal Entity Business Type has changed, for example, from *seller* to *buyer and seller*

Pages Used for Federal Registry data

Page Name	Definition Name	Navigation	Usage
Load Federal Registry File	RUN_FEDREG_LOAD	Customer, Customer Information, Federal Registry, Import Federal Registry File	Load data from the FedReg file into the CCR/FedReg Stage records and update any Customers that have been created from FedReg data and have changes since the last update.
Inquire Federal File Information	AP_FDRG_FILE_INQ	Customer, Customer Information, Federal Registry, Federal Registry Load Inquiry	View summary and detailed messages written from the load program.
Maintain Federal Entities	FEDREG_INQUIRE	Customer, Customer Information, Federal Registry, Maintain Federal Entities	View customer information.
Federal Entity Create	FEDREG_CREATE	Click the Create Customer button on the Maintain Federal Entities page.	Create a new customer.

Loading Federal Registry Data

Access the Load Federal Registry File page (Customer, Customer Information, Federal Registry, Import Federal Registry File).

Load Federal Registry File

Run Control ID: RUN01   Report Manager   Process Monitor   [Run]

Agency Load Parameters

Request Number:

File Path:

File Name:

Load Federal Registry File page

File Path	Enter the directory where the federal registry file is located.
File Name	Enter the name of the federal registry file.

FedReg Extract file names have the following format:

- Position 1 – 4 = "FDRG" to indicate FedReg file

- Position 5 = file type (For example, R = complete refresh)

- Position 6 – 12 = Date in the following format: DDDCCYY (DDD = 001 through 365 usually, except leap year)

An example of a FedReg Extract file name is FDRGR0012005. "FDRG" indicates a FedReg file and R is the file type. Date is January 1, 2005.

Inquiring on the Federal Registry Load process

Access the Inquire Federal File Information page (Customer, Customer Information, Federal Registry, Federal Registry Load Inquiry).

Inquire Federal File Information page

This page allows you to view detailed changes to Customer information based on the file data.

Maintaining Federal Entities

Access the Maintain Federal Entities page (Customer, Customer Information, Federal Registry, Maintain Federal Entities).

Maintain Federal Entities

Federal Agency Inquiry

DUNS Number:	537984963	DUNS Suffix:	Business Type: Buyer

Agency Information

Business Name:	Gsa Rocky Mountain Region Office of The Regional Administrator (8a)
Tradestyle Name:	
Registration Status:	Registered Registration Date: 03/19/2004
Expiration Date:	12/30/2029 Last Updated: 12/30/2007

Points of Contact   Find | View All   First ◄ 1 of 7 ► Last

Address Type:	Government Business
Country:	USA
Address Line 1:	Street Address 1 Data
Address Line 2:	Street Address 2 Data
City:	ARLINGTON
State:	VA
ZIP/Postal:	22202-4444
Name 1:	Elimination
Name 2:	Contact
Email Address:	Elimination.Contact@bpn.com
Contact Phone:	1115551212 Extension: 123456
Intl Phone:	10115551212
Contact Fax:	8005551212

Expand All	Collapse All

Maintain Federal Entities page (1 of 2)

Maintain Federal Entities page (2 of 2)

Create Customer	Click this button to access the Federal Entity Create page and to use this page to create a new customer. If the user clicks this button when the fedreg entity is a seller only, the user will get an error message. Only buyer or a seller and buyer can be used to create customers. An error message will also be displayed if fedreg staged data has expired. Check Federal Processing installation options to ensure Customers have been enabled for FedReg.

Creating Customers from Federal Registry Data

Access the Federal Entity Create page (click the Create Customer button on the Maintain Federal Entities page).

Maintain Federal Entities
Federal Entity Create

DUNS Number: 537984963   DUNS Suffix: Business Type: Buyer

Agency Information

Business Name: Gsa Rocky Mountain Region Office of The Regional Administrator (8a)

Tradestyle Name:

Registration Status: Registered   Registration Date: 03/19/2004

Expiration Date: 12/30/2029   Last Updated: 12/30/2007

SetID and Setup Information   Find | View All First ◄ 1 of 1 ► Last

SetID: 🔍   + −

Customer ID: Customer Auto Numbering

Support Team Code: 🔍

Credit Analyst: 🔍

Collector: 🔍

Currency Code: 🔍

Currency Rate Type: 🔍

Trading Partner Code:

Contact SetID:

Contact ID: Contact Auto Numbering

[Create]   [Cancel]   Return to Federal Agency Inquiry

Federal Entity Create page

Support Team Code	Enter the code of the team that supports the ship to customer. Set up support team codes on the Support Team Members page.
Credit Analyst	Enter a credit analyst for the customer.
Collector	Enter a collector for this customer.
Trading Partner Code	Enter a two-digit code for federal customers.
Create	Click this button to create a customer. When the customer is created successfully the user will get a message that the customer has been created successfully.
Cancel	Click this button to clear the values on this page and return to the Federal Agency Inquiry page.
Return to Federal Agency Inquiry	Click this link to return to the Federal Agency Inquiry page. The system does not clear the populated values and if you transfer back to the create page, these values will remain populated for the current session.

Customer Auto Numbering   Customer Auto Numbering and Contact Auto Numbering links can be used
and **Contact Auto Numbering**   to override the autonumbering option that defaulted from the Service
                                 Defaults page.

Validating Financial Sanctions

This section provides overviews for financial sanctions screening (FSS) with customer information and FSS
setup, lists common elements, and discusses how to:

• Screen for denied parties.

• Search for FSS results.

• Review FSS results for customers.

• Review FSS results for orders.

• Review FSS results for invoices.

Understanding FSS with Customer Information

FSS in the Order to Cash business process is used with PeopleSoft Order Management, Inventory, and
Billing. FSS validates customer names and addresses with a variety of national and international security lists.
These security lists may include: Specially Designated Nationals, OFAC Sanctioned Countries, FBI Top Ten
Most Wanted, European Union Terrorism List, United Nations Consolidated Sanctions List, and more.

For U.S. based companies and their foreign subsidiaries, a federal regulation from the Office of Foreign
Assets Control (OFAC) requires that customers be validated against a Specially Designated Nationals (SDN)
list. OFAC acts under Presidential wartime and national emergency powers, as well as authority granted by
specific legislation, to impose controls on transactions and freeze foreign assets under U.S. jurisdiction. Many
of the sanctions are based on United Nations and other international mandates, are multilateral in scope, and
involve close cooperation with allied governments.

PeopleSoft provides you the ability to download the list of SDNs from the OFAC, the European Union, as
well as enterprise sources. Once installed, you can manually search the list to validate customers. In addition
to manual searches, you can enable validation to be performed automatically when processing transactions or
adding customers.

PeopleSoft provides validation of your customers against any financial sanctions list at the customer name
and address level. The system validates these customer fields:

• CUSTOMER

  • NAME1

  • NAME2

  • NAME3

- ADDRESS LOCATION

  - ADDRESS1

  - ADDRESS2

  - ADDRESS3

  - ADDRESS4

  - CITY

  - STATE

  - POSTAL

  - COUNTRY

Financial sanctions screening is performed within the Order to Cash business process during creation and maintenance of these transactions:

- Customers

- Sales orders (including making credit card address changes and running the Mark Lines for Billing process).

- Quotes

- Invoices

- External MSRs

- VMI Interunit transfers

The Screen for Denied Parties process (SCM_FSS) can be run to screen customers, orders, MSRs, and invoices. You can run it from these menus:

- Order Management, Quotes and Orders, Process Orders

- Inventory, Fulfill Stock Orders

- Billing, Maintain Bills

Use the Search inquiry to review the financial sanctions screening results. A match will prevent the system from shipping an order and from finalizing an invoice. Hold processing can be set up for sales orders to place orders on hold if a match is encountered during order entry.

Customer and Transaction Financial Sanction Screening

When a customer is saved, the name and address are matched against the list that is being used to perform the screening. If the name or address is a match against the list, the customer is returned with a Unconfirmed status. Customer screening is only performed when a customer is added, the name is changed, a location is added or an address is changed.

When a match is made, it is your responsibility to call the agency and discuss your customer with them. If you determine that your customer should not be on the list, you can change the status to Confirmed, enter a reason code, and specify the number of days that you do not want the customer screened again.

If you find that the customer is a valid match with the list, you would leave the status as Unconfirmed. A sales order could be entered for the customer. The order would be held up depending on how you have set up the screening for sales orders.

- For sales orders, screening is activated at the time the order is entered, when the address or customer is changed or if the order is run through the Screen for Denied Parties process.

- MSRs are only screened when the order is run through the Screen for Denied Parties process.

- For invoices, screening is activated during the Finalization process and when the invoice is run through the Screen for Denied Parties process.

When a match is found, sales orders go on hold at the header level. For MSRs, each line of the MSR goes hold. For invoices, the bill status is set to either Hold (HLD) or New (NEW) and the bill FSS status becomes unconfirmed

For all of the transactions, you can remove the hold by confirming the customer and rerun the Screen for Denied Parties process. You can also manually remove the hold. The sections on the sales order, MSR, and invoice discuss the process to manually remove the hold.

See Chapter 2, "Maintaining General Customer Information," Adding Customer Names and Levels and Assigning Roles, page 51.

Sales Order Financial Sanction Screening

If you intend to have sales order automatically trigger financial sanctions screening, hold processing for financial sanctions screening must be selected on the Hold Processing page. Hold codes can also be set up for the order and customer.

The Customer related hold refers to the Bill-To and Sold-To customers listed on the order header and the Ship-To customers list on the order's schedules. If any of these customers is Unconfirmed, a Customer Hold will be placed on the order. The second type of hold is an Order Hold, which means that an address override or payment address matches a security list entry.

When an order is entered, you will receive a message when you enter an order for a customer that is a match with the financial sanctions screening list. The message is established on the Messages page. You can save the order but it will go on hold at the header level when the order is saved. The actual screening takes place when order header, lines, and schedules are added or when the address of the customer changes on the order. When an address override takes place, the order will be reevaluated to see if the address change triggers a match.

If a customer status is changed to unconfirmed during customer maintenance, the sales order will not be rescreened unless the Denied for Screened Parties process is run. The Do Not Screen for X Number of Days field from the customer does not affect whether the sales order will go on hold or be taken off hold.

A number of ways are present for removing a financial sanctions hold for the sales order.

1. Inactivate or delete the hold and select a reason code for the change.

2. Delete the sales order line if the Ship-to customer or address override associated to the line caused the match.

3. Run the OM Background Hold Check process (OM_HOLD) to reevaluate all holds including FSS holds, assuming the FSS condition no longer applied.

4. Run the Screen for Denied Parties process (SCM_FSS) and select the rescreen option if the condition is no longer valid.

If an FSS hold is inactivated on the sales order, it will not be reapplied to the order. If the hold is deleted, the hold may be reapplied the next time hold processing occurs.

In the counter sale environment, the system will perform a FSS check when a payment is added and the address is entered on the Additional Information page for a check, credit card, debit card, or a procurement card.

Material Stock Request Financial Sanction Screening

Only external material stock requests (MSR) or VMI intercompany transfers are screened during inventory fulfillment. The hold code that is used for FSS processing in inventory is established on the Inventory Business Unit Options page.

These types of orders are not screened during order entry. They can only be screened through the Screen for Denied Parties process. Material Stock Requests should be run through this process before shipping. Orders that are on hold will not be shipped.

The Inventory FSS hold can be removed using the Cancel/Hold Stock Requests component. Similar to sales orders, if the customer FSS status changes to Unconfirmed, the Screen for Denied Parties process will remove the hold.

Invoice Financial Sanction Screening

When FSS is active for the order to cash business process, the system performs FSS on invoices. An invoice can contain several different types of customers such as Bill-To, Ship-To, and Service-To. Each type of customer name and address is compared to the security lists that are loaded in the system.

When FSS processing finds a potential match between a customer name and address and the security list, it marks the invoice with an error code, sets the bill status to either Hold (HLD) or New (NEW), changes the bill FSS status to unconfirmed (the Confirmed option is not selected), and stores the results in the system.

A user or the system can change the bill FSS status from unconfirmed to Confirmed.

*   A user can call the appropriate government agency to determine whether the customer match is a true match or a false match, and then the user can take the appropriate action. If the match is false, the user can change the FSS status from unconfirmed to confirmed (the user selects the Confirmed check box), and provides a reason code.

*   The FSS process can change the FSS status from unconfirmed to confirmed. When this occurs, the system removes the match results that were previously stored in the system.

Understanding FSS Setup

Financial Sanctions Screening for in the Order to Cash business process is configured at the installation level. Three options are available to choose from.

*   No Validation - FSS will not be performed.

*   Enabled at Install - FSS is on for all Order to Cash business units.

*   Enabled at Business Unit - FSS is governed at the business unit level.

 If FSS is controlled at the business unit level, the Order Management business unit governs sales orders, the Billing business unit governs invoices and the Inventory business unit governs external stock requests and VMI interunit orders.

You also determine if you will load the financial sanctions list into the FSCM database or use a third party web service at the installation level. The access to the lists, whether they are downloaded into the FSCM database or through a third party web service, are done using a common application package FSS_SDN_SEARCH.

When specifying that you want the financial sanctions list to be downloaded, you will also establish a threshold that is used by Verity to determine if there is a match against the list. It is important that you test the index against the threshold. The higher the threshold, the more accurate the match has to be with the financial sanctions data. The lower the threshold, the more matches you will receive.

Each of the fields that make up the customer name and address are given a weighted score. When they are screened against the list that you are using for FSS, the cumulative score of customer is tabulated by the system. If the score equals or is higher then the threshold set at installation, the customer will be flagged as being a match.

If you are downloading the list into the FSCM database, you will need to build a search index for the financial sanctions data. Each time you download the financial sanctions data, the index must be rebuilt.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Setting Up PeopleSoft Order Management Business Units," Setting Up Order Management Business Units

PeopleSoft Billing 9.1 PeopleBook, "Establishing PeopleSoft Billing Business Units," Establishing New PeopleSoft Billing Business Units

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Setting Up and Using the Financial Sanctions Service"

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Setting Financial Sanctions Options

Common Elements Used for FSS

Customer ID	The customer link will potentially take you to two different pages. If there is no address override, then the FSS hold is directly related to the customer. Therefore, the link will take you to the Customer tab which will provide information about the match. However, if this order was put on hold because of an address override, then there may not be any entry for that customer in the customer grid in the inquiry component. Therefore, the link will take you to the customer General Info page.
Entry ID	Click the link to access the Financial Sanctions Entry page to view details about the match.

Sanctions ID	Displays the ID to identify the list that was used in the validation.
	Note. It is possible to have multiple lists or old and new versions of the same list used for FSS screening.
Sanctions List Type	Lists the name of the list that is used for financial sanctions screening.
Score	The fields represents the values that the customer scores when the customer information is screened against the financial sanctions list that you are using. The higher the score, the better the customer is matched against an entry in the list.

Pages Used to Perform FSS

Page Name	*Definition Name*	*Navigation*	*Usage*
Screen for Denied Parties	RUN_CNTL_SCMFSS	• Order Management, Quotes and Orders, Process Orders • Inventory, Fulfill Stock Orders • Billing, Maintain Bills	Use this page to the run the Screen For Denied Parties process (SCM_FSS) and perform FSS for customers, orders, MSRs, and invoices.
Search	IN_FSS_SEARCH	• Order Management, Quotes and Orders, Review Order Information, Financial Sanctions • Inventory, Fulfill Stock Orders, Review Fulfillment Information • Billing, Maintain Bills, Review Processing Results	Use this page to search for the results of the FSS.
Customer	CUST_FSS_GRID	• Order Management, Quotes and Orders, Review Order Information, Financial Sanctions • Inventory, Fulfill Stock Orders, Review Fulfillment Information • Billing, Maintain Bills, Review Processing Results	Use this page to view the FSS results for customers.

Page Name	Definition Name	Navigation	Usage
Orders	ORD_FSS_GRID	• Order Management, Quotes and Orders, Review Order Information, Financial Sanctions • Inventory, Fulfill Stock Orders, Review Fulfillment Information • Billing, Maintain Bills, Review Processing Results	Use this page to view the FSS results for orders.
Invoices	BI_FSS_GRID	• Order Management, Quotes and Orders, Review Order Information, Financial Sanctions • Inventory, Fulfill Stock Orders, Review Fulfillment Information • Billing, Maintain Bills, Review Processing Results	Use this page to view the FSS results for invoices.
General Information	CUST_GENERAL1	• Customers, Customer Information, General Information • General Info Grants, Sponsors, General Information • Order Management, Quotes and Orders, Review Customer Information	Add or review customers' names and level information, and assign associated roles. You can also enter one or more addresses for customers and assign descriptions to each location. You also use this page to manage FSS.
Order Entry Form	ORDENT_FORM_LINE	• Order Management, Quotes and Orders, Create/Update Order • Order Management, Quotes and Orders, Create/Update Quote	Use this page to enter header and line information for orders and quotes. The component will also validate the customer name and address for FSS processing.

Screening for Denied Parties

Access the Screen for Denied Parties page (Order Management, Quotes and Orders, Process Orders, Screen for Denied Parties).

Screen for Denied Parties page (1 of 2)

Screen for Denied Parties page (2 of 2)

Enter parameters to run the Screen For Denied Parties process (SCM_FSS) to validate customers, orders, MSRs, and invoices.

Note. Sales orders, MSRs, and invoices without address overrides will not be rescreened during the transaction. If there are no overrides, then the status of the customer on the customer table is used regardless of whether a new list has been loaded or not. When a new list is added, we recommend that at a minimum customers be screened using the Screen For Denied Parties process (SCM_FSS) before any orders, invoices, or MSRs are screened against the new list.

Process Options

All	Use this option to validate all of the customers and transactions against the financial sanctions screening list. Use this option if you have loaded a new list.
Selected	Use this option to select a range of customers, orders, MSRs, or invoices.
Re-Screen	Typically, an existing customer is only screened once per version of the security list. When a security list is downloaded, customers will be screened and typically not screened again until a new list is downloaded. The Re-screen option will force a customer to be screened again even if a new list has not been downloaded. This option might be used if the user has manually changed a customer's Confirmed status and then wants to have the customer screened again.

Searching for FSS Results

Access the Search page (Order Management, Quotes and Orders, Review Order Information, Financial Sanctions).

Search page

You can limit your search to customers, invoices, or orders or use *All* to search for all the transactions that are a match with the FSS. Use additional criteria within each category to limit your search.

Reviewing FSS Results for Customers

Access the Customer page (Order Management, Quotes and Orders, Review Order Information, Financial Sanctions).

Customer page

The page lists the results from the Screen For Denied Parties process (SCM_FSS) for customers.

Reviewing FSS Results for Orders

Access the Orders page (Order Management, Quotes and Orders, Review Order Information, Financial Sanctions).

Order page

The page lists the results from the Screen For Denied Parties process (SCM_FSS) for orders, MSRs, and VMI interunit orders.

Orders

Order No	For orders originating from Order Management, click the link to access the Order Entry Form page. For orders originating from Inventory, click the link to access the Cancel/Hold page. In either case, you can work on the hold for the order.

Order Details

This tab displays additional details about the order. Links are present for the order line, schedule line, and demand line. These links will give you information about any address overrides that may be at these levels. For example, if you have an address override at the schedule level, clicking the link will take you to an inquiry page that would let you see the address information at that level for this line. However, if you had no address override information, then you would see a message stating that, and you would not be transferred to any other page.

Sanctions

This tab displays additional details about the sanctions.

Note. If the Sanctions ID and Sanctions List Type fields are blank, the match was due to the name or address for the customer and not the address override or payment address for the order.

Reviewing FSS Results for Invoices

Access the Invoice page (Billing, Maintain Bills, Review Processing Results).

Search	Customer	Invoice	Order

Details								Customize	Find	View All		First	1 of 1	Last
Customer ID	Business Unit	Invoice	Seq	Name	Location	Address Type	Sanctions ID	Sanctions List Type	Score
Customer		Invoice	0						

Invoice page

The page lists the results from the Screen For Denied Parties process (SCM_FSS) for invoices.

Note. If the Sanctions Header ID and Sanctions List Type fields are blank, the match was due to the name or address for the customer and not the payment address entered for the invoice.

Business Unit	Displays the billing business unit for the invoice.
Invoice	Click to access the Standard Billing - Header - Misc Info page. This page provides the Financial Sanctions section for the invoice.
Seq (sequence)	Displays a value that indicates the line sequence number of the invoice. The value of zero indicates the bill header level.
Location	Displays the location ID that is stored in the PeopleSoft Customer Address table. If this field does not have a value, then the customer address was overridden.
Address Type	Displays the type of address. Valid values are:

- *Header Bill To Address.*

- *Header Ship To Address.*

- *Header Sold To Address.*

- *Header Service To Address.*

- *Header Courtesy Copy Address.*

- *Header Credit Card Address.*

- *Line Ship To Address.*

- *Line Sold To Address.*

- *Line Service To Address.*

- *Line Tax Ship To Address.*

- *Attached Bill Address.*

- Blank.

  A blank value indicates a consolidated header that has an attached bill, and that the attached bill has a potential customer name or address match to the security list.

Making Customer Inquiries

This section discusses how to view the customers' credit details and other related information.

Pages Used to Make Customer Inquiries

Page Name	Definition Name	Navigation	Usage
Customer Attachments	CUST_ATTACHMENTS	• Order Management, Quotes and Orders, Review Customer Information, Attachments, Customer Attachments • Customers, Review Customer Information, Attachments, Customer Attachments	View attachments, such as multimedia files, Microsoft PowerPoint presentations, Microsoft Word documents, ScreenCams, or Microsoft Excel spreadsheets, to customer records.
Credit Available	CUST_CREDIT_AVAIL	• Order Management, Quotes and Orders, Review Customer Information, Credit Available, Customer Credit • Customers, Review Customer Information, Credit Available	Check customers' credit positions.
Customer Messages	CUST_MESSAGES	• Order Management, Quotes and Orders, Review Customer Information, Messages, Customer Messages • Customers, Review Customer Information, Messages, Customer Messages	View messages that are associated with customers.
Customer Notes	CUST_NOTES	• Order Management, Quotes and Orders, Review Customer Information, Notes, Customer Notes • Customers, Review Customer Information, Notes, Customer Notes	View notes that are available for customers.

Checking Customers' Available Credit

Access the Credit Available page (Customers, Review Customer Information, Credit Available).

Note. In the search page, a Corporate SetID value is required to use the Corporate Cust ID field. When the user selects the Corporate ID search button, the corporate customer name fields will be visible on the search page that appears.

Bill-To Customer

Total Backlog Amount	Represents the total value of the sales order lines that are scheduled to ship within the number of backlog days that you specify on the Credit Check page.
Total Aged AR (total aged accounts receivable)	Number of open receivables that are included in the credit checking algorithm. The open receivables that are included in this number are contained in the aging categories that you select for credit checking on the Aging page.
Credit Available	Determined by this equation:
	Credit Limit − (Total Aged AR) − (Total Backlog Amount within × Days) = Credit Available + % over limit

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Note. You must run the Receivables Update process in the Maintain Receivables menu to populate the Aging Amount field for the bill to customer and the Total Aged AR field for the corporate customer.

Corporate Customer

SetID and **Corporate ID**	Displays the SetID and Corporate ID of the customer.

Draft Balances

Displays the Actual Debt Amounts and the Remitted Amounts.

Chapter 4

Importing Customer Information

This chapter provides overviews of customer control information and conversion fields, and discusses how to:

- Complete conversion prerequisites.

- Convert customer information.

- Complete, verify, and test conversions.

Understanding Customer Control Information

Depending on which products you have licensed (PeopleSoft Receivables, Billing, Order Management) you may have to populate all of the customer records.

Note. *Required* means that you must place a row in the table with correct default values, even if you not going to use any of the fields on these tables. The system uses rows in the required tables to access information online as well as for background processing.

This table lists customer control information and the required records for each application:

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUSTOMER	Customer header	X	X	X	X	X
CUST_ADDRESS	Customer address detail	X	X	X	X	X
CUST_ADDR_SEQ	Customer address header	X	X	X	X	X

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_ATT	Customer attachments **Note.** Only needed if using attachments.	X				
CUST_BILLTO	Valid bill-to relationships	X	X (if customer is both a bill-to and sold-to customer)	X (if customer is both a bill-to and sold-to customer	X	X
CUST_BROKER	Customer brokers					
CUST_CGRP_LNK	Link for customers who are associated with various customer groups					
CUST_CREDIT	Customer credit information			X **Note.** If this customer is a bill-to customer, this is needed for credit checking.	X	
CUST_CRSPD	Customer correspondence information	X	X	X	X	
CUST_CRSPD_REM	Customer correspondence remit to				X	

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_EXEMPT	Customer exemption status					
CUST_EXEMPT_DTL	Customer exemption details					
CUST_GROUP_TBL	Customer group table					
CUST_HIERARCHY	Customer hierarchy					
CUST_ID_NBRS	Customer ID numbers					
CUST_INDIRECT	Indirect customers					
CUST_MSG	Customer messages **Note.** Only needed if using messages.					
CUST_NOTE	Customer notes **Note.** Only needed if using notes.					

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_NOTE_DOC	Documents that notes are printed on. **Note.** Only needed if using notes.					
CUST_NOTE_KEYWD	Customer notes key words for searching **Note.** Only needed if using notes.					
CUST_OPTION	Bill-to customer options	X	X (if customer is a bill-to customer)	X (if customer is a bill-to customer)	X	X (if customer is a bill-to customer)
CUST_PM_CHANNEL	Customer channel information					
CUST_REGN_TYPE	Customer region code types					
CUST_SHEX_BLK	Dates on which shipments are blocked					
CUST_SHEX_DT	Dates and times when shipments are not received					

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_SHIPTO	Valid ship-to relationships		X (if customer is both a ship-to and sold-to customer)	X (if customer is both a ship-to and sold-to customer)		X
CUST_SHIPTO_OPT	Ship-to customer options		X (if customer is a ship-to customer)	X (if customer is a ship-to customer)		
CUST_SIC_CODES	Customer standard industry codes					
CUST_SOLDTO_OPT	Sold-to customer options		X (if customer is a sold-to customer)	X (if customer is a sold-to customer)		
CUST_TEAM	Customer support teams	X	X	X	X	X
CUST_VAT_EXCPTN	Customer value-added tax (VAT) exceptions	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	
CUST_VAT_REG	Customer VAT registration	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	

Note. PeopleSoft Grants Management also requires the Sponsor Attribute Date (GM_SP_ATTRDT), Sponsor Attributes (GM_SP_ATTRIB), and Sponsor Letter of Credit Info (GM_SPNSR_LOC) tables.

Understanding Customer Conversion Fields

When converting customer information, field mappings fall into one of three types:

1. Field values, such as customer name, that map directly from the legacy system to the PeopleSoft system.

2. Field values that must be translated from the legacy value to a PeopleSoft value.

3. Fields that do not appear at all in the legacy system.

    You must assign a value to these fields during conversion.

This table lists additional information that you may need to develop the customer conversion:

Record Name	Field Name	Edit Table	Required
CUSTOMER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	CUST_STATUS		Yes
	CUST_STATUS_DT		No
	STCUST_DAYS		No
	EXPIRATION_DATE		No
	EXP_PENDING		No
	TEMPLATE_ADDR		No
	CUSTOMER_TYPE		Yes
	SINCE_DT		Yes
	ADD_DT		Yes
	NAME1		Yes
	NAMESHORT		Yes
	NAME2		No
	NAME3		No
	NAME1_AC		No

Record Name	Field Name	Edit Table	Required
	NAME2_AC		No
	NAME3_AC		No
	ADDRESS_SEQ_NUM	%EDITTABLE3	Yes
	CORPORATE_SETID	SP_SETID_NONVW	Yes
	CORPORATE_CUST_ID	CUST_CC_A1S_VW	Yes
	PARENT_SETID		No
	PARENT_CUST_ID		No
	REMIT_FROM_SETID	SP_SETID_NONVW	No
	REMIT_FROM_CUST_ID	CUST_REM_A1S_VW	No
	CRSPD_SETID	SP_SETID_NONVW	No
	CRSPD_CUST_ID	CUST_CR_A1S_VW	No
	CONSOL_BUS_UNIT	BI_CONSOL_BU_VW	No
	VENDOR_SETID	SP_SETID_NONVW	No
	VENDOR_ID	VENDOR_AR2	No
	REFER_TO_SETID	SP_SETID_NONVW	No
	REFER_TO_CUST_ID		No
	REVIEW_DAYS		No
	FORMER_NAME_1		No

Record Name	Field Name	Edit Table	Required
	FORMER_NAME_2		No
	CNTCT_SEQ_NUM	CUST_CONTACT	No
	SUBCUST_USE		Yes
	SUBCUST_QUAL1	SUBCUST_Q1_TBL	No
	SUBCUST_QUAL2	SUBCUST_Q2_TBL	No
	CUR_RT_TYPE	RT_TYPE_TBL	Yes
	CURRENCY_CD	CURRENCY_CD_TBL	Yes
	SHIP_TO_FLG		Yes
	BILL_TO_FLG		Yes
	SOLD_TO_FLG		Yes
	BROKER_FLG		Yes
	INDIRECT_CUST_FLG		Yes
	CUST_LEVEL		No
	ADDRESS_SEQ_SOLD		Yes
	CNTCT_SEQ_SOLD		No
	ADDRESS_SEQ_SHIP		Yes
	CNTCT_SEQ_SHIP		No
	ADDRESS_SEQ_BRK		No

Record Name	Field Name	Edit Table	Required
	ADDRESS_SEQ_IND		No
	HOLD_UPDATE_SW		No
	ROLEUSER	ROLEXLATOPR_VW	No
	TAXPAYER_ID		No
	WEB_URL		No
	STOCK_SYMBOL		No
	REPORTS_TO_SPONSOR	GM_CUSTOMER_VW	No
	SPNSR_LEVEL	GM_SPNSR_LEVEL	No
	SPNSR_TYPE	GM_SPNSR_TYPE	No
	SPNSR_PROGRAM	GM_SP_PROG_TYPE	No
	COST_LIV_INCR_PCT		No
	CFDA_NBR		No
	ALLOW_COPI		No
	MULTI_PI		No
	FOREIGN_FLAG		No
	FED_SP_TYPE	GM_FED_SP_TYPE	No
	OFAC_STATUS		No
	REASON_CD	FSS_REASON_VW	No

Record Name	Field Name	Edit Table	Required
	FSS_OFFSET_DAYS		No
	GM_FEDERAL_FLAG		No
	US_FLAG_CARRIER		No
	LOC_INDICATOR		No
	GM_LOC_SPONSOR_ID	GM_LOC_SP_VW	No
	GGOV_FLG		No
	FA_SPNSR_BASE_ID	GM_FA_BASE_DTL	No
	GM_DEL_LOC_REFS_SW		No
	GRANTS_SPONSOR_FLG		No
	SPNSR_SALARY_CAP		No
	FEDERAL_INDICATOR		No
	TRADING_PARTNER		No
	IPAC_INTERFACE		No
	CNTCT_SEQ_IPAC		No
	CUSTOMER_ALC	AGENCY_LOC_CD	No
	CUSTOMER_DO		No
	SYMBOL_REQ		No
	SOURCE_SYSTEM		No

Record Name	Field Name	Edit Table	Required
	FED_SHARE_PCT		No
	CONT_ALLOW_PCT		No
	CONT_NO_ALLOW_PCT		No
	CUST_FIELD_C1_A		No
	CUST_FIELD_C1_B		No
	CUST_FIELD_C1_C		No
	CUST_FIELD_C1_D		No
	CUST_FIELD_C2		No
	CUST_FIELD_C4		No
	CUST_FIELD_C6		No
	CUST_FIELD_C8		No
	CUST_FIELD_C10_A		No
	CUST_FIELD_C10_B		No
	CUST_FIELD_C10_C		No
	CUST_FIELD_C10_D		No
	CUST_FIELD_C30_A		No
	CUST_FIELD_C30_B		No
	CUST_FIELD_C30_C		No

Record Name	Field Name	Edit Table	Required
	CUST_FIELD_C30_D		No
	CUST_FIELD_N12_A		No
	CUST_FIELD_N12_B		No
	CUST_FIELD_N12_C		No
	CUST_FIELD_N12_D		No
	CUST_FIELD_N15_A		No
	CUST_FIELD_N15_B		No
	CUST_FIELD_N15_C		No
	CUST_FIELD_N15_D		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ADDRESS	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	ALT_NAME1		No
	ALT_NAME2		No

Record Name	Field Name	Edit Table	Required
	LANGUAGE_CD		No
	TAX_CD	TAX_SU_HDR_VW	No
	COUNTRY	COUNTRY_TBL	No
	ADDRESS1		No
	ADDRESS2		No
	ADDRESS3		No
	ADDRESS4		No
	CITY		No
	NUM1		No
	NUM2		No
	HOUSE_TYPE		No
	ADDR_FIELD1		No
	ADDR_FIELD2		No
	ADDR_FIELD3		No
	COUNTY		No
	STATE	%EDIT_STATE	No
	POSTAL		No
	GEO_CODE		No

Record Name	Field Name	Edit Table	Required
	IN_CITY_LIMIT		No
	COUNTRY_CODE		No
	PHONE		No
	EXTENSION		No
	FAX		No
	PHYSICAL_NATURE		No
	VAT_SVC_PERFRM_FLG		No
	LAST_EXP_CHK_DTTM		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
	URL_LONG		No
CUST_ADDR_SEQ	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	DESCR		No
	BILL_TO_ADDR		Yes
	SHIP_TO_ADDR		Yes
	SOLD_TO_ADDR		Yes

Record Name	Field Name	Edit Table	Required
	CRSPD_TO_ADDR		Yes
	BROKER_ADDR		No
	INDIRECT_ADDR		No
	RFID_ENABLED		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ATT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SCM_ATTACH_ID		No
	ATT_VERSION		No
	ATTACHSYSFILENAME		No
	ATTACHUSERFILE		No
	ATTACH_TYPE	FO_ATTACH_TYPE	No
	DESCR		No
CUST_BILLTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BILL_TO_CUST_ID	CUST_BI_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No

Record Name	Field Name	Edit Table	Required
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_BROKER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BROKER_ID	CUST_BRK_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CGRP_LNK	SETID	SP_SETID_NONVW	Yes
	CUST_ID		Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP	%EDITTABLE	Yes
	DEFAULT_TAX_GRP		No
	DATETIME_ADDED		No
	LASTUPDDTTM		No
	LAST_MAINT_OPRID		No
CUST_CREDIT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes

Record Name	Field Name	Edit Table	Required
	EFFDT		Yes
	EFF_STATUS		Yes
	CR_LIMIT		No
	CR_LIMIT_RANGE		No
	CR_LIMIT_DT		No
	CR_LIMIT_CORP		No
	CR_LIM_CORP_RANGE		No
	CR_LIMIT_CORP_DT		No
	CR_LIMIT_REV_DT		No
	DISPUTE_STATUS	DISPUTE_TBL	No
	DISPUTE_DT		No
	DISPUTE_AMOUNT		No
	COLLECTION_STATUS	COLLECTION_TBL	No
	COLLECTION_DT		No
	RISK_CODE		No
	RISK_SCORE		No
	CREDIT_CLASS		No
	CREDIT_CHECK		Yes

Record Name	Field Name	Edit Table	Required
	CR_CHK_ALG_PROFILE		No
	CR_SUM_PROFILE		No
	MAX_ORDER_AMT		No
	CUSTCR_PCT_OVR		No
	CORPCR_PCT_OVR		No
	CURRENCY_CD	CURRENCY_CD_TBL	Yes
	RT_TYPE	RT_TYPE_TBL	Yes
	AGING_CATEGORY	AGING_CATEG_TBL	No
	AGING_ID	AGING_TBL	No
	BACKLOG_DAYS		No
	AR_1099C		No
	BANKRUPT_FLG		No
	MARKET_VALUE		No
	DESCRLONG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CRSPD	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes

Record Name	Field Name	Edit Table	Required
	EFFDT		Yes
	EFF_STATUS		Yes
	BANK_CD	BANK_AR_BR_VW	No
	BANK_ACCT_KEY	BANK_AR_R_VW	No
	CRSPD_ADDR		Yes
	ADDRESS_SEQ_NUM	CUST_ADDR_CR_VW	No
	CNTCT_SEQ_NUM	CUST_CNCT_EF_VW	No
	ONE_DOCUMENT_PER		No
	DUN_ID	DUNNING_TBL	No
	DUN_GROUP		No
	DUN_HOLD		Yes
	DUN_HOLD_DT		No
	ST_ID	STATEMENT_TBL	No
	ST_GROUP		No
	ST_HOLD		Yes
	ST_HOLD_DT		No
	CRSPD_CNTCT		Yes
	LANGUAGE_CD		No

Record Name	Field Name	Edit Table	Required
	OC_GROUP		Yes
	OC_ADMIN_ID	OC_ADMIN_VW	No
	OC_ADMIN_HOLD		No
	OC_ADMIN_HOLD_DT		No
	OC_FIN_ID	OC_FIN_VW	No
	OC_FIN_HOLD		No
	OC_FIN_HOLD_DT		No
	OC_PNLTY_ID	OC_PNLTY_VW	No
	OC_PNLTY_HOLD		No
	OC_PNLTY_HOLD_DT		No
	ASSESS_OC_FLAG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CRSPD_REM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	REMIT_ADD_TYPE		Yes
	BANK_CD	BANK_AR_BR_VW	No

Record Name	Field Name	Edit Table	Required
	BANK_ACCT_KEY	BANK_AR_R_VW	No
CUST_EXEMPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	ISSUING_AUTHORITY		No
	AUTHORITY_TYPE		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_EXEMPT_DTL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	TAX_EXEMPT_FLAG		No
	EXEMPT_CATEGORY		No
	ISSUED_DT		No
	EXPIRATION_DT		No

Record Name	Field Name	Edit Table	Required
	DESCR		No
	DESCR254		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_GROUP_TBL	SETID	SP_SETID_NONVW	Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	DESCR		Yes
	DESCRSHORT		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No
	GLOBAL_FLAG		No
	ADJUST_BAPRC_FLG		No
CUST_HIERARCHY	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes

Record Name	Field Name	Edit Table	Required
	EFF_STATUS		Yes
	PM_DIVISION	PM_DIVISION	No
	PM_REGION	CUST_REGION_VW	No
	PM_TERRITORY	PM_TERRITORY	No
	PM_SYNDICATED_TYPE	PM_SYNDICATED	No
	PM_SYNDICATED_NUM		No
	CLASSIFICATION	PM_CLASSIFICATE	No
CUST_ID_NBRS	SETID		Yes
	CUST_ID		Yes
	STD_ID_NUM_QUAL		Yes
	STD_ID_NUM		No
	STD_ID_SETID	SP_SETID_NONVW	No
	CREDIT_FLG		No
CUST_INDIRECT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	INDIRECT_CUST_ID	CUST_IND_A1S_VW	Yes
	SHPTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No

Record Name	Field Name	Edit Table	Required
	DATE_LAST_MAINT		No
CUST_MSG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	MESSAGE_CD	MSGHOLD_SEC_VW	Yes
	START_DT		Yes
	END_DT		Yes
	CWB_DISPLAY_OPT		No
CUST_NOTE	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	NOTE_TYPE	NOTE_TYPE	No
	STD_NOTE_CD	STD_NOTE	No
	TEXT254		No
CUST_NOTE_DOC	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	DOCUMENT_CD	OM_DOC_CODE_VW	Yes

Record Name	Field Name	Edit Table	Required
CUST_NOTE_KEYWD	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	KEY_WORD		Yes
CUST_OPTION	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	PYMNT_TERMS_CD	OM_TRMS_VW	No
	PYMNT_TERMS_AMT		No
	GRACE_DUE_DAYS		No
	GRACE_DISC_DAYS		No
	IMMEDIATE_PAYMENT		No
	RETENTION_DAYS		No
	PP_HOLD		Yes
	PP_METHOD	PP_MET_TBL	No
	REF_QUALIFIER_CODE	AR_FLD_REF_VW	No
	PARTIAL_PY_SW		Yes

Record Name	Field Name	Edit Table	Required
	PO_REQUIRED		Yes
	BILL_BY_ID	BI_BILL_BY_VW	No
	FREIGHT_BILL_TYPE		Yes
	BILL_CYCLE_ID	BI_CYCLE_VW	No
	BILL_INQUIRY_PHONE	BI_INQPHN_VW	No
	BILL_TYPE_ID	BI_TYPE_EF_VW	No
	BILLING_SPECIALIST	BI_SPCLST_VW	No
	BILLING_AUTHORITY	BI_AUTH_EF_VW	No
	COLLECTOR	COLLECTOR_VW	Yes
	CR_ANALYST	CR_ANALYST_VW	Yes
	INVOICE_FORM_ID	BI_IVC_FORM_VW	No
	DST_ID_AR	DST_CODE_AR_VW	No
	DRAFT_APPROVAL		No
	DRAFT_DOC		No
	DRAFT_TYPE	DRAFT_TYPE_TBL	No
	DD_PROFILE_ID	DD_PROFILE_TBL	No
	DD_GROUP		No
	PAYMENT_METHOD		No

Record Name	Field Name	Edit Table	Required
	DIRECT_INVOICING		Yes
	CUSTOMER_PO		No
	START_DATE		No
	END_DATE		No
	MICR_ID	REMIT_MICR_VW	No
	CONSOL_SETID	SP_SETID_NONVW	No
	CONSOL_CUST_ID	CUST_CONSOL_VW	No
	CONSOL_KEY		No
	INTERUNIT_FLG		Yes
	BUSINESS_UNIT_GL	SP_BU_GL_NONVW	No
	AR_SPECIALIST	AR_SPCLST_VW	No
	MAX_WRITE_OFF_AMT		No
	MAX_WRITE_OFF_DAYS		No
	MAX_WRITE_OFF_PCT		No
	HOL_PROC_OPT		No
	HOL_PROC_DAYS		No
	HOL_PROC_OVERFL		No
	REBATE_METHOD		No

Record Name	Field Name	Edit Table	Required
	BI_PROMPT_CURR		No
	DEPOSIT_PCT		No
	DISPLAY_PRICES		No
	CRCARD_PROFILE_ID	AR_CRCARD_PRFL	No
	PRENOTE_REQD,		No
	PRENOTE_STATUS		No
	PRENOTE_DATE		No
	PRENOTE_WAIT_DAYS		No
	REASON_CD	REASON_CD	Yes
	UPDATED_BY		No
	HOLD_NBR_DAYS		No
	FED_HWY_FLG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_PM_CHANNEL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	CUST_CHANNEL	CHANNEL_VW	Yes

Record Name	Field Name	Edit Table	Required
	EFF_STATUS		Yes
	CHANNEL_PRIMARY		No
CUST_REGN_TYPE	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	REGION_CD_TYPE		Yes
	REGION_CD	REGION_CD	Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHEX_BLK	SETID		Yes
	CUST_ID		Yes
	DTTM_FROM		Yes
	DTTM_TO		Yes
	TIME_FROM		No
	TIME_TO		No
CUST_SHEX_DT	SETID		Yes
	CUST_ID		Yes
	SHIP_DAY		Yes
	TIME_FROM		Yes

Record Name	Field Name	Edit Table	Required
	TIME_TO		Yes
	DTTM_FROM		No
	DTTM_TO		No
CUST_SHIPTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SHIP_TO_CUST_ID	CUST_SHP_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHIPTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	SHIP_TYPE_ID	SHIP_METHOD_VW	No
	SHIP_TYPE_ID_EXP	SHIP_METHOD_VW	No
	SHIP_PRIOR_FLAG		No
	SHIP_PARTIAL_FLAG		No
	BCKORDR_CNCL_FLAG		No

Record Name	Field Name	Edit Table	Required
	LANGUAGE_CD		No
	SHIP_PRIORITY_ID	PRIORITY_SHP_VW	No
	DS_NETWORK_CODE	DS_NETHDR_TBL	No
	FREIGHT_TERMS	FREIGHT_TERMS	No
	FREIGHT_TERMS_EXP	FREIGHT_TERMS	No
	SHIP_EARLY_DAYS		No
	SHIP_LATE_DAYS		No
	SHIP_PARTIAL_ORD		No
	STORE_NUMBER		No
	NAFTA_REQ_EXP		Yes
	CCI_REQ_EXP		Yes
	SED_REQ_EXP		Yes
	COO_REQ_EXP		Yes
	AERP		No
	INSURANCE_REQD		No
	MILITARY_FLG		No
	EXPORT_ORDER_FLG		No
	PREF_CARRIER_FLG		No

Record Name	Field Name	Edit Table	Required
	CARRIER_ID	CARRIER_SHP_VW	No
	CARRIER_ID_EXP	CARRIER_SHP_VW	No
	SHIP_PRIORITY_EXP	PRIORITY_SHP_VW	No
	SINGLE_SHIP_FLAG		No
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	ALLOW_OVERPICK_FLG		No
	MAX_PICK_TOLERANCE		No
	STOCKOUT_RATE	STKOUT_RATE_INV	No
	VMI_REORDER_CHK		No
	RANGE_PCT		No
	VMI_CUST_FLG		No
	VMI_MANAGER		No
	BUSINESS_UNIT_IN	SP_BUNVM_NONVW	No
	REORD_QTY_OPTION		No
	REPL_CALC_PERIOD		No
	SELL_CONSIGNED_FLG		No
	LOT_CONTROL		No

Record Name	Field Name	Edit Table	Required
	SERIAL_CONTROL		No
	CONTAINER_CONTROL		No
	STAGED_DATE_CNTRL		No
	DEL_ORD_RESTRICTED		No
	DEFAULT_PO		No
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_SIC_CODES	SETID		No
	CUST_ID		No
	SIC_CD_QUAL		No
	SIC_CODE		No
CUST_SOLDTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No
	FRT_CHRG_METHOD		No
	GRACE_PRICE_DAYS		No

Record Name	Field Name	Edit Table	Required
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	LOAD_PRICE_RULE	EOEP_ARB_LP_VW	No
	PROD_ID_SRC		Yes
	PROD_SUBSTITUTE		Yes
	PRICE_PROGRAM	EOEP_ARB_PR_VW	No
	RESTOCK_FEE_FLAG		Yes
	ADJUST_BAPRC_FLG		No
	VMI_ORDER_CONSOL		No
	VMI_ORDER_VERIFY		No
	RECEIPT_TRACK_FLG		No
	UPN_TYPE_CD	UPN_TYPE_FS	No
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_TEAM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SUPPORT_TEAM_CD	TEAM_CODE_TBL	Yes
	DEFAULT_FLAG		Yes

Record Name	Field Name	Edit Table	Required
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_EXCPTN	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	COUNTRY	COUNTRY_VAT_VW	Yes
	COUNTRY_CODE		No
	EFFDT		Yes
	EFF_STATUS		Yes
	VAT_EXCPTN_END_DT		No
	VAT_EXCPTN_TYPE	VAT_XLAT_TYPE_V	Yes
	VAT_EXCPTN_CERTIF		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_REG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	COUNTRY	COUNTRY_VAT_VW	Yes
	VAT_RGSTRN_ID		No
	COUNTRY_2CHAR	CNTRY_2CHAR_VW	No

Record Name	Field Name	Edit Table	Required
	HOME_COUNTRY_FLG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No

See Also

Completing Conversion Prerequisites

This section discusses how to:

- Establish edit table values.

- Review customer source information.

Establishing Edit Table Values

The PeopleSoft system provides a number of tables that affect customer processing. You should set up these tables before you convert customers. When you convert data, the values that you use for certain fields should match the values in these tables.

Customer Set Controls

Customer set controls establish rules that apply to every customer in a setID. You can enable the system to autonumber customer IDs. If you do, the system automatically assigns a customer ID to each customer that is unique within the setID as you enter customers online.

When using customer autonumbering, you may have to set the value of the last customer ID that you assign after converting the customers to ensure that you do not duplicate customer numbers. To update autonumbering, access the Automatic Numbering page and enter a *customer ID* as the field in the appropriate setID.

Dun & Bradstreet

To import Dun & Bradstreet (DB) numbers into CUST_ID_NBRS, you must set up the DB numbers beforehand on the Dun and Bradstreet page.

VAT Registration Data

If you are importing VAT registration data into CUST_VAT_REG, you must set up the customer VAT countries beforehand on the VAT Country Definition page.

See *PeopleSoft Global Options and Reports 9.1 PeopleBook*, "Working with VAT."

Reviewing Customer Source Information

Before converting customer information, you should analyze existing data and:

* Do not convert inactive customers.

* Clean up customer data.

  Some of the data that you are trying to convert may be corrupt due to code changes in the legacy system or bugs that allowed bad data to enter the system. If you convert this data before cleaning it up, you may introduce bad data into the PeopleSoft database.

  Delete duplicate name and address records for each customer. For example, a customer may have one customer ID that is defined by the initials of the company and another that is defined by the full company name.

Converting Customer Information

This section discusses how to:

* Select conversion programs.

* Use the Data Dictionary.

Selecting Conversion Programs

Consider writing a conversion program that reads records from the existing system and inserts them into the appropriate PeopleSoft customer tables. When creating a program, you have complete control over the conversion, and you can run it directly on most servers. Many customers write their conversion programs using Structured Query Report.

Alternatively, consider using the full synchronization Customer XML message to move existing customer data to the PeopleSoft tables.

Note. When you begin to test the conversion program, consider converting customers in batches. You can rerun the program for a batch of customers without affecting other customers.

You can also use these customer Component Interfaces to load data in the component tables:

* CUSTOMER_MAIN_CI: Loads main customer information, customer teams, addresses.

- CUSTOMER_BILLTO_CI: Loads bill-to related information such as bill-to options, customer correspondence, customer credit.

- CUSTOMER_SOLDTO_CI: Loads sold-to related information such as sold to options, product catalogs, customer hierarchy, customer product aliases, brokers.

- CUSTOMER_SHIPTO_CI: Loads ship-to related information such as ship-to options, customer exception calendars, carrier account information, indirect customers.

- CUSTOMER_MISC_CI: Loads miscellaneous information such as region codes, customer group, standard industry codes, VAT information, notes, attachments, messages.

These Component Interfaces can also be used. The CUSTOMER Component Interface is used with EIP messaging to load specific customer information to setting up a customer. The CUSTOMER_GENERAL Component Interface uses all of the records within the Customer component.

Using the Data Dictionary

These records contain fields that are relevant to converting customer data:

- CUSTOMER

- CUST_ADDRESS

- CUST_ADDR_SEQ

- CUST_ATT

- CUST_BILLTO

- CUST_BROKER

- CUST_CGRP_LNK

- CUST_CREDIT

- CUST_CRSPD

- CUST_CRSPD_REM

- CUST_EXEMPT

- CUST_EXEMPT_DTL

- CUST_GROUP_TBL

- CUST_HIERARCHY

- CUST_ID_NBRS

- CUST_INDIRECT

- CUST_MSG

- CUST_NOTE

- CUST_NOTE_DOC

- CUST_NOTE_KEYWD

- CUST_OPTION

- CUST_PM_CHANNEL

- CUST_REGN_TYPE

- CUST_SHEX_BLK

- CUST_SHEX_DT

- CUST_SHIPTO

- CUST_SHIPTO_OPT

- CUST_SIC_CODES

- CUST_SOLDTO_OPT

- CUST_TEAM

- CUST_VAT_EXCPTN

- CUST_VAT_REG

You can use the data dictionary in conjunction with the information in PeopleSoft Application Designer on these fields:

- Datatype.

- Length.

- Required or not.

- List of values (translate values).

- Validation tables.

Completing, Verifying, and Testing Conversions

This section discusses how to:

- Print customer reports.

- Maintain customer information.

Printing Customer Reports

Print customer information using the system-supplied reports and inspect the information for accuracy. Use the Sold To Customer and Ship To Customer reports to verify sold-to and ship-to customers and addresses.

See Also

Maintaining Customer Information

Use the online system to check customer data. Once you are satisfied that the conversion is clean, delete all of the records from the Customer tables and rerun the conversion.

Chapter 5

Maintaining Contacts

This chapter provides an overview of contact information and discusses how to set up contacts.

Understanding Contact Information

Customer service representatives (CSRs) can set up and maintain contact information for internal and external contacts. Using the contact functionality, they can maintain contact information, link a contact to one or more customers, and control access to self-service transactions. How you use the Contact Information pages might vary, depending on whether you choose to interface contact information or perform contact maintenance online. You can enter or update information from an interface you write to an existing system containing contact information.

You can use the Contact enterprise integration point to publish contact information and interface with other packages that require synchronization of contact data. This PeopleSoft application supports the contact service operations used for inbound and outbound publishing.

If you are integrating with PeopleSoft CRM databases, we recommend you synchronize the contact table by performing a full batch publish to the subscribing system and provide updates to the subscribing system with incremental messages. Contacts may be maintained in both PeopleSoft SCM and CRM. When this situation occurs, contact ID autonumbering should be maintained in the SCM database.

The service operations in PeopleSoft Integration Broker are delivered with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM.

Use the information in the following table and refer to the setup instructions in the *PeopleSoft Supply Chain Management Integrations 9.1 PeopleBook,* "Implementing Integrations" chapter, Setting Up Service Operations section.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
CONTACT_FULLSYNC	Inbound/Outbound Asynchronous	ContactFullSync	No	CRM, Third-party
CONTACT_FULLSYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
CONTACT_SYNC	Inbound/Outbound Asynchronous	ContactSync ContactSyncEff	No	CRM, Third-party

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
CONTACT_SYNC_REQ CONTACT_SYNC_REQ_CALLBACK	Inbound/Outbound Asynchronous, Request/Response	ContactSync	No	Customer Data Hub, Third-party
CONTACT_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party

See *PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Implementing Integrations," Setting Up Service Operations.

See *PeopleSoft PeopleTools PeopleBook: Integration Broker*

External Contacts

External contacts can be consumers, customers, or business partners. Set up external contacts for those customer contacts who need to access self-service transactions and receive documents such as order acknowledgements. If the external contact requires access to self-service transactions, set up login security on the Contact User Profile page. To enable contacts to receive documents, select the documents and preferred communication on the Contact Additional Info page.

Internal Contacts

Internal contacts are the organization's employees. Currently, internal contacts are used only with email and workflow that are associated with PeopleSoft Conversations and PeopleSoft Contact Us to communicate with external contacts.

User ID and Role Assignment

Contacts need a user ID to access self-service transactions. The user ID is linked to a role that determines the transactions the contact can access. A role is an intermediate object between permission lists and the individuals who use the system. You can assign multiple permission lists to a role, and multiple roles to an individual. The role manages which self-service transactions an individual can access as well as the type of work to be routed to the individual if you are using the Workflow role. Set up roles on the Roles - General page.

Security Establishment

When you set up contacts, you select the roles that identify the self-service transactions they can access. Self-service data security for contacts is handled by controlling customer data. Contacts can only view data for their customers and their assigned customer types. For example, if a transaction requires a bill-to customer type, then the contact must be assigned to the customer and the customer must be defined as a bill-to customer type.

CSRs can enter information about contacts in the Contact Info component. CSRs assign customers to contacts and establish login security. Login information is necessary only for those contacts who need external access to the system.

When you save a contact, the system creates a contact ID and updates the contact tables. In addition, if you enter the appropriate security information, the system creates a user ID to enable the contact to access self-service transactions.

Note. When setting up access to the CONTACT_INFO component pages, equivalent access to component interfaces USER_PROFILE and CUSTOMER_CONTACT is also required.

Important! The Maintain Contact functionality updates the contact tables, links customers to the contact, and updates the security tables. The PeopleTools pages you use to maintain user profile information update only the security tables. If you are using contacts, to avoid incomplete or incorrect data, you should use only the Maintain Contact component to create user IDs and to update contact information.

Important! The contact table is not a child record of the customer. The system updates contact information in both the contact and customer tables. You can enter contact information only in the Maintain Contact component.

Contact Structure Example

As an example of a typical customer contact structure, suppose that a corporate, bill-to, and remit-from customer was set up in the system. The customer ID is 5001, and it represents the headquarters for a customer in Texas. Within the corporate structure is a product division or branch location. The branch is identified as customer 6001 and is defined as a bill-to, ship-to, and sold-to customer; as such, it places orders, receives shipments, and is billed for the orders.

The customer has another branch location, identified as customer 7001, that is only a bill-to and ship-to location. Branch 5001 (headquarters) handles purchasing for 7001, but customer 7001 is billed for the purchases and is the ship-to location for the purchases.

The following diagram illustrates how the Business to Business (B2B) customer contacts are set up for this example:
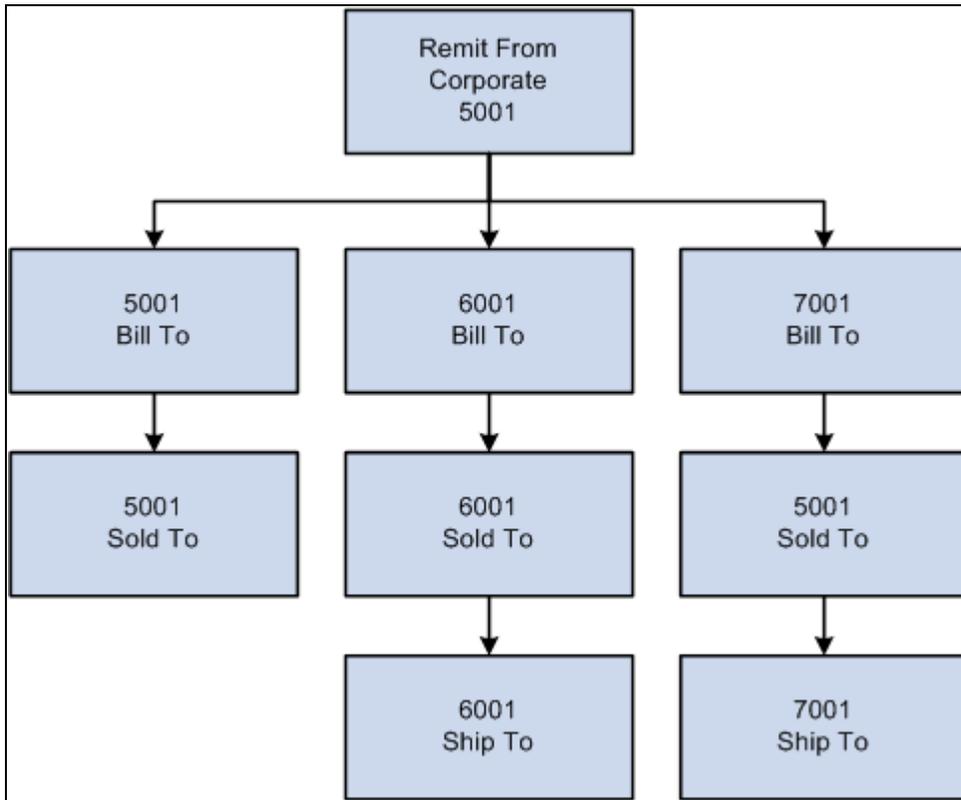
Example of B2B customer contacts

A CSR sets up the five external contacts who need external access to their customer data using the PeopleSoft self-service transactions:

1. Sally is an accounts payable (AP) clerk who pays bills for 5001 and 6001.

2. Ed is an AP clerk who pays bills for 7001.

3. Tim is a purchasing (PO) agent who orders for 6001.

4. Brian is a PO agent who orders for 5001.

5. Mary is a PO manager who can view and create orders for 5001 and 6001.

This table lists the data security needs for the different contacts:

User	Role	Accessible Customer IDs	Customer Type	Transaction
Sally	AP Clerk	5001, 6001	Bill To	View Bills.
				Pay Bills.
				Account Balance Inquiry.

User	Role	Accessible Customer IDs	Customer Type	Transaction
				Payment Summary.
Ed	AP Clerk	7001	Bill To	View Bills.
				Pay Bills.
				Account Balance Inquiry.
				Payment Summary.
Tim	PO Agent	6001	Sold To	Create Orders.
				Order Tracking.
				Order Summary.
Brian	PO Agent	5001	Sold To	Create Orders or possibly only Create Quotes, and manager copies quote to order after approval.
				Order Tracking.
				Order Summary.
Mary	PO Manager	5001, 6001	Sold To	Create Orders.
				Order Tracking.
				Order Summary.
				View Bills.

The security architect must define the roles for this business scenario:

Maintaining Contacts

Maintaining Contacts

1. Customer AP clerk who has access to these self-service transactions:

   • View Bills

   • Pay Bills

   • Account Balance Inquiry

   • Payment Summary

2. Customer PO agent who has access to these self-service transactions:

   • Create Quotes

   • Order Tracking

   • Quote/Order Summary

3. Customer PO manager who has access to these self-service transactions:

   • Create Orders

   • Order Tracking

   • Order Summary

   • View Bill

4. Internal CSR who has access to the internal Contact Information pages and can grant access to the external contacts.

   For example, suppose a CSR assigns Sally a user ID and password and grants her access to the role of AP clerk. These actions occur at save time:

   • The system creates a new contact ID for Sally and updates the contact tables.

   • The system updates the security tables and creates a link between Sally's contact ID and user ID.

   • The system updates the Contact/Customer table to contain both the customers to whom a contact is assigned and the customer types to which the contact has access:

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Sally	5001	Y	N	NA	Y
	6001	Y	N	N	Y

When the CSR sets up the other external contacts, the customer data security is as follows:

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Ed	7001	Y	NA	N	Y

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Tim	6001	N	Y	N	N
Brian	5001	N	Y	NA	N
Mary	5001	N (if Mary needs to View Bills, this is Y)	Y	NA	N
	6001	Y	Y	N	N

When an external contact accesses a self-service transaction, the system checks the customer IDs that are available for the contact and for the self-service transaction customer type, and verifies access rights to that customer's data.

The self-service transaction *View Bills* accessed through PeopleSoft eBill Payment uses the bill-to customer type. Each contact who has access to the Bills transaction should also have permission to use the bill-to customer type for the customers to which they are assigned.

Setting Up Contacts

To define contacts, use the Contact Information component. Use the CONTACT_INFO component interface to load data into the tables for this component.

This section provides an overview of front-office staffing setup pages and discusses how to:

• Define internal or external contacts.

• Link contacts to customers and specify security options.

• Select communication preferences and enter contact credit card information.

• Set up contact type and phone information.

• Complete contact user profiles.

• Enter staffing front office contact information.

• Add and view orders.

• Associate marketing activity events with contacts.

• View contact history.

• Add contact agendas.

• Add contact history.

• Enter contact related employees.

- Add target qualifications.

- Enter target job titles.

- View and add forms.

- Add new forms.

- View and add attachments.

Understanding Front-Office Staffing Setup Pages

Of the pages described in this section, only these are applicable to Staffing Front Office:

- Staffing Information.

- Marketing Activity.

- Related Employees.

- Target Qualifications.

- Resource Qualifications - Select Qualification Profile.

- Resource Qualifications - Search for Qualifications.

- Resource Qualifications - Select Competencies.

- Target Job Title.

- Forms.

- Forms Detail.

- Attachments.

Pages Used to Set Up Contacts

Page Name	Definition Name	Navigation	Usage
Contact	CONTACT	Customers, Contact Information	Maintain information about each contact.

Page Name	Definition Name	Navigation	Usage
Contact Customer	CONTACT_CUST_PAGE	• Customers, Contact Information Click the Contact Customer Information link on the Contact page. • Click the Contact Customer Information link on the other pages in the Contact Info component.	Build relationships between contacts and customer IDs served by the contact or with which they are associated. If a contact is associated with only one customer, enter that customer on this page. If the contact is a broker, for example, use this page to establish relationships with the multiple customers the broker serves. Set up security options on the Self Service Security tab.
Contact Additional Info	CONTACT_ADDTL_INFO	Click the Additional Info link on the Contact Customer page.	Select documents for external contacts to receive, the contacts' preferred communication method, and enter contacts' credit card information.
Contact Customer Address	CONTACT_CUST_ADDR	Click the Credit Card Address link on the Contact Additional Info page.	View the customer credit card payment address associated with a contact.
Contact Phone and Type	CONTACT_PHONE_PAGE	• Customers, Contact Information Click the Contact Phone and Type link on the Contact page. • Click the Contact Phone and Type link on the other pages in the Contact Info component.	Enter phone information and contact types for internal and external contacts.
Contact User Profile	CONTACT_USER_PROF	• Customers, Contact Information Click the User Profile link on the Contact page. • Click the User Profile link on the other pages in the Contact Info component.	Enter the information that enables contacts to access self-service transactions, and enter the roles to which the contact will be assigned.

Page Name	Definition Name	Navigation	Usage
Staffing Information	CONT_STAF_INFO	Customers, Contact Information Click the Staffing Information link on the Contact page.	Enter contact information for use in Staffing Front Office.
Order	FO_ORDER_HDR	• Select *010 - View Orders* from the Go To drop-down list on the Staffing Info page. • Select *020 - Add Order* from the Go To drop-down list on the Staffing Info page.	View and add orders associated with this contact. See *PeopleSoft Staffing Front Office 9.1 PeopleBook*, "Creating and Managing Orders and Assignments," Recording General Information About a Job Order.
Marketing Activity	CONT_MRKTNG_ACTIV	Select *030 - Marketing Activities* from the Go To drop-down list on the Staffing Information page.	Enter the type of marketing events for which you want this contact to be included.
Review History	FO_HISTORY	Select *040 - View History* in the Go To drop-down list on the Staffing Info page.	Review the history items associated with the contact.
Agenda Detail	FO_AGENDA_DETAIL	Select *050 - Add Agenda* from the Go To drop-down list on the Staffing Info page.	View agenda details and add agenda items for contacts.
History Detail	FO_HISTORY_DTL	Select *060 - Add History* from the Go To drop-down list on the Staffing Info page.	View history details.
Related Employees	CONTACT_EMP	Select *070 - Related Employees* from the Go To drop-down list on the Staffing Info page.	Enter the IDs of the employees that the contact usually requests for staffing services.
Target Qualifications	CONT_QUALIFS	Select *080 - Target Qualifications* from the Go To drop-down list on the Staffing Information page.	Enter the target qualifications that the contact requests most often. This information can be used in Opportunity searches.
Resource Qualifications - Select Qualification Profile	RS_SELQUALPROFILE	Click the Profile button on the Target Qualifications page.	Add target qualifications from a qualification profile.
Resource Qualifications - Search for Qualifications	RS_QUALIF_SRCH	Click the List button on the Target Qualifications page.	Add target qualifications from the qualifications list.

Page Name	Definition Name	Navigation	Usage
Resource Qualifications - Select Competencies	RS_SO_COMP	Click the Competency Tree button on the Target Qualifications page.	Add target qualifications from a competency tree.
Target Job Title	CONT_JOBTITLE	Select *090 - Target Job Titles* from the Go To drop-down list on the Staffing Information page.	Enter the job titles that the individual contacts request most often. This information can be used for Opportunity searches.
Forms	CONT_FORMS	Select *100 - Forms* from the Go To drop-down list on the Staffing Information page.	Review the forms associated with the contact.
Forms Detail	CONT_FORMS_DTL	Click the Add New Form button on the Forms page.	Associate a new form with the contact record and enter the appropriate values for the fields in the form. Forms enable you to capture information that is not already captured in other fields in the component. The fields in each form are defined through system configuration.
Attachments	CONT_ATTACHMENT	Select *110 - Attachments* from the Go To drop-down list on the Staffing Information page.	Add attachments to contacts.

Defining Internal or External Contacts

Access the Contact page (Customers, Contact Information).

Contact ID   You can assign specific contact IDs that you choose or let the system automatically assign the next available sequential contact ID. You can have multiple contact names with different effective dates for each contact ID. The contact ID for new contacts is based on the settings on the Automatic Numbering page.

Contact Flag   Select from these values:

External: Select if this contact is a consumer, customer, or business partner who needs to access self-service transactions and receive documents from you.

Internal: Select if this contact is an employee of the organization and needs to be set up as a contact to receive email through PeopleSoft Conversations and PeopleSoft Contact Us.

Email ID	If you are performing credit card processing, third-party credit card authorization and payment applications require an email ID. The email ID on the Credit Card Data page is used by default during sales order entry if the customer is paying by credit card.
	See <u>Chapter 7, "Processing Credit Cards," Entering Credit Card Data and Authorizing Credit Card Transactions Online, page 284.</u>
	This field is also required if you are sending a remittance advice for direct debit transactions.
	Note. This field is also required if you are sending a remittance advice for direct debit transactions.
	See *PeopleSoft Receivables 9.1 PeopleBook*, "Managing Direct Debits."
Salutation Code and **Salutation**	You can either select a code or enter a free-form text salutation for correspondence with the contact, but not both. You define salutation codes on the Salutation Table page.
Language Code	The system uses this code for recipient documents such as sales order acknowledgments and buying agreement renewal letters.
Person ID	If the installation interfaces with PeopleSoft CRM, the system populates this field from PeopleSoft CRM.

Linking Contacts to Customers and Specifying Security Options

Access the Contact Customer page (click the Contact Customer Information link on the Contact page).

Customer Tab

Location	Select the address number to use for the corresponding contact. Set up customer addresses on the General Information - Address page.
Additional Info	Click to access the Contact Additional Info page, where you can set up documents for the contact to receive, the contact's preferred communication, and the contact's credit card information.

Primary Bill To, Primary Ship To, Primary Sold To, and **Primary IPAC**	Select the check boxes that apply to this customer contact. Customers must be selected as bill-to, ship-to, sold-to, or IPAC customers on the General Info page for the associated check box to be available.
	Note. You can have numerous current contacts for a customer, but you must designate one of them as the primary contact for each role. The primary sold-to contact appears as the default on sales orders, contracts, return material authorizations, and quotes. You can override the primary contact by selecting another contact.
	Warning! If you select a Primary Bill To, Primary Ship To, or Primary Sold To value that was not selected as a primary bill-to, ship-to, or sold-to value on the General Information - Address page, this information will be overwritten on the Address page.

Self Service Security Tab

View All Orders	In the case of brokers, select this option so they can view all of the orders placed on behalf of a customer instead of only the orders they create.
Bill To, Ship To, Sold To, Broker Customer, and **Correspondence**	Select customer roles and types that the contact can use. You can select only customer roles and types that are already set up for the customer on the General Info page.

Entering Contact Credit Card Information

Access the Credit Card page (click the Credit Card link on the Contact Customer page).

SetID, Contact ID	Displays the value defined on the Contact page.
Customer SetID and **Customer ID**	Displays the value defined on the Contact Customer page.

Credit Card Information

Credit Card Type	Select the type of credit card the contract will use. These values must already be set up on the Credit Card Type page.
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.
	Note. Security access should not be granted to the Credit Card Info page if it violates country-specific or legislative legal requirements about storing credit card numbers with customer records in the database. This practice is illegal in some European countries.

Primary Card	View the default credit card number that appears on the Credit Card Data page during sales order entry.
First Name and **Last Name**	Enter the cardholder's name in the two name fields. If the name on the card includes a middle initial, include the middle initial in the First Name field.
Expiration Month and **Expiration Year**	Use *MM* and *YYYY* formats. For example, if the credit card expires in March 2002, enter *03* in the Credit Card Expiration Month field and *2002* in the Credit Card Expiration Year field.
Address Sequence Number	Displays the value established on the General Information - Address page.
Credit Card Address	Click to access the Contact Customer Address page and view the customer who is associated with the contact and who will be used as the payment address for the credit card.
Display Unmasked Card Number	If the user has access to the credit card security component, this field appears. If this option is selected, the system displays the unencrypted credit card number. You may need to grant users access if they must verify the entire credit card number.

Selecting Communication Preferences

Access the Documentation page (click the Documentation link on the Contact Customer page).

Document Code	Select the documents that the contact should receive.

Preferred Communication	For each document, select a method for the contact from these values:
	C (call): Prefers to be contacted by telephone. Enter the phone number on the Contact Phone and Type page.
	I (XML only): Prefers to be contacted using XML.
	R (XML and print): Indicates you must print the communication in addition to sending it using XML.
	E (email only): Prefers to be contacted by email. Enter the email address on the Contact page.
	P (email and print): Indicates you must print the communication in addition to sending it by email. Enter the email address on the Contact page.
	M (standard mail): Prefers to be contacted by post.
	A (email invoice as attachment): Email invoices where the email contains a PDF attachment of the invoice.
	N (email notification): Email invoices where the email contains a link to view the invoice in eBill Payment.
	F (fax): Prefers to be contacted by fax. Enter the phone number on the Contact Phone page.

Note. If you select any value other than *P* (print) or *XML* for any PeopleSoft Order Management documents, you must configure the system to interface to a fax or email report delivery system. This configuration is not delivered as a standard feature in PeopleSoft Order Management or PeopleSoft Billing.

Note. For order acknowledgments in PeopleSoft Order Management to be processed using XML, at least one contact for the sold-to customer must have a document with a code of *Order Acknowledgment* and a preferred communication method of *XML.* Similarly, for a quote to be processed using XML, at least one contact for the sold-to customer must have a document with a code of *Quote* and a preferred communication method of *XML.*

Number of Copies	Enter the number of copies, when applicable. For example, a contact may want you to send a fax containing three copies of the shipping order and to mail one copy of the invoice. The preferred communication method you specify for the contact automatically appears, by default, as the preferred communication method for each document. You can override this value.

Setting Up Contact Type and Phone Information

Access the Contact Phone and Type page (click the Contact Phone and Type link on the Contact page).

Phone Number	You can enter multiple combinations of phone numbers for each contact. You can flag one phone number as the primary.
	Note. If you are performing credit card processing, third-party credit card authorization and payment applications require a telephone number. The telephone number appears on the Credit Card Data page during sales order entry if the customer is paying by credit card. If the contact has a business or home phone number on file, the business phone appears first; if the contact has no business phone, the home phone appears by default.
Contact Type	Classifies contacts according to the department in which they work or the function they perform. Some examples of contact types within the customer's business include billing, sales, or executive management. Because a contact person may perform several roles at once, you can assign multiple contact type codes to each contact. You establish contact codes on the Contact Type Code page.

Completing Contact User Profiles

Access the Contact User Profile page (click the User Profile link on the Contact page).

Use the Contact User Profile page to establish security for self-service transactions. Enter a password, add security permissions, and identify the role that the contact can access during self-service transactions.

Logon Information

User ID, Password, and Confirm Password	Enter these values for external contacts who must access self-service transactions.
Locked Out?	Select to disable the contact's access to the system. For example, you may want to disable system access while the individual is out on disability leave but retain the contact as a User Profile so that the person can access the system upon returning to work.
Process Profile	Select to enable customers to run a PeopleSoft batch process.
Primary Permission List	Associate with the new user role you select. Primary permissions control all but page-based permissions (business interlinks, messaging, and so forth).

Role Name	A role is an intermediate object between users and permission lists. You assign multiple permission lists to a role, and multiple roles to a user. The role manages to which applications the contact has access as well as the type of work routed to the contact. You establish roles on the Roles page. As part of the role definition, CSRs can select only roles to which they can grant access, and they can delete only roles they are authorized to grant. Establish roles the CSRs can grant on the Role Grant page.
	Note. CSRs or other users should also be authorized to run the Component Interfaces (USER_PROFILE and CUSTOMER_CONTACT) so that the appropriate tables are updated when the contact and user profile information is created or updated. The ID type *CNT* must be marked as *Enabled* on the User Profile Types page so that the user profile information can be saved.

Entering Staffing Front Office Contact Information

Access the Staffing Information page (click the Staffing Information link on the Contact page).

Preferred First Name	Enter the name the contact prefers to be called.
Birthday	Enter contact's date of birth to help you to remember to contact the person on that day.
Best Time To Call	Enter *Early Morning,Mid Morning,Noon/Lunch,Afternoon,* or *Evening* to define when to best contact this person.
Agenda Events	
Auto Plan User	Enter the user who is primarily responsible for keeping in touch with this contact. Any agenda items that you establish for this contact are assigned to this user by default.
Recurring Event Days	Specify the number of days that are to elapse before contacting this person again when recurring events are set up.
Order Event Group	Select the type of agenda items that you want to automatically add to the user's agenda when assignments are made for orders belonging to this contact.
Order Events Hold	Select this check box to prevent the system from automatically creating agenda items when users create assignments for orders belonging to this contact.

Contact Owners

User ID	Enter the ID of the individual most closely related to and responsible for acquiring or servicing the contact.
Owner Type	Enter *Other,Sales User,* or *Service User* to indicate the owner role in relation to the contact.
Owner Priority	Indicate how important this contact is for a particular owner by associating it with a priority level. You can use this information when planning sales calls to contacts.

The Go To drop-down list options enable you to access pages documented in subsequent sections of this chapter.

Adding and Viewing Orders

Access the Order page (select 020 - Add Order from the Go To drop-down list on the Staffing Information page).

See Also

PeopleSoft Staffing Front Office 9.1 PeopleBook, "Creating and Managing Orders and Assignments"

Associating Marketing Activity Events with Contacts

Access the Marketing Activity page (select 030 - Marketing Activities from the Go To drop-down list on the Staffing Information page).

Contact Event Type	Enter the name of the marketing event that you want to associate with a contact.
Contact Event Frequency	The event frequency will populate based upon the setup for the event type selected.

Viewing Contact History

Access the Review History page (select 040 - View History in the Go To drop-down list on the Staffing Information page).

View history for this contact, including customer name and end date time.

Adding Contact Agendas

Access the Agenda Detail page (select 050 - Add Agenda from the Go To drop-down list on the Staffing Information page).

Add an agenda item for this contact by completing as many of the Agenda Detail fields as possible for which you have information.

Adding Contact History

Access the History Detail page (select 060 - Add History from the Go To drop-down list on the Staffing Information page).

Add a history item for the contact.

See Also

PeopleSoft Staffing Front Office 9.1 PeopleBook, "Using the Agenda and History Functions and Sending Emails"

Entering Contact Related Employees

Access the Related Employees page (select 070 - Related Employees from the Go To drop-down list on the Staffing Information page).

Employee ID   Enter the ID of the employee who is related to the contact.

Comments   Enter a description of how the employee is related to the contact. For example, you may state that the contact requested this employee for many assignments due to excellent work performance.

Adding Target Qualifications

Access the Target Qualifications page (select 080 - Target Qualifications from the Go To drop-down list on the Staffing Information page).

This page view changes depending on which button you click. Each of the resulting pages functions similarly to corresponding pages described in the customer qualifications sections.

See Also

Entering Target Job Titles

Access the Target Job Titles page (select 090 - Target Job Titles from the Go To drop-down list on the Staffing Information page).

Job Category	Select a category that represents the general classification for which the customer is looking. Each job category has multiple job titles associated with it. For example, if you select the job category of *Secretaries,* only the job titles belonging to that category appear.
Job Title Code	Select a job title frequently requested by the customer. Only the job titles that belong to the category selected will appear in the search results.

Viewing and Adding Forms

Access the Forms page (select 100 - Forms from the Go To drop-down list on the Staffing Information page). This page lists all the forms previously associated with a contact record. From this page you can associate additional forms by clicking the Add a New Form button.

Form Code	Displays the code of the forms associated with a contact record.
Form Description	Displays the form associated with the contact record. Click the description to view the values for each form field.
View Form	Click the View Form link to view the detail of a previously added form.
Add New Form	Click the Add New Form button to associate additional forms with a contact record.

Adding New Forms

Access the Forms Detail page (click the Add New Form button on the Forms page).

Form Type	Displays the form type of *CONT* (contact form) by default for this component.

Form Code	Enter the code of the form that you want to associate with a contact.
	After you select a code, the system automatically loads the form definition. The form field names are automatically populated by Staffing Front Office from the form configuration.
Sequence	When the same form is associated multiple times with a contact, displays the sequence number of each form of the same code that was added.
Date	Enter the date that the form detail is effective, and then complete the form detail information.
Form Field Values	Enter the value of the form field.
Insert Row	Click the Insert Row button if another effective-dated row about details is needed.

Viewing and Adding Attachments

Access the Attachments page (select 110 - Attachments from the Go To drop-down list on the Staffing Information page).

Add	Click the Add link to browse for and upload attachments such as driving directions to the contact work site, contact work policy manuals, and so on.
View	Click the View link to view the attachments associated with the contacts.
Attached File	Enter the name or description of the attachment.
Attachment Type	Enter the type of attachment that you want to add for the contact. Attachment types are defined through system configuration.

Chapter 6

Setting Up and Maintaining a Cash Drawer

This chapter provides an overview of cash drawer receipting and discusses how to:

*   Set up a cash drawer.

*   Use a cash drawer.

Understanding Cash Drawer Receipting

Instances may occur in which your business needs to recognize the receipt of cash from a customer and to record the receipt of the payment into a cash drawer. Business needs may also require that you provide a written or printed acknowledgement of the payment received and that this receipt be immediately available to give to customers for each transaction.

The cash drawer component enables you to track money received from a customer and record it in a cash drawer. A cash drawer receipt can be created to record the money received. The receipt that is recorded can be made up of multiple payment methods. For example, if a customer wants to pay 100 USD to his or her account, the customer can choose to give you 70 USD with a check and 30 USD in cash. You can create one receipt for the 100 USD payment, and the receipt will detail each of the payment methods.

At the end of the day (or whatever time period you choose), you can reconcile the receipts that have been recorded into a cash drawer. This reconciliation process consists of manually counting all cash and checks that have been collected during the time period and comparing the actual counts with the system-recorded receipts. After the cash drawer has been reconciled, you can send the payments recorded in the cash drawer to the PeopleSoft Receivables payment staging tables to have payments created in the Receivables product. From Receivables, you can apply the payments as any other payment recorded in Receivables by using the Payment Worksheet or Payment Predictor process (ARPREDCT). Also, after a cash drawer has been reconciled, you can generate a deposit slip to assist with the nightly bank deposit.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Entering Counter Sales"

Setting Up a Cash Drawer

This section discusses how to:

*   Define a cash drawer.

- • Specify the bank information.

- • Define user-specific cash drawer privileges.

- • Define currency denominations.

- • Print cash drawer receipts.

- • Set up feature security.

Pages Used to Set Up a Cash Drawer

Page Name	Definition Name	Navigation	Usage
Cash Drawer	CASH_DRAWER_TBL	Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer	Define the properties of a single physical cash drawer.
Bank Information	CASH_DRAWER_PYM	Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer, Bank Information	Specify the bank information. Define the bank account per payment method. This will account for the case in which cash is associated with one bank account, but credit cards are associated with another.
Cash Drawer by User	CDR_USER	Set Up Financials/Supply Chain, Common Definitionαas, Cash Processing, Cash Drawer by User	Establish the set of cash drawers that a user can use.
Currency Denominations	CURR_DENOM_TBL	Set Up Financials/Supply Chain, Common Definitions, Currency, Currency Denominations	Define the denominations for each currency.
Credit Card Interface Installation	EOEC_CCI_INSTAL	Enterprise Components, Component Configurations, Credit Card Interface, Setup	Set up card processing. See Chapter 7, "Processing Credit Cards," page 265.

Defining a Cash Drawer

Access the Cash Drawer page (Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer).

Bus Unit Type (business unit type)   View the type of business unit that you defined for the cash drawer. You can define cash drawers for PeopleSoft Order Management business units and PeopleSoft Accounts Receivable business units.

Business Unit   View the business unit that you defined for the cash drawer.

                                     Each business unit can define its own set of cash drawers.

Cash Drawer ID   View the user-defined value that you entered on the Add / Search page.
                                     This value uniquely identifies the cash drawer.

Location Code   Specify the location code for the cash drawer that represents a physical
                                     street address. This code is used in printing the company address on the
                                     cash drawer receipt.

Bank Code   Specify the bank code that is referenced when payments are sent to
                                     PeopleSoft Accounts Receivable after cash drawer reconciliation is
                                     completed.

Bank Account   Specify the code that represents the bank account number. Payments sent to
                                     PeopleSoft Accounts Receivables reference this bank account. This code is
                                     also used by PeopleSoft Accounts Receivable when assigning the asset
                                     chart of accounts.

Drawer Currency   Define the currency that the cash drawer can accept.

                                     Note. You can define a cash drawer to handle only one currency. If a
                                     physical drawer must deal with multiple currencies, then you can insert a
                                     record for each drawer and currency combination. For example, if Cash
                                     Drawer *C1* can accept USD as well as CAD, then define two IDs for this
                                     cash drawer: one called *C1-USD* and another called *C1-CAD.* Define C1-
                                     USD for USD, and define C1-CAD for CAD.

Beginning Cash Amount   Enter the initial balance of the cash drawer. This amount is also called the
                                     float amount and is used in reconciliation.

Max Refund Amount   Enter the amount of cash that the cashier is allowed to refund out of the
                                     cash drawer per transaction. Any refund over this amount must have a
                                     check issued from PeopleSoft Accounts Payable or have a supervisor
                                     override.

Tolerance Amount   Define the acceptable amount of overage or shortage that is calculated
                                     during the cash drawer reconciliation process. If the amount that the cash
                                     drawer is over or under is within the defined Tolerance Amount, then the
                                     cashier can continue to complete the reconciliation process without
                                     management intervention.

Last Reconciled   View the timestamp of each cash drawer reconciliation process. This field
                                     is for informational purposes only.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Establishing Feature Function Security"

Specifying the Bank Information

Access the Bank Information page (Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer, Bank Information).

Note. This page is optional; use it only if you use different banks for different payment methods.

Payment Method	Select the payment method that you are defining: *Cash, Check, Credit Card, Debit Card,* or *Procurement Card.*
	Note. Procurement cards are valid only when you are recording a receipt from a sales order.
Bank Code	Enter the code that you want referenced on payments sent to PeopleSoft Accounts Receivable after cash drawer reconciliation is completed. The value that you define here overrides the value defined in the Bank Account field on the main Cash Drawer page for the payment method.
Bank Account	Enter a code that represents the bank account number you want referenced on payments sent to PeopleSoft Accounts Receivables. PeopleSoft Accounts Receivable also uses this code when assigning the asset chart of accounts. The value that you define here overrides the value defined in the Bank Account field on the main Cash Drawer page for the payment method.

Add a new row for each payment method if the bank information for the payment method differs from the bank defined on the main cash drawer page.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Entering Counter Sales"

Defining User-Specific Cash Drawer Privileges

Access the Cash Drawer by User page (Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer by User).

Bus Unit Type (business unit type)	Designate the type of business unit for the cash drawer. You can define cash drawers for PeopleSoft Order Management business units and PeopleSoft Accounts Receivable business units.
Cash Drawer ID	Select the cash drawer ID from the list of available cash drawers.

Maximum Refund Amount	Enter the amount of cash that the cashier is allowed to refund out of the cash drawer per transaction. Any refund over this amount must have a check issued from PeopleSoft Accounts Payable or have a supervisor override. If you do not define an amount for a given user, the system uses the maximum refund amount defined for the cash drawer.
Reconciliation Tolerance Amount	Define the acceptable amount of overage or shortage that is calculated during the cash drawer reconciliation process. If the amount that the cash drawer is over or under is within this defined tolerance amount, then the cashier can continue to complete the reconciliation process without management intervention. If you have not defined a tolerance amount for a given user, the system uses the tolerance amount defined for the cash drawer.
Access All Drawers	Enable this option if you want the user to have access to all cash drawers.

Defining Currency Denominations

Access the Currency Denomination page (Set Up Financials/Supply Chain, Common Definitions, Currency, Currency Denominations).

Set up the denominations for each currency, bills, and coins. This information appears in an online worksheet during the cash drawer reconciliation process, where the cashier can enter cash totals by denomination.

Printing Cash Drawer Receipts

You can print cash drawer receipts immediately and hand them to customers. You generate receipts using the Printable Document Framework. You can customize the format of the receipt with logos and unique layouts. Cash drawer receipt printing uses the CDR style sheet report type.

See Also

PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook, "Working with the Printable Documents Framework"

Setting Up Feature Security

Certain cash drawer functions may exist that must have security controls in place on who can access them. For example, you may need to control who can cancel receipts or who can reconcile a cash drawer when a discrepancy is there over the defined tolerance. These cash drawer features can have security rules defined for them by using Feature Security:

* Canceling a receipt.

* Updating the cash drawer ID.

* Reconciling a cash drawer when the discrepancy is over tolerance.

• Updating the beginning balance for a cash drawer reconciliation.

• Updating reconciliation comments.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Establishing Feature Function Security"

Using a Cash Drawer

This section discusses how to:

• Create a cash drawer receipt.

• Print cash drawer receipts.

• Reconcile the cash drawer.

• Process cash drawer receipts.

• Print a bank deposit slip.

Pages Used to Work with a Cash Drawer

Page Name	Definition Name	Navigation	Usage
Cash Drawer Receipt	CDR_RECEIPT	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt	Create a receipt for payment from a customer.
Additional Information - Check	CDR_CHECK_DATA	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, Additional Information	Record payment details for checks, such as the check number, name, address, drivers licence number, expiration date, secondary ID, and authorization number, and check amount. **Note.** When the value in the Payment Method field is *Check,* the Additional Information link takes you to the Additional Information - Check page.

Page Name	*Definition Name*	*Navigation*	*Usage*
Additional Information - Card	CDR_CARD_DATA	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, Additional Information	Record payment details for cards, such as card type, card number, name, address, and authorization details. **Note.** When you select *Credit Card* or *Debit Card* in the Payment Method field, clicking the Additional Information link takes you to the Additional Information - Card page.
Credit Card Selection	ORDENT_HDR_CC_SEL	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, Additional Information, Select Card	Select from a list of credit cards stored for the contact of the customer identified on the Cash Drawer Receipt page.
Reference Information	CDR_REF_DATA	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, References	Associate a payment with a particular invoice, sales order, and other such details.
Correct Cash Drawer Receipts	CDR_RECEIPT_INQ	Accounts Receivable, Payments, Cash Drawer, Correct Cash Drawer Receipts	Correct certain fields of a cash drawer receipt. You can edit only receipts that are in a *Printed* status using this component. Once a receipt is printed, you can edit only these fields: payment method, cash drawer, check number, and comments.
Cash Worksheet	CDR_RECON_CASH	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer, Cash Worksheet	Enter the actual cash counted from the drawer. This page is optional; you can bypass it to enter the actual cash count on the Reconcile tab.
Checks Worksheet	CDR_RECON_CHECK	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer, Check Worksheet	Enter the actual check numbers and amounts from the physical checks in the drawer. This page is optional; you can bypass it to enter the actual check count on the Reconcile tab.

Page Name	Definition Name	Navigation	Usage
Reconcile	CDR_RECONCILE	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer Select the Reconcile tab.	Complete the cash and check worksheets, as well as the reconcile page, to reconcile the cash drawer.
Total Payments	CDR_TOTALS_SEC	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer. Select the Reconcile tab, and then click the Total Payments link. (The link is not active unless the reconciliation is in a *Pending* status.)	View the payment method totals. This is a drill-down page that enables you to view additional detail about the payments made for this cash drawer.
Process Cash Drawer Receipts	RUN_CDR_LOADPMT	Accounts Receivable, Payments, Cash Drawer, Process Cash Drawer Receipts	Use this batch process to send cash receipt payments to the Accounts Receivable staging table. These payments will be processed by the Payment Loader process (AR_PAYLOAD).
Reconciliations to be Processed	CDR_RECON_LIST_SEC	Accounts Receivable, Payments, Cash Drawer, Process Cash Drawer Receipts, Reconciliations to be Processed	View a list of Reconciliation IDs that are selected for processing.
Receipt Inquiry	CDR_RECEIPT_INQ	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt Inquiry	View receipts in read-only mode. You can view receipts of any status from this page; however, all fields are read-only. For security reasons, only the last four digits of the credit card number appear.
Print Bank Deposit Slip	RN_CDR_PRNTDEP	Accounts Receivable, Payments, Cash Drawer, Print Bank Deposit Slip	Print a bank deposit slip from the reconciliation. This slip lists cash to be deposited, as well as a list of the checks (check number and amount) to be deposited.

Creating a Cash Drawer Receipt

Access the Cash Drawer Receipt page (Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt).

Note. You can view only those receipts that are in a status of *New, Hold,* or *Canceled.*

Deposit Unit	View the Accounts Receivable business unit that was entered by the cashier on the Add page.
Receipt No (receipt number)	View a unique value that is automatically generated at save time. This number is unique within business units.
Receipt Status	Select from these options:
	New: The default status of a receipt once it is created. When the receipt is in a *New* status, all fields on the receipt are editable. The cashier can update this status to *Hold.*
	Printed: The status of a printed receipt. You can edit these fields on a receipt when it is in *Printed* status: Payment Method, Comments,Cash Drawer, and Check Number.
	Reconciled: Once the cash drawer that is associated with the receipt has been reconciled, the status is automatically updated from *Printed* to *Reconciled.* At this time, you cannot update the receipt information.
	Canceled: If a receipt was entered by mistake, you can mark it as *Cancelled.* Canceled receipts are not included in the Cash Drawer reconciliation process. A cashier can update a receipt in *Canceled* status to a status of *New* or *Hold.* The ability to cancel a receipt is controlled by feature function security.
	See *PeopleSoft Order Management 9.1 PeopleBook*, "Establishing Feature Function Security."
	Hold: If you must temporarily exclude a receipt from the cash drawer reconciliation process, then save the receipt with a *Hold* status. You can then print the receipt if necessary. However, after printing, the status will remain in a *Hold* status instead of automatically getting set to *Printed.*
	The *Hold* status enables the cashier to handle the payment method "unknown" scenario for cash on delivery (COD) scenarios in which a receipt must be provided to the customer on delivery of goods. Cashiers can update a *Hold* status to a status of *New,Printed,* or *Canceled.*
Cash Drawer BU (cash drawer business unit)	View the business unit of the cash drawer. This value appears automatically from Order Management user preferences.
Drawer BU Type (drawer business unit type)	View the business unit type of the cash drawer: *OM* (Order Management) or *AR* (Accounts Receivable).
Cash Drawer ID	View the value selected by the cashier. The list of valid drawers is determined by the Cash Drawer by User setup and displayed from the defaults specified on the PeopleSoft Order Management User Preferences page.
Bill To Customer	View the ID of the customer who made the payment.
Currency	View the currency defined by default for the cash drawer definition. This is a read-only field.

Payment Amount   View the total amount that is received from the customer. This amount is entered by the cashier. It might be the total amount of a sale, including taxes.

Payment Purpose   Describe the purpose of the receipt or reason for collecting the payment. For example, you might describe an item or service sold as *Payment in advance of an invoice.*

Payment Method   View the method entered by the cashier: *Cash, Check, Credit Card,* or *Debit Card.*

Amount Tendered   View the amount of money received by the customer for each payment method, as entered by the cashier.

Non-cash Received   View the sum of the Amount Tendered column for all noncash payments. This is a system-generated amount.

Cash Received   View the amount of cash received. If a row is in the grid for cash, then the value in this field is equal to the amount tendered of the row. This is a system-generated amount.

Total Tendered   View the sum of the noncash received + cash received (or a sum of amount tendered of all rows in the grid). This is a system-generated amount.

Remaining Balance   View how much more is due by the customer if multiple payment methods are entered into the grid. Once you enter all payment methods and amounts, the value in the Remaining Balance field is *0.* This is a system-generated amount.

Change Due   View the amount of change due, which is calculated by subtracting the payment amount from the total tendered. This is a system-generated amount.

Comments   View the comments that the cashier entered. This is a free-form 256-character field.

Cashier ID   View the user ID of the cashier.

Date/Time   View the current date and time.

Recording Check Information

Payment Method   Select *Check.*

Additional Information   Click the Additional Information link to access the Additional Information - Check page.

When recording check payments, enter the appropriate check-specific information, such as check number, name, address, driver's licence number, expiration date, secondary ID and authorization number, and check amount.

Note. Entering a check number is important for check matching if you choose to reconcile checks during cash drawer reconciliation.

Recording Card Information

Payment Method   Select *Debit Card* or *Credit Card.*

Additional Information   Click the Additional Information link to access the Additional Information - Card page.

Enter credit card information, such as credit card number, expiration date, and contact information.

Process Card   Click the Process Card button to initiate the call to the third-party credit card processor, where the card will be authorized and billed.

- If the credit card was processed successfully, then the Authorization Code and Authorization Date fields are automatically populated on the page.

- If the credit card processing was declined, then the reason for decline appears in the Message 1, 2, and 3 fields. If the process failed, the cashier must take some action: either try another card or select a different payment method.

Note. Each time that a credit card transmission is processed by the third-party processor (successful or not), a row is tracked in a history table (CRCARD_HST_TBL). You can use this row for audit purposes.

Process Card Manually   Enable this option on the receipt if the card is processed from a separate card swiping machine. This option is used when no automated third-party integration is available. When you select this option, the Authorization Date and Authorization Code fields are available for entry, and the Authorization Status is set to *Manually Approved/Settled.*

Recording Reference Information

From the Cash Drawer Receipt page, click the References link.

The reference information is passed to PeopleSoft Accounts Receivable with the payment to facilitate payment matching. Downstream processing in PeopleSoft Accounts Receivable takes care of either manual or automatic application to open invoices once they are raised.

Note. If the payment is being made to pay for future invoices, then omit the reference information. The payment will then be referenced by the bill to customer ID.

Qual Code (qualifier code)	Identifies the type of reference in the reference fields: *Item (Invoice), Sales Order,* or *Purchase Order.*
Reference	This reference is used downstream by PeopleSoft Accounts Receivable for payment matching. The prompt on this field is a No-Edit smart prompt. For example, if you selected *Sales Order* in the Qual Code field, then the prompt here lists valid sales orders, but you can override the default with a free-form value.

Printing Cash Drawer Receipts

Once you create a receipt, you can print it so that you can immediately hand it to the customer. The printable receipt information appears in a separate browser window when you click the Print Receipt link. The Print Receipt link does not appear until after you save the receipt. Once the printable receipt appears, you can use the browser print function to generate a hard copy of the receipt. After you print the receipt, you can close the browser window containing the printable receipt.

You generate the receipt using the Printable Document Framework. You can customize the format of the receipt. Cash Drawer receipt printing uses the CDR style sheet report type.

See Also

PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook, "Working with the Printable Documents Framework"

Reconciling the Cash Drawer

Access the Cash Worksheet page (Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer, Cash Worksheet).

Cash Worksheet page (1 of 2)

Cash Worksheet page (2 of 2)

You should reconcile cash drawers periodically to compare the system-entered receipts against the physical money in a cash drawer. The reconciliation process compares actual cash and checks for a given drawer. It does not include any card transaction for comparison to actual totals. You should reconcile card transactions as a separate business process.

Initiate a cash drawer reconciliation by creating an entry in the Reconcile Cash Drawer component. The system sets the reconciliation date and time to the current date and time. However, you can edit this default date and time. The reconciliation date and time controls which receipts are included for reconciliation. Any receipts with a timestamp after this date and time are not included in the reconciliation process. Receipts dated before are included for reconciliation. A reconciliation can have a *Pending,Reconciled,* or *Canceled* status. When a reconciliation is first created, it will have a *Pending* status, which indicates that the reconciliation is considered a work in progress. You can save it while the drawer is in the process of getting reconciled or while discrepancies are researched. Only one pending reconciliation can exist for a given drawer at any time. After reconciliation, the status of the drawer is set to *Reconciled.*

Note. The Cash Worksheet page is built dynamically based on the currency defined for the drawer and based on the denominations defined for the currency. The Reconciliation Date/Time field controls which receipts are reconciled.

Cash Worksheet

The cashier can complete the Cash Worksheet to help calculate currency totals by denomination and actual cash count. Alternatively, the cashier can skip the Cash Worksheet page and enter the actual cash count on the Reconcile page.

Quantity	Enter a count for each of the paper bills and coins identified in the grid.
Actual Cash Count	Click the Calculate button to view the summed amount of the monies identified in the grid. The actual cash count computed on the Cash Worksheet is automatically carried over to the Actual Cash Count field on the Reconcile page.

Checks Worksheet

Access the Checks Worksheet page (Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer, Check Worksheet).

The Checks Worksheet page is also optional. On this page, you can enter the physical checks in the drawer and total them for comparison against the system receipts. If a discrepancy exists in the check amount, check receipts and Check Worksheet entries are matched by check number and amount. If the system cannot find a match for each check receipt and each Check Worksheet entry, the cashier is prompted to identify which check receipt matches with a particular check worksheet entry. You cannot save the reconciliation as reconciled until all worksheet entries and all check receipts are matched.

Alternatively, the cashier can skip the Checks Worksheet and enter the actual check count on the Reconcile page. When doing this though, if the actual check count does not match the system-generated check expected amount, then the cashier must list the actual checks on the Worksheet page so that the check discrepancy can be processed.

Check Number	Enter the check number specified on the physical check.
Amount	Enter the check amount specified on the physical check.
Actual Check Count	Click the Calculate button to view the summed amount of the checks identified in the grid.

Reconcile

A summarization of the cash drawer activity to assist in reconciling the actual cash and checks in the drawer appears under the Reconcile tab. The opening balance (float) of the cash drawer, plus the total receipts for the day, minus any noncash or check receipts, plus any noncash paid out will generate the cash/check expected amount. The cashier can compare the cash/check expected amount with the actual physical cash/check count.

Beginning Cash Amount	Enter a beginning cash amount. This amount becomes the float amount defined for the cash drawer. Users who have appropriate security can change the float amount. If you change the amount, use the Comment field to explain why. See *PeopleSoft Order Management 9.1 PeopleBook*, "Establishing Feature Function Security."
Total Payments	View the sum of all positive amount receipts for the cash drawer. All payment methods are included in this total.
Total Paid Out	View the sum of all negative amounts receipts for the cash drawer. All payment methods are included in this total.
Total Receipts	View the amount arrived at by the system when subtracting the total paid out amount from total payments.
Non-cash/check Payments	View the sum of all positive amount payments received into the cash drawer that were not cash or check for the given day. This total is subtracted from the total receipts to help arrive at the cash/check expected amount.
Non-cash Paid Out	View the amount of all negative receipts that were not cash for the given day. This total is added to the total receipts to help arrive at the cash/check expected amount.
Cash/Check Expected	View the amount of the cash and checks that should be in the cash drawer (cash/check expected = opening balance + total receipts – non-cash/check payments + noncash paid out). This amount is compared to the actual totals to determine whether the cash drawer is balanced. **Note.** Negative checks are not included in this total because no physical negative check is expected in the drawer.
Cash Expected	View the amount of the total cash that is expected to be in the cash drawer.
Check Expected	View the total check amount that is expected to be in the cash drawer. **Note.** Negative checks are not included in this total because no physical negative checks are expected in the drawer.
Actual Cash Count	View the amount of physical cash counted from the cash drawer. This value is carried forward from the Cash Worksheet page or entered by the cashier if the Worksheet page is bypassed.

Actual Check Count   View the physical check amounts totalled from the cash drawer. This value is carried forward from the Checks Worksheet page or entered by the cashier if the Worksheet page is bypassed.

Actual Total   View the total value of the actual cash count plus the actual check count from the cash drawer.

Shortage/Overage   View the amount of cash drawer shortage or overage of both cash and checks combined. The calculation is Shortage/Overage = Actual Count – Expected.

Cash Shortage/Overage   View the amount that the cash drawer is over or short in cash.

Check Shortage/Overage   View the amount that the cash drawer is over or short in checks.

Save as Reconciled   Once a cash drawer is reconciled:

- The statuses of all receipts associated with this reconciliation change from *Printed* to *Reconciled.* You can no longer modify these receipts and they will not get picked up in the next reconciliation. Also, each receipt is updated with the reconciliation ID.

- The Date/Time Last Reconciled field value is recorded back to the cash drawer.

Note. Any discrepancies found in the reconciliation are written to the CDR_DISCREP_STG staging table.

- Any cash over or shortage is sent to PeopleSoft Receivables as an adjustment payment with a blank customer (cash control customer). For example, if the cash drawer is short by 2 USD, then a −2 USD cash payment is created and sent along with the cash payment deposit control entry.

    If a discrepancy exists in a check, then the actual check amount is sent to Receivables. For example, if a check receipt was recorded as 20.01 USD, but the actual check was written for 20.00 USD, then the payment information will get created in Receivables as the actual 20.00 USD amount.

Note. If the cash drawer does not reconcile, you can research the discrepancy using the drill-down capabilities. Alternatively, if the discrepancy amount is within the defined tolerance, you can choose to flag the drawer as *Reconciled* by clicking the Save as Reconciled button. Any discrepancy amount is logged to the discrepancy staging table (CDR_DISCREP_STG). If the discrepancy is outside of the defined tolerance amount, then a user with security can choose to override and mark the drawer as reconciled. The Comment field is available for the user to enter a justification for the discrepancy.

Drill-down capabilities are built into the Reconcile page to assist you in the reconciliation process. For example, when you click the Total Receipts Amount link, a secondary page appears with a breakdown of the amounts by payment method.

Note. You cannot edit the Receipt Amount field during reconciliation, but you can update payment methods of receipts. After correcting a receipt using the drill-down features, click the Calculate button on the Reconcile tab to refresh the latest receipt changes.

Feature Security controls reconciliation.

| Reconciled Date/Time | Edit this field for pending reconciliation processes. This enables you to include any receipts added to the drawer after the reconciliation process was last saved. To include these receipts in the totals, you must save the updated reconciled date/time. After you edit the Reconciled Date/Time field, click the Calculate button. When asked if you want to save the data, select *yes* and the totals on the page are refreshed. Select *no,* and nothing occurs. |

Processing Cash Drawer Receipts

Access the Process Cash Drawer Receipts page (Accounts Receivable, Payments, Cash Drawer, Process Cash Drawer Receipts).

After you have reconciled a cash drawer, you can pass the payments associated with the reconciliation over to the PeopleSoft Receivables payment staging tables. Processing the cash drawer receipts using CDR_LOADPMT populates the staging tables with the details of each payment transaction, such as reference information, bill to customer, payment method, and payment amount. Once the staging tables have been populated, you can run the Payment Loader process (AR_PAYLOAD) to create payments from the cash drawer receipts.

CDR_LOADPMT is an Application Engine process. All receipts that meet the run control parameters and have a status of *Reconciled* are selected for processing. Receipt payments are grouped into Receivable Deposit Control entries in the following way:

• Receipt payments are grouped by bank account and currency.

• Cash and check payments are recorded in separate deposits.

• Procurement cards, debit cards, and credit cards are grouped as a single deposit with a payment method of EFT.

After the receipt payments are successfully processed, the Receivables Deposit control ID and payment sequence numbers that were assigned are saved back to the receipt payment. You can view them from the Receipt Inquiry component. A single deposit batch ID is assigned to each of the reconciliations that were picked up to be processed, as well. You can view the deposit batch ID that was assigned from the Reconciliation component. This deposit batch ID is needed for printing the associated deposit slip.

Note. Gift voucher payment types are passed to PeopleSoft Billing and processed as a line on the invoice as opposed to being sent to Receivables as a payment.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Receiving Payments Electronically," Receiving Cash Drawer Payments.

Accounting Date	Enter the accounting date to associate with the payments. If you leave this field blank, the current date appears by default.
Cash Drawer Business Unit	Specify the business unit to which the cash drawer belongs.
Cash Drawer BU Type (cash drawer business unit type)	Specify the cash drawer business unit type. The available options are *OM* and *AR.*

Range Selection	Select the processing option that applies:
	Cash Drawer: Select to identify a range of cash drawers that need to be processed.
	Recon Date (reconciliation date): Select to identify a range of reconciliation dates and a range of cash drawers.
	Recon ID (reconciliation ID): Select to identify a range of reconciliation IDs for a given cash drawer ID.

Printing a Bank Deposit Slip

After the CDR_LOADPMT process has processed cash drawer receipts, you can generate and print a bank deposit slip. This slip lists the cash, as well as the checks (check number and amount) to be deposited to the bank. A batch deposit ID is assigned to the reconciliations that are picked up for processing by the CDR_LOADPMT process. You can specify this batch deposit ID on the run control page of the bank deposit slip, and the system will print on the deposit slip all cash and check receipt payments that were included in that batch. You can think of the batch deposit ID as a rubber band around all of the cash drawer reconciliations that were processed and passed to Receivables. The batch deposit ID that was assigned to the reconciliation is viewable from the Reconciliation component.

Chapter 7

Processing Credit Cards

This chapter provides an overview of credit card processing, lists common elements, list prerequisites, and discusses how to:

- Process credit cards for authorization only.

- Process credit cards for immediate payment.

- Process credits of deposit refunds.

- Process credit cards in PeopleSoft Billing.

- Process credit cards in PeopleSoft Receivables.

See Also

PeopleSoft Application Fundamentals 9.1 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Changing Credit Card Encryption

Understanding Credit Card Processing

This section discusses:

- Credit card authorizations.

- Immediate payments.

- Deposit refunds.

- Billing processes.

- Receivables processes.

- Card Verification Value (CVV) process.

You enter the same basic data for credit card payments, regardless of which PeopleSoft application you are using; the difference is where you enter it.

Note. After credit card numbers are entered, they are stored in an encrypted format. Once saved, only the last four digits of the card number appear on pages used to enter credit card information. Pages used to review the credit card information, such as the Customer Summary using Quick Customer Create, also display only the last four digits of the number.

Credit Card Authorizations in Order Management

This section describes how credit card data can be entered for an order and have only an authorization processed to the card. Card authorization and billing will be discussed later.

1. Enter an order with a payment method of credit card on the Order Entry Form page and click the Credit Card Data button to enter or modify the credit card information.

2. Authorize the credit card online while entering a sales order, or place the order on hold and run these two processes:

   a. Load CC Interface process (OM_CRCARD).

   b. CC Processing (OM_CRC000).

      Note. For OM_CRCARD to load the pending credit card data to the interface table and OM_CRC000 to transmit for authorization or approval, a working third-party integration to the credit card application must be installed in the system.

3. Review failed credit card transactions in the Identify Pending Transactions component.

4. Review the credit card transaction history for the order on the Credit Card History page.

5. Run the OM Billing Interface process (OM_BILL).

   After the authorization is successful or you changed the payment terms for the order, the order can be processed through the fulfillment cycle. Then run OM_BILL to pass the information to PeopleSoft Billing for the shipped orders. It populates the Billing Interface tables in PeopleSoft Billing, which the Billing Interface process (BIIF0001) uses to create invoices. If the amount increases, for example if shipping charges are added in PeopleSoft Inventory, Billing will reauthorize the amount when the invoice is finalized. If the authorization reversal feature is enabled, and the amount increases, Billing will issue an authorization reversal transaction to cancel the authorization performed in Order Management and release the money held on the customer's credit card.

Note. Authorizing credit cards in PeopleSoft Order Management is optional. If you are not performing authorizations, disable the hold associated with the credit card on the order.

PeopleSoft Order Management Credit Card Process Flow

The next four diagrams illustrate the PeopleSoft Order Management credit card process flow:
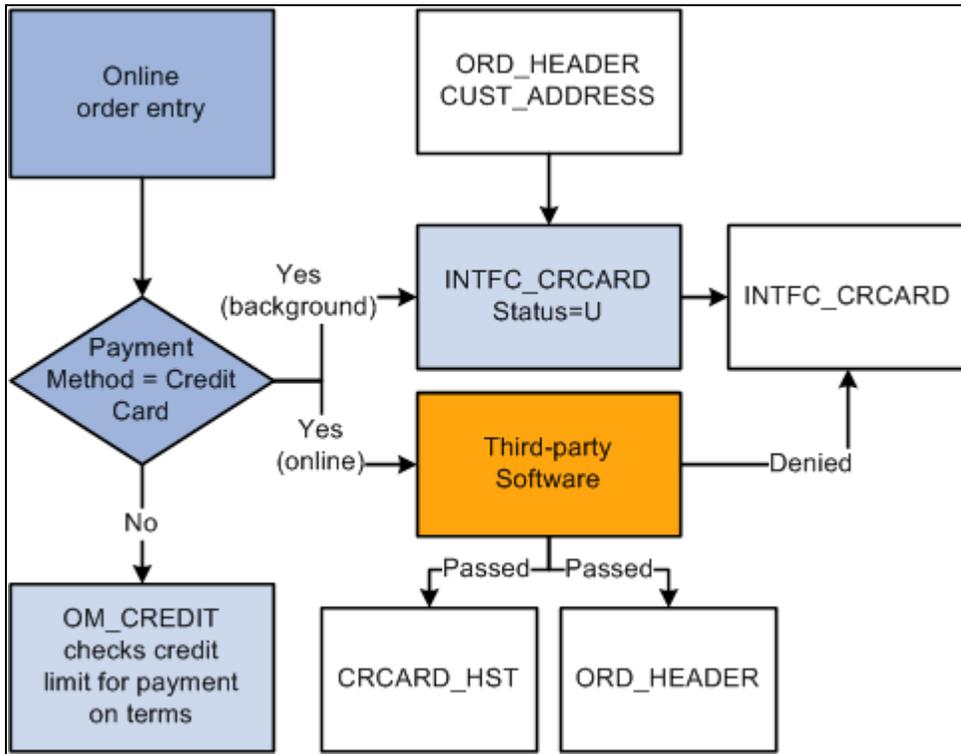
Creating credit card charges during online order entry in PeopleSoft Order Management
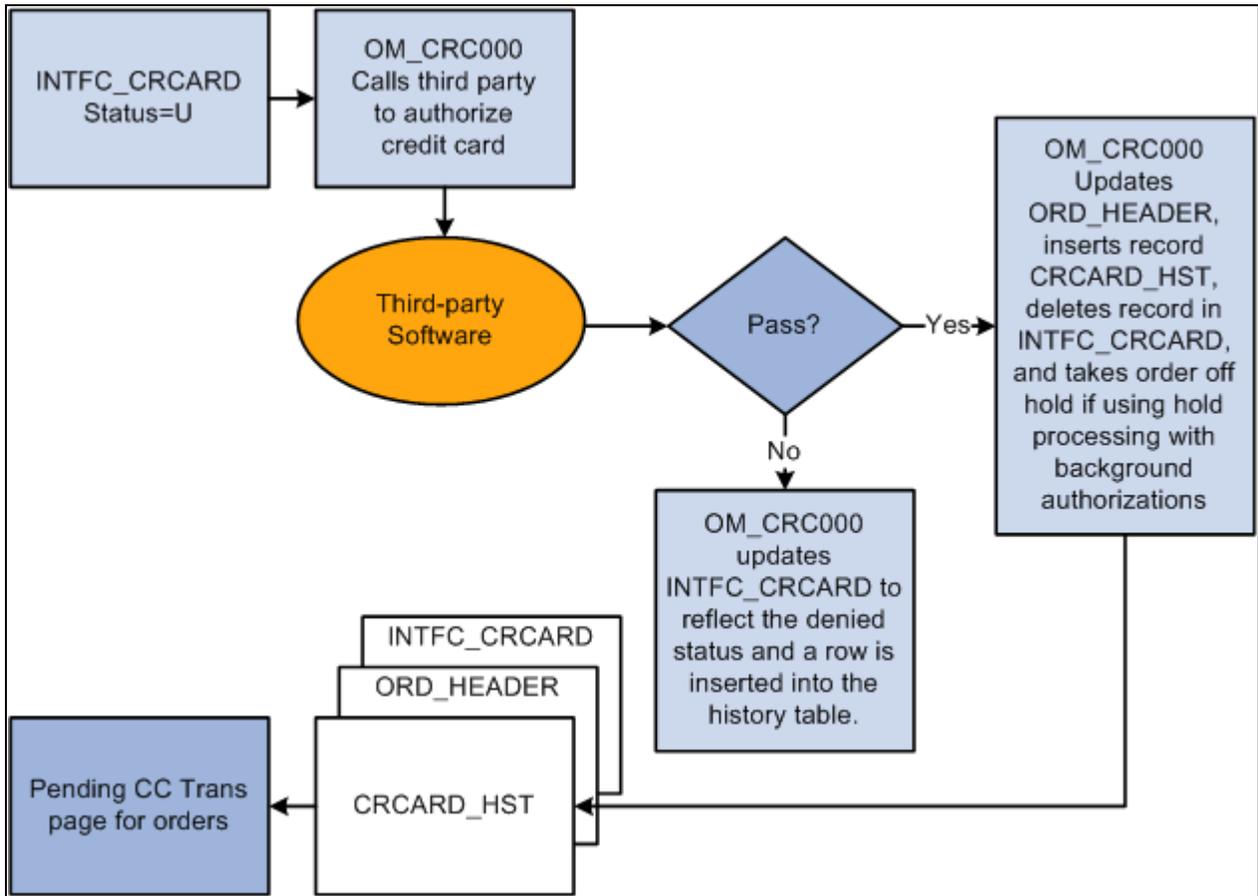
Submitting credit cards for background processing in PeopleSoft Order Management
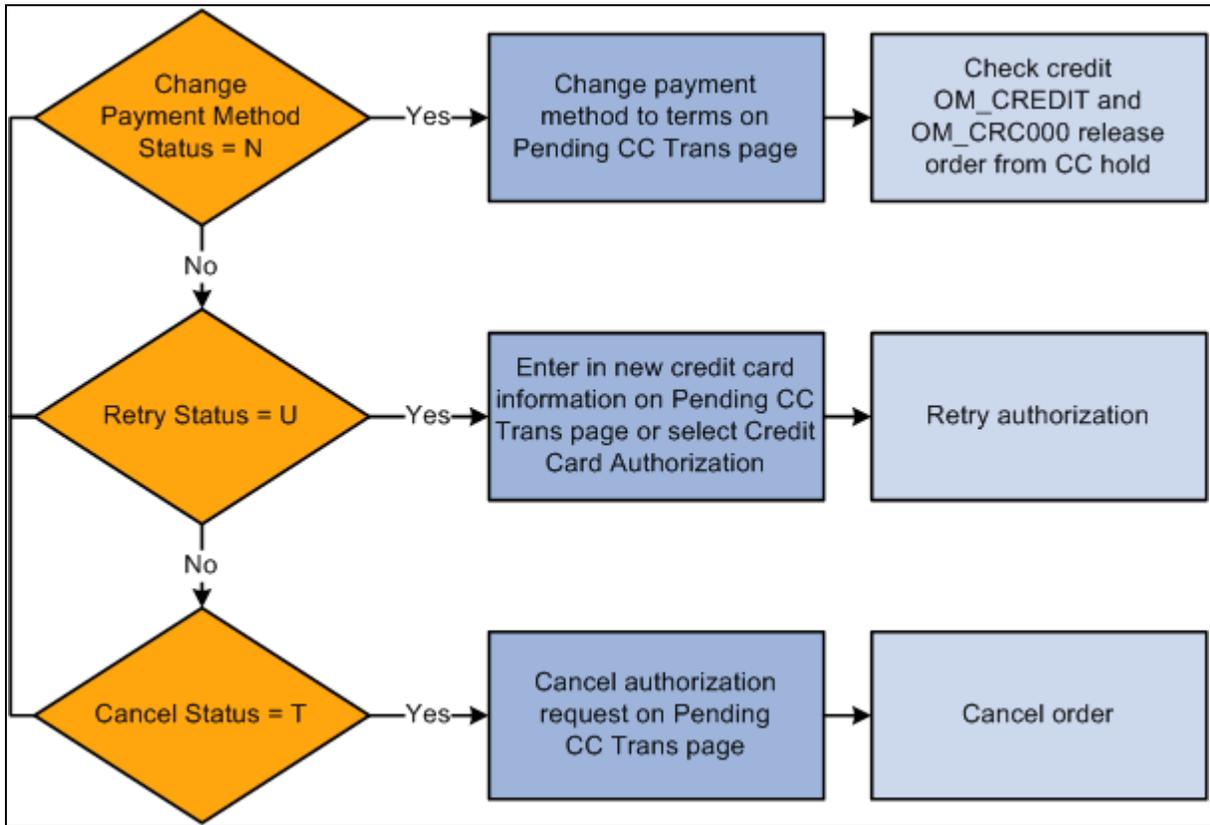
Processing failed credit card authorizations in PeopleSoft Order Management (1 of 2)
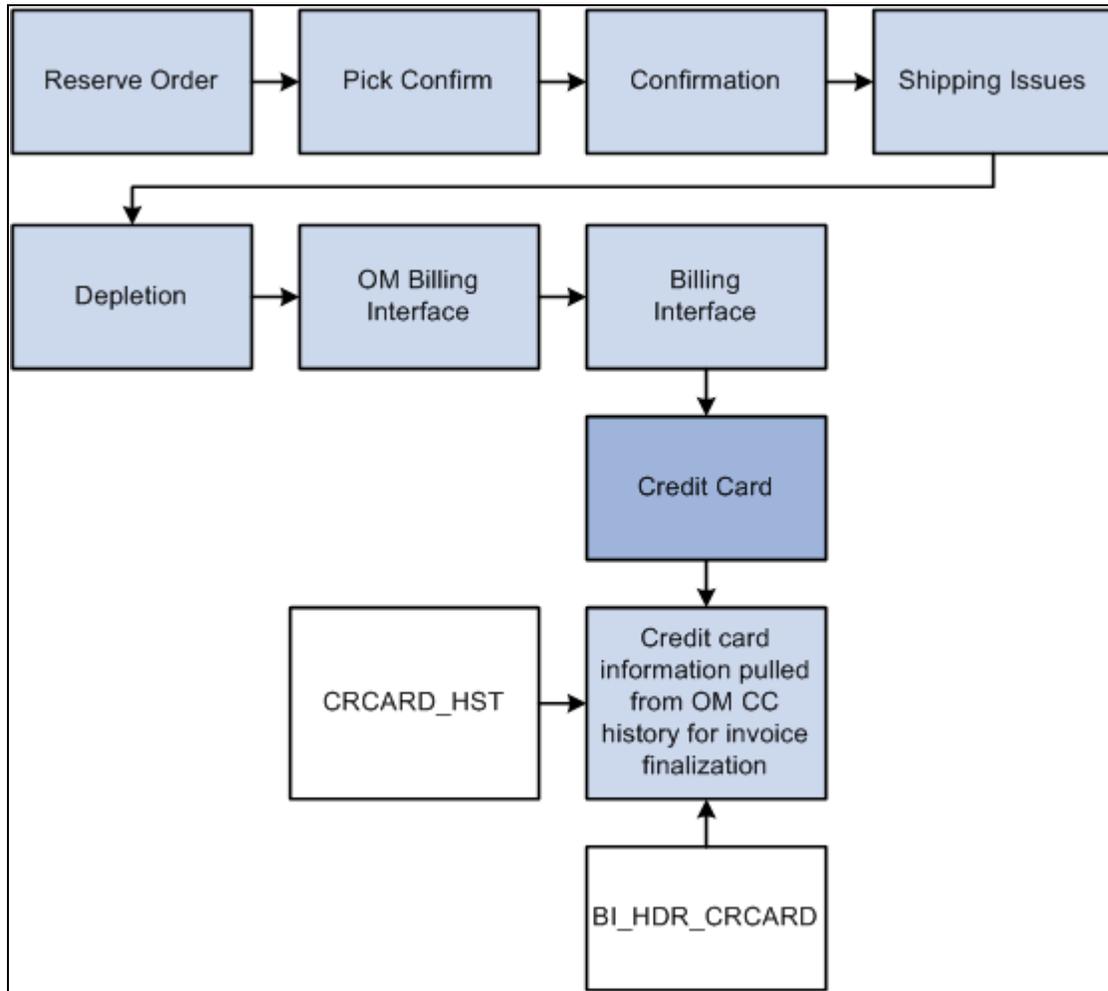
Processing failed credit card authorizations in PeopleSoft Order Management (2 of 2)

Credit Card Authorization Status Codes

The following table lists the authorization status codes that are used throughout credit card processing in PeopleSoft Order Management, Billing, and Receivables. The system either displays the status code or the description of the status.

Status Code	Short Name, Long Name	Comments	Used In
U	Unproc/Ret Unprocessed/Retry	The transaction has not been processed or a previous authorization has failed and is being resubmitted for inclusion in the next CC Processing run.	OM, BI, AR
A	Auth Authorized	The transaction is approved and funds are reserved. You can obtain approvals through batch or manual credit card processing.	OM - batch and manual

Status Code	Short Name, Long Name	Comments	Used In
B	Billed	The transaction is complete. The funds are charged to the credit card. All bill transactions must be preceded by an authorization. The term *Captured* is also used.	BI
C	Cred Credited	A credit has been authorized and processed for the transaction. The funds are credited back to the specified card.	BI, OM Refunds
D	Denied	The transaction has failed credit card processing and has been declined, or disallowed, by the organization issuing the credit card.	OM, BI, AR
F	Reversal Auth Reversal	An authorization was canceled to free up funds on a credit card.	OM, BI
G	Validated		OM
H	Rev Denied Auth Reversal Denied	The authorization reversal transmission was denied by the third party processor.	OM
J	Reauth Reauthorize	Issue another authorization request for authorizations that have become stale.	OM
P	Auth/Bill Authorized and Billed	The transaction was successfully authorized and billed.	OM, BI, AR
M	Man Apprv Manually Approved/Settled	The transaction received verbal approval. Enter manual approvals on the Review Pending Cred Card Trans - Credit Card Address page in PeopleSoft Billing.	BI, AR

Status Code	Short Name, Long Name	Comments	Used In
N	Chg to Trm Change to Terms	The payment type for the transaction has been changed from Credit Card to Payment Terms. Changes to payment terms are made on the Pending CC Trans page in PeopleSoft Order Management and the Review Pending Cred Card Trans page in PeopleSoft Billing. The Process Credit Card Invoices process picks up the transaction the next time you run the process.	OM, BI
T	Cancel Ord Cancel Order	Indicates a canceled credit card order. The transaction is not subject to further processing. Cancellations are entered on the Pending Credit Card Trans page and on the sales Order Entry Form page.	OM only
E	Validation Errors	The credit card payment has failed PeopleSoft application validation edits and has not been processed by the third-party provider for authorization and settlement. Most errors are discovered when editing customer or credit card information.	AR
R	Processing	Indicates that the Credit Card Processor is working with the payment.	AR
V	Pending Approval	The credit card payment can not be sent to the third-party provider for authorization and settlement until a user manually reviews and submits the payment.	AR
K	No Action	A credit card payment worksheet has been created but is not ready to be submitted for authorization and settlement.	OM, BI, AR

Status Code	Short Name, Long Name	Comments	Used In
W	DelSettle Delete after Settlement	A credit card payment that had been previously authorized and billed or manually approved/settled has been deleted.	AR
X	Deleted	A credit card payment worksheet has been created but has been deleted before authorization and settlement.	AR
Y	Cancelled	A credit card payment that has been ready for authorization and payment has been withdrawn for payment. The credit card payment worksheet has not been deleted but the credit card payment will not be attempted.	AR
Z	Zero Dollar Payment	A credit card payment worksheet has been created with a monetary value of 0. This status accommodates credit card payment worksheets that are created for maintenance purposes. For example, automated write off processing or in situations where the net credit and debit items selected on a credit card worksheet are 0.	AR

Immediate Payments

In PeopleSoft Order Management, a credit card can also be authorized and billed immediately. This method is used in a counter sale environment when payment is collected immediately at the time of the order. It is also used when accepting a deposit on unfulfilled goods. For immediate payments, complete these steps:

1. Enter a counter sale order, and then press the Record Payment button.

2. On the Record Payment page, select *Credit Card, Procurement Card,* or *Debit Card* as the payment method.

3. Enter an amount to be charged to the credit card in the Payment Tendered grid and click the Additional Information link next to the amount.

4. Complete the Card Data page and click the Process Card button to initiate an online authorization and bill of the card to the third-party credit card authorization and payment application. Results of the authorization and bill transmission appear immediately on the Card Data page.

Note. Credit card authorizations and bill transactions can also be initiated by clicking the Record Deposit button on the regular Order Entry component.

Deposit Refunds

In PeopleSoft Order Management, a deposit that was taken for an order can be refunded back to a credit card. When doing this, a credit transaction is issued to the third-party credit card application. For deposit refunds, complete these steps:

1. On the Deposit Refund page, select *Credit Card* as the refund payment method and enter an amount to be refunded back to the card.

2. Click the Process Card button next to the refund amount.

3. Fill out the Card Data page and click the Process Card button to initiate an online credit of the card to the third-party credit card authorization and payment application. Results of the credit transmission appear immediately on the Card Data page.

Billing Processes

After credit card data is entered in PeopleSoft Billing, you must:

1. Run the Pre-Process and Finalization process (BIIVC000). This populates the INTFC_CRCARD table with credit card transactions to be processed. There will be one row in this table for each credit card invoice to be processed.

2. Run the Process Credit Card Invoices process (BICRC000). This process reads from the INTFC_CRCARD table and submits each row to the credit card processing interface. Successfully processed transactions are then deleted from the INTFC_CRCARD table.

   Note. For BICRC000 to process pending credit card transactions, a working third-party integration to the credit card application must be installed in the system.

3. Use the Review Pending Transactions (BI_INTFC_CRCARD1) page to review failed and pending credit card transactions.

4. Use the Review Pending Transactions - Edit Credit Card page to correct and resubmit the credit card for billing, authorize the card manually, or remove the transaction from further credit card processing by electing to pay using default payment terms.

PeopleSoft Billing Credit Card Process Flow

The next two diagrams illustrate the PeopleSoft Billing credit card process flow:
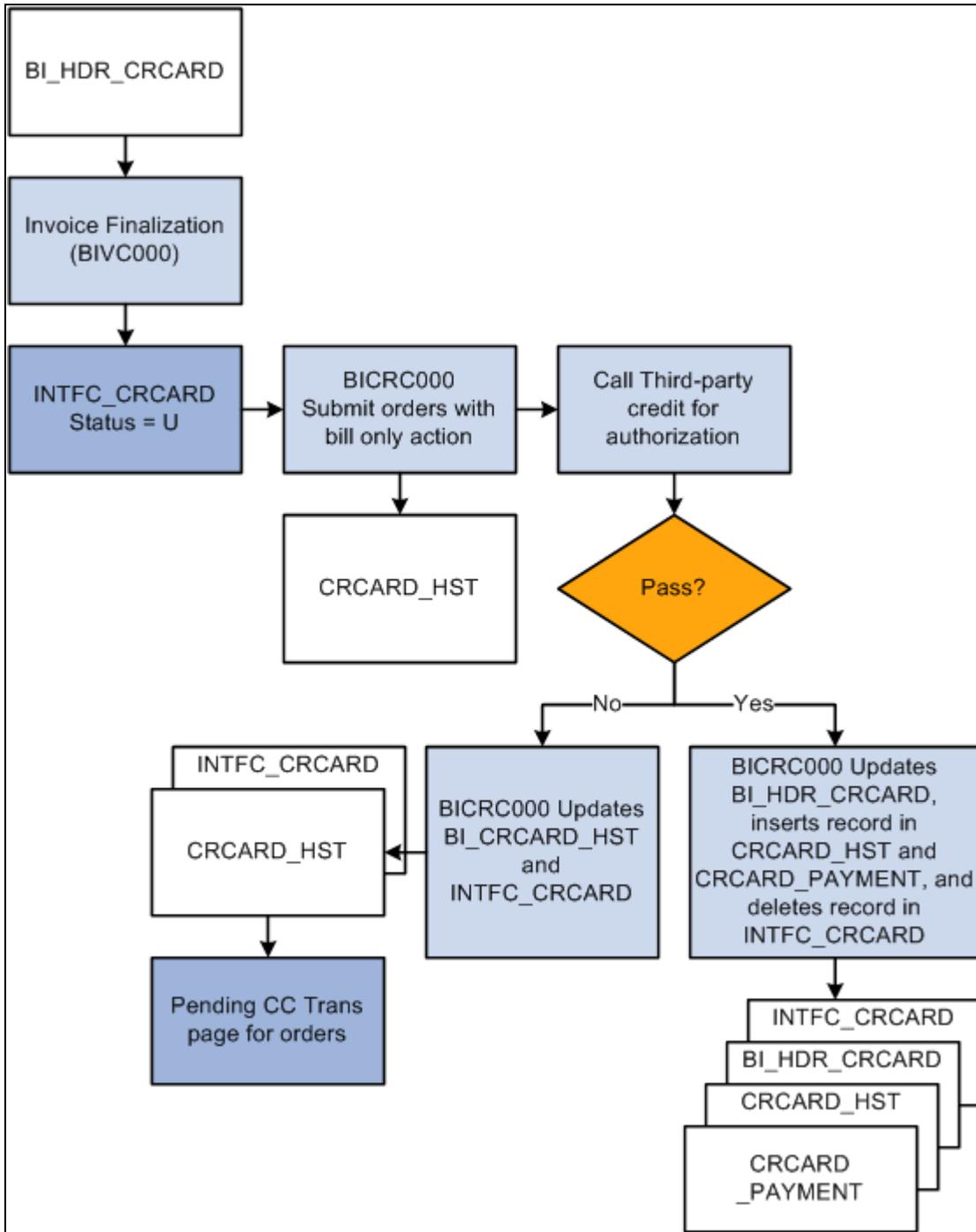
Authorizing and billing credit cards in PeopleSoft Billing
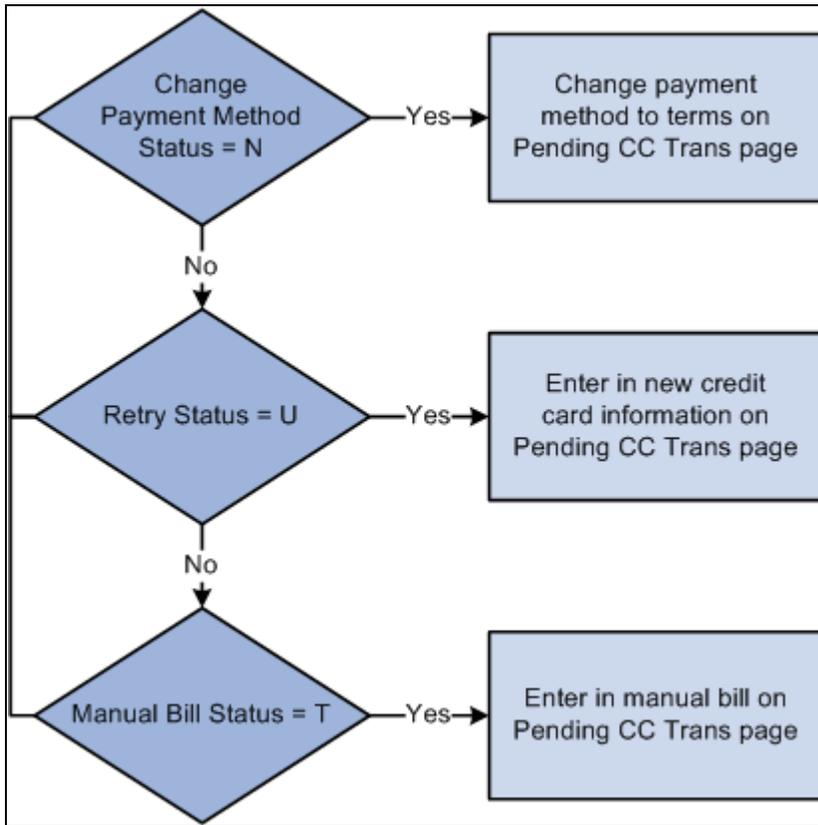
Processing failed credit card authorizations in PeopleSoft Billing

Authorization Reversals

PeopleSoft Order Management and Billing supports the processing of authorization reversals. An authorization reversal comes into play when an order has been placed to be paid by credit card, for example 100 USD. The card is authorized in Order Management and a row is written to the history table for the authorization transaction as shown below:

Order Number	*Product*	*Transaction Amount*
ORD-ABC	OM	Auth 100 USD

Then, an amount is added to the order to cause the order total to increase, for example 50 USD, and the order total becomes 150 USD. Currently in Order Management, when the order total is increased, another authorization request would be processed for the new order total. A row for the new authorization is written to the history table as show below:

Order Number	*Product*	*Transaction Amount*
ORD-ABC	OM	Auth 100 USD
ORD-ABC	OM	Auth 150 USD

Now the credit card is reserving a total of 250 USD of the card when actually it should be reserving 150 USD. The transaction for the 150 USD will eventually get freed up once the order is shipped and billed in Billing (Bill transaction). The transaction for the 100 USD auth will eventually expire and free up the money. But this can cause problems for customers who may have reached close to the maximum credit card limit.

When authorization reversals are enabled, and an order total is increased, the system will issue an authorization reversal transaction, which will cancel out the previous authorization. A new authorization for 150 USD will be issued for the order. When the order is shipped and billed, the card can be billed for 150 USD. In this scenario, the history table would be as shown below:

Order Number	Product	Transaction Amount
ORD-ABC	OM	Auth 100 USD
ORD-ABC	OM	Auth Reversal 100 USD
ORD-ABC	OM	Auth 150 USD
ORD-ABC	BI	Bill 150 USD

It is also possible that after the invoice is created in PeopleSoft Billing, additional charges are added to the invoice, either manually or by the Billing Interface. For example, an invoice for 150 USD is created in Billing, but freight charges are added to the invoice for 20 USD. In Billing, if Authorization reversals are enabled, when the card is processed, the Auth for 150 USD will be reversed and a new Auth/Bill transaction for 170 USD will be processed. In this scenario, the history table would be as shown below:

Order Number	Product	Transaction Amount
ORD-ABC	OM	Auth 100 USD
ORD-ABC	OM	Auth Reversal 100 USD
ORD-ABC	OM	Auth 150 USD
ORD-ABC	BI	Auth Reversal 150 USD
ORD-ABC	BI	Auth/Bill 170 USD

Receivables Processes

You enter the same basic data for credit card payments, regardless of which PeopleSoft application you are using; the difference is where you enter it.

You can create credit card payments in several different ways:

- Use the self-service eBill Payment component.

- Use the Credit Card worksheet component.

  Click the Pay by Credit Card link on a Receivables inquiry page.

- Use credit card batch processing.

The credit card workbench enables you to manage credit card payments that have been created but have not been authorized or settled. You can also use this component to inquire on the transaction history for authorized and settled credit card payments. You do not use this component to create new credit card payments.

Note. After credit card numbers are entered, they are stored in an encrypted format. The encrypted card number does not appear on pages used to enter credit card information. Pages used to review the credit card information, such as the Customer Summary using Quick Customer Create, display the encrypted number.

PeopleSoft Receivables Credit Card Process Flow

The following diagram illustrates how the PeopleSoft Credit Card process works in PeopleSoft Receivables:
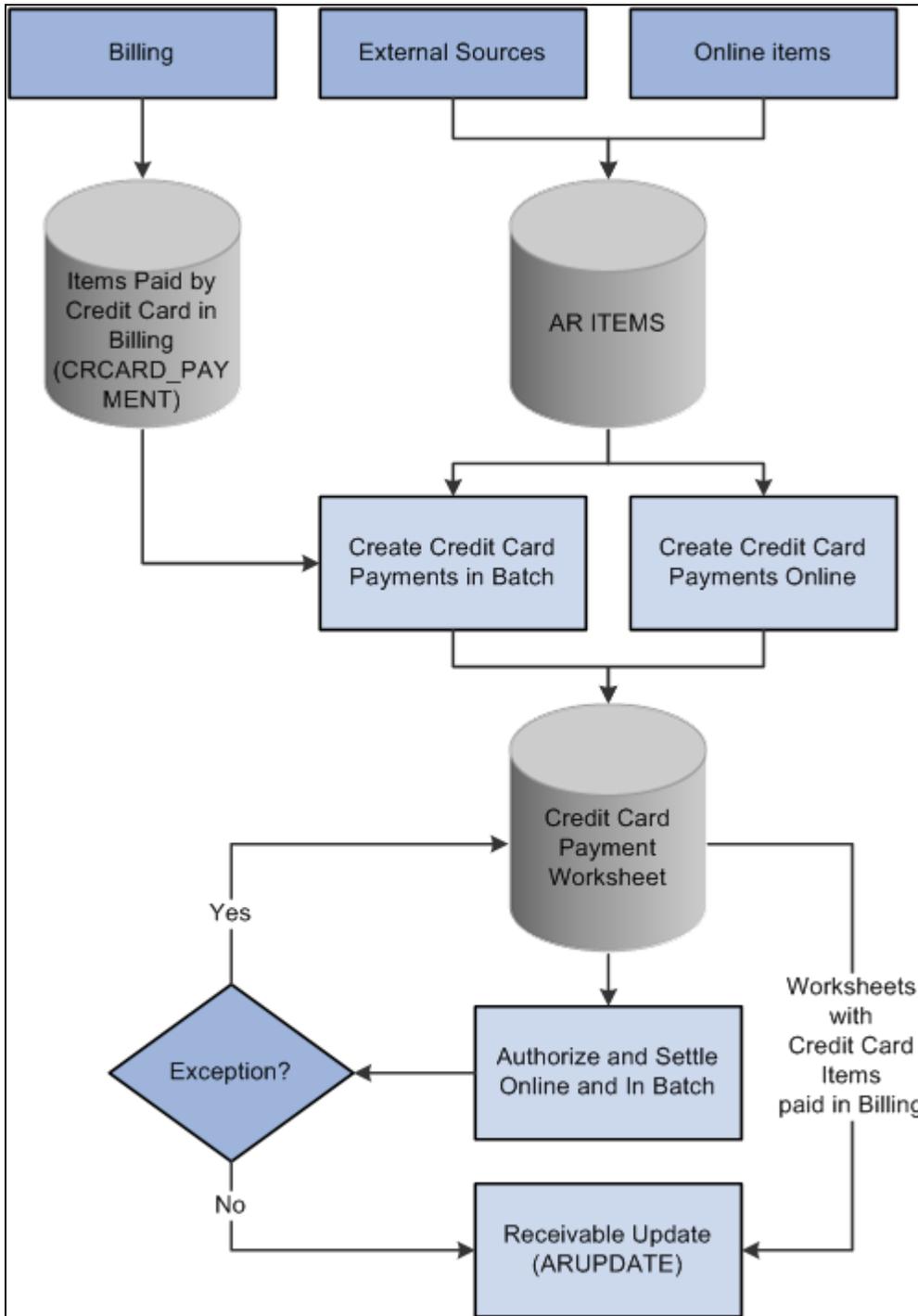
PeopleSoft Receivables credit card process flow

PeopleSoft Banks Setup and Processing 9.1 PeopleBook, "Getting Started with PeopleSoft Banks Setup and Processing"

PeopleSoft Receivables 9.1 PeopleBook, "Defining Additional Processing Options"

PeopleSoft Receivables 9.1 PeopleBook, "Managing Credit Card Payments"

Security Code/ CVV Process

CVV is an authentication procedure established to reduce card mishandling during internet transactions. A Security Code field is available on all credit card related pages to prompt for CVV number. A link next to the Security Code field enables the user to get additional information about the CVV number. Click the link to open a secondary page that explains what a security code is and how to find it on a credit card.

The CVV number is not permanently stored in the database. Also, the CVV number is not retained after a particular transaction is authorized or declined. A CVV number needs to be stored temporarily only in special cases, such as during batch processing of authorization transactions in Order Management and Billing. In such a scenario, the CVV number will be temporarily stored and discarded as soon as the batch transaction is processed.

The security code for credit cards needs to be enabled in the Credit Card Options page (Setup Financials/Supply Chain, Common Definitions, Credit Card, Credit Card Options). If the security code field is not enabled, the field will not be displayed on the credit card pages.

Enable Security Code	Select to enable the display of or prompting for the security code value.
Allow Security Codes to be Purged After	Defines out-of-date security codes and allows them to be automatically purged when a process is run. A value of zero indicates that the security codes will not be purged.
Currency Code	Enter the currency code to be used for the Authorization Reversal tolerance amounts.
Currency Exchange Rate Type	Enter the exchange rate type to be used when converting authorization reversal tolerance amounts in comparison to transaction amounts when determining if an Authorization Reversal should be performed.
Enable Authorization Reversals	Select to enable the use of authorization reversals in Order Management and Billing. Authorization reversals are used when an order amount or an invoice amount is increased and a prior authorization was performed.
Enable Authorization Reversals for Decrements	Select to enable the use of authorization reversals for changes to a credit card amount. Authorization Reversals for decrements are used in PeopleSoft Order Management when an order amount is decreased after a credit card authorization is performed.

Process Auth Reversals for Amounts Greater Than	Enter a tolerance amount to be used when determining if an authorization reversal should be performed or not. This value prevents the system from processing reversals for minor amounts.
Process Authorization Reversals for Decrements Greater Than	Enter a minimum value below which Authorization Reversals are not performed. This value prevents the system from processing minor decrements.

Common Elements Used in This Chapter

Authorization	Funds are reserved against a specified credit card. An authorization number is obtained for the current amount being authorized. No actual charges take place against the credit card.
Auth Date/Time, Authorization Date/Time, and **CrCardAuth Dt** (credit card authorization date)	Reflects the date and time the transaction was authorized plus the expiration days. If a transaction is denied, then no date appears. The authorization is only valid for the number of days you entered on the Credit Card Type page. The Return Code is a reason code defining why a transaction is denied. These fields are populated automatically after a successful processing call to the credit card authorization and payment application.
Bill	Funds are charged to the credit card. All bill transactions must be preceded by an authorization. Both an authorization and a bill can be issued at the same time.
Credit	Funds are credited back to a specified credit card.
Credit Card Auth Status (credit card authorization status)	The current state of authorization for the credit card transaction.
Credit Card Auth Code and **CrCdAuthCd** (credit card authorization code)	The approval code assigned to this transaction upon authorization or billing.
Credit Card First Name	If the name on the card includes a middle initial, include the middle initial after the first name in this field.

| **Credit Card Number** | The system validates credit card numbers as you enter them. If you enter a number that does not match the parameters set up for the card type on the Credit Card Type page, then you receive an error message and will not be able to save the page until you correct the error. The validation is: |

- The number of digits. You cannot save a card number of 17 digits for a card type that requires 16.

- The prefix of the credit card number. You cannot save a card number with a prefix of 1234 for a card type that requires a prefix of 5678.

- The card number is valid. You cannot save a card number that is not a valid credit card number. The system does a check digit algorithm on the number you enter to ensure that it is valid for the credit card type you are entering.

| **Email Address** | Third-party credit card authorization and payment applications often require an email address and telephone number. If the customer does not have an email address or does not want to supply this information, then you must enter a dummy email address. |

| **Request ID** | A number assigned by the third-party credit card authorization and payment application to identify this processing transaction. |

| **Message 1, Message 2,** and **Message 3** | Display the processing history for the transaction. The prefix *ICS* denotes a message originating from the third-party credit card authorization and payment application. These messages appear automatically after an attempt to process this transaction by the third-party application. This information is written to the Credit Card History table. |

If you make a change to payment terms, we recommend that you clear the messages and enter comments to maintain an audit trail for the transaction.

| **Sequence** or **Seq. Nbr** (sequence number) | A unique identifier assigned to each line charge in these tables: INTFC_CRCARD for PeopleSoft Order Management and Billing transactions; CRCARD_AR_HST for PeopleSoft Receivables transactions. |

Prerequisites

Before you begin accepting credit card charges from customers, you must set up this information:

- The types of credit cards (Visa, Master Card, and so on) that you will accept for payment. Use the Credit Card Type page (Enterprise Components, Component Configurations, Credit Card Interface, Credit Card Type).

- Credit card options (Set Up Financials/Supply Chain, Common Definitions, Credit Cards, Credit Card Options) and in PeopleSoft Order Management, if applicable.

- An integration with a third party credit card processor.

Processing Credit Cards for Authorization Only

This section discusses how to:

- Enter credit card data and authorize credit card transactions online.

- Submit credit card charges for background authorization only processing.

- Change processing parameters for pending transactions.

- Review and reauthorize pending credit card transactions.

Processing Replacement Orders created from a Returned Material Authorization

Replacement sales orders created from a sales order that is selected from the Customer Shipment History page will inherit credit card data from the original sales order or invoice. If the return has no sales order history and the replacement order has a *Credit Card* payment type, then the replacement sales order is created with default credit card information from the Credit Card Data page of the contact.

See *PeopleSoft Billing 9.1 PeopleBook*, "Setting Up the Billing Interface," Using the Bill-By Identifier with the Billing Interface.

Pages Used to Process Credit Cards for Authorization Only

Page Name	Definition Name	Navigation	Usage
Credit Card Data	ORDENT_HDR_CREDCRD	Select the Credit Card payment method and then click the Credit Card Data link on the Order Entry Form page.	Enter or modify customer credit card information during sales order entry. Use to authorize, if using online authorizations.
Load Credit Card Interface	RUN_OM_CRCARD	Order Management, Quotes and Orders, Create Credit Card Trans, Load Credit Card Interface	Run the Load CC Interface process to load credit card information from the Ord_Header record into the INTFC_CRCARD staging table. Use this process to initiate the background authorization process and to move denied online credit card transactions to the Pending Credit Card Transactions so they can be reauthorized.

Page Name	Definition Name	Navigation	Usage
Credit Card Processing	RUN_OM_CRCARD	Order Management, Quotes and Orders, Create Credit Card Trans, Request Credit Card Process	Run the CC Processing process to pull credit card information from the INTFC_CRCARD staging table and call the Process Credit Card Invoices process.
Pending Credit Card Transactions	OM_INTFC_CRCARD1	Order Management, Quotes and Orders, Create Credit Card Trans, Identify Pending Transactions	Review the status of pending or failed credit card transactions, or navigate to additional pages to correct or reset credit card transactions. You can also reauthorize credit card transactions that were denied during sales order entry if using online authorizations.
Credit Status	OM_INTFC_CRCARD2	Click the Credit Status link on the Pending CC Trans page for the transaction you want to review.	Review or change credit card address information, review the results of any processing calls made to the third-party credit card authorization and payment application for a transaction, change the authorization status to resubmit the transaction, change the payment terms from the credit card to the default terms for this customer, or cancel the order.
Credit Card History	OM_CRCARD_HST	Order Management, Quotes and Orders, Review Order Information, Review Credit Card History	Review credit card transaction information for an order.

Entering Credit Card Data and Authorizing Credit Card Transactions Online

Access the Credit Card Data page (select the Credit Card payment method and then click the Credit Card Data link on the Order Entry Form page).

Credit Card Data page

When modifying credit card information, note that:

*   The primary credit card information is the default information stored on the Contact Additional Info page. This page validates the credit card number and verifies that the required information is entered.

*   If you are using the credit card number validation set up on the Credit Card Type page, the system checks the length and prefix of the credit card number and performs a digit check to ensure that the credit card number is valid. The Valid Credit Card table stores the information for credit card number validations. If the credit card number passes validation, the order is submitted for processing. Otherwise, an error message appears requiring you to enter the credit card information again. You can change the credit card information, change the payment method, or cancel the order. Once the system validates the information, you can save and create the order in the PeopleSoft system.

*   Credit cards can be authorized online or in the background, depending on how you set up the PeopleSoft Order Management Business Unit definition. If you selected:

    *   Online authorizations on the Order Entry Features page, click the Authorize Credit Card link to authorize the credit card during online entry. If the authorization fails, the customer service representative (CSR) can enter another credit card or change the payment terms.

    *   Credit Card Hold on the Credit Processing page, the order is placed on hold until the credit card can be authorized by the CC Processing process (OM_CRC000).

Modify the credit card information on the Credit Card Data page; enter the required values for:

Clear Credit Card Info	Click the Clear Credit Card Info button to clear current credit card information on the page.
Select Primary Card	Click the Select Primary Card button to populate the page with the primary credit card information of the customer contact, which was established on the Contact Additional Info page.
Select Credit Card	Click the Select Credit Card link to enter a new credit card for this customer.
Credit Card Type	Select a card type from the drop-down list.
Security Code	Enter the CVV number of the credit card. The Security Code field will be visible only if prompting for the security code is enabled on the Order Management installation page. A What is a Security Code? link is provided next to the Security Code field. Click this link to display an explanatory page about security codes.
Display Unmasked Card Number	If the user has access to the credit card security component, the system displays this field. If the option is selected, the system displays the credit card number unencrypted. You may have to grant users access if they need to verify the entire credit card number.
Telephone	If the contact has only one number on file, this number populates the field automatically. If the customer has:

<div style="margin-left:2em">

- Multiple telephone numbers, select one from the drop-down list box before saving the page.

- A business or home phone number on file, the business phone appears by default first. If the contact has no business phone, the home phone appears.

</div>

Address Source	The available options are *Ship To Address* and *Bill To Address.*
Authorization Status	The system updates the fields in this group box after you have entered the order lines and freight charges. The Amount field represents the total amount of goods, services, tax, and freight that will be transmitted for authorization to the credit card payment processing service.
	The authorization information is populated automatically after you authorize the credit card online by clicking the Authorize Credit Card link or run the Process Credit Card Invoices process (OM_CRC000) for the order.

Authorize Credit Card   Click the Authorize Credit Card link if you are authorizing credit cards online. Online authorizations on the Order Entry Features page must be selected to use this option. The link is only available if the option is selected for the business unit. If you do not select this option before saving the order, you will receive a message reminding you that online authorization is turned on for the business unit. If you do not authorize the order, it will be placed on hold and the credit card will be authorized in the background if hold codes are set up. If you click the link after the order has been authorized, a message appears letting you know that the order was already authorized. If the amount on the order has increased, you will be prompted to reauthorize the order. PeopleSoft Billing uses the information in the credit card history table to bill the customer as long as the authorization has not expired. If the authorization has expired, PeopleSoft Billing will reauthorize the purchase. If the credit card is:

- Approved, the message *Credit card approved* appears.

- Denied, the message *Credit card denied* appears. The CSR can enter a new credit card by clicking the Clear Credit Card Info button and the Select Credit Card link.

Validate Credit Card   Click this link to send an authorization for a minimum unit of currency to your third party credit card authorization and application to perform initial fraud screening for the credit card.

Note. The Enable Authorization Reversals for Decrements check box need to be selected in the Installation Options for authorization reversals for decrements. The system will check for necessary reversals any time the credit card authorization is done.

Authorization History   Click this link to display the authorization history. The page displays all authorizations and settlements processed by PeopleSoft Order Management and PeopleSoft Billing.

Note. Manual authorizations are not allowed in PeopleSoft Order Management. If you copy a sales order that was paid with a credit card, the Payment Type is copied but you need to select or enter new credit card information on this page.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features

PeopleSoft Order Management 9.1 PeopleBook, "Implementing PeopleSoft Order Management Options"

PeopleSoft Order Management 9.1 PeopleBook, "Maintaining Order Header and Line Information"

Submitting Credit Card Charges for Background Authorization Only Processing

When submitting credit card charges for third-party authorization and processing:

1. Access the Load Credit Card Interface page to initiate the Load CC Interface process.

    This process loads the credit card information from the ORD_HEADER table and address information from the CUST_ADDRESS table into the INTFC_CRCARD, the main staging table for the credit card authorization interface program to the third-party credit card authorization and payment application.

2.   Access the Credit Card Processing page to initiate the Credit Card Processing process.

    The Credit Card Processing process takes the credit card information from the INTFC_CRCARD staging table and calls the Process Credit Card process. It also removes the hold that was applied when the order was created, assuming you have set up the PeopleSoft Order Management Business Unit to do that.

    If reauthorization of stale transactions is enabled on the OM installation record, then a corresponding check box is appears on the Credit Card Processing page. You should schedule this process to run at least once per day with this check box selected on the run control.

    Note. The Enable Authorization Reversals for Decrements option needs to be selected in the Installation Options for authorization reversals for decrements. The batch process will handle the reversals if necessary.

    If purging of security codes is enabled on the installation record (indicated by a value greater than zero), then a Purge Security Codes check box appears on the Credit Card Processing page. The user should schedule this process to run at least once per day with All Business Units selected.

Changing Processing Parameters for Pending Transactions

Access the Credit Status page (click the Credit Status link on the Pending CC Trans page). Select an option in the Actions group box to intercede in credit card processing:

Unprocessed/Retry	Sets the authorization status to *Unproc/Ret.* You can reauthorize the same credit card or enter a different credit card number. The CC Processing process picks up the transaction the next time you run the process and resubmits the credit card amount for batch authorization. If using online authorization, you can click the Authorize Credit Card link to reauthorize the failed transaction.
Change to Terms	Removes the transaction from credit card processing. You can change the payment method from credit card to payment terms. Once you change the order to payment terms, the system checks the credit limit and Receivables balance before the order is released.
Cancel Order	The credit card amount for the order will not be reauthorized. The order must be canceled on the Order Entry Form page.

See Also

Chapter 7, "Processing Credit Cards," Processing Credit Cards for Authorization Only, page 283

Reviewing and Reauthorizing Pending Credit Card Transactions

Access the Review Pending Transactions page (Billing, Generate Invoices, Process Credit Cards, Review Pending Transactions).

Use this page to:

*   Reauthorize credit card transactions, if using online authorization.

*   Review failed credit card transactions.

    If the credit card authorization fails, the Process Credit Card Invoices process updates the CRCARD_HST table, and the entry remains in the INTFC_CRCARD staging table.

    Note. Only errors found during a transmission are written to the history table. If the Process Credit Card Invoices process detects a data error before transmission, no processing transmission is attempted for this transaction and no log is created in the history table. Errors returned by a third-party credit card authorization and payment application are indicated by *ICS* in the return message. Failed credit card transaction messages that do not contain the *ICS* identifier indicate that the record was not transmitted because the system found data errors before transmission.

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*   Review the authorization codes.

Transactions Tab

Actions	The available options are: *Change to Terms,Manual Charge,No Action,* and *Re-process.*
Auth Status(authorization status)	Display the Authorization Status.

Order Number   Click the order numbers to display the Review Order Summary.

Process All Pending Actions   Click the button to initiate the order management credit card background
                                  process.

                                  _____

                                  Note. The Process All Pending Actions button saves the worksheet values
                                  and submits all worksheet rows except those with a Pending Action of *None*
                                  to the background process for authorization, cancellation, or a change to the
                                  terms payment method.

                                  _____

Edit   Click the Edit button on the worksheet to display a single page showing all
                                  three tabs in the Review Pending Transactions page as three group boxes.

Card Information Tab

Card Type   Displays the credit card type.

Expiration Month   Displays the credit card month of expiry.

Expiration Year   Displays the credit card year of expiry.

Contact Information Tab and Messages Tab

Telephone   Displays the telephone number.

Email   Displays the email ID.

Processing Credit Cards for Immediate Payment

This section lists the page used to process credit cards for immediate payment of a sales order.

Page Used to Process Credit Cards for Immediate Payment

Page Name	Definition Name	Navigation	Usage
Additional Information - Card	CDR_CARD_DATA	Click the Additional Information link on the Record Payment page of the sales order.	Record credit card data and process for immediate payment. See *PeopleSoft Order Management 9.1 PeopleBook*, "Entering Counter Sales," Entering Payments for Credit, Debit, and Procurement Cards.

Processing Credits of Deposit Refunds

This section lists the page used to process credits of deposit refunds for a sales order.

Page Used to Credit Deposits

Page Name	Definition Name	Navigation	Usage
Customer Deposits	CUST_DEPOSIT	Order Management, Quotes and Orders, Review Customer Information, Customer Deposits	View and refund deposits. See *PeopleSoft Order Management 9.1 PeopleBook*, "Entering Counter Sales," Viewing and Refunding Deposits.

Processing Credit Cards in PeopleSoft Billing

This section discusses how to:

- Enter credit card data.

- Submit credit card charges.

- Review pending credit card transactions.

- Change processing parameters for pending transactions.

- View credit card transaction history.

Pages Used to Process Credit Cards in PeopleSoft Billing

Page Name	Definition Name	Navigation	Usage
Credit Card Information	BI_HDR_CRCARD	Click the View Credit Card Information button on the Standard Billing - Header - Info 1 page.	Enter or modify customer credit card information.
Credit Card Address	BI_HDR_CRCARD2	Click the Credit Card Address link on the Header Info 1 - Credit Card Information page.	Enter customer credit card billing address information.
Credit Card Data	BI_HDR_CRCARD_INQ	Click the View Credit Card Pmt (view credit card payment) link on the Bill Summary Info page. This button appears only when the bill is finalized and is to be paid by credit card.	Review credit card information.
Credit Card History	CRCARD_HST_SEC	Click on the View History link on the Header Info 1 - Credit Card Information Page.	View credit card history.
Run Credit Card Processing	RUN_BI_CRCARD	Billing, Generate Invoices, Process Credit Cards, Request Credit Card Processing	Run the Billing Credit Card Processing application engine process (BICRC000) to submit a credit card transaction for authorization and billing.
Pending CC Trans	BI_INTFC_CRCARD1	Billing, Generate Invoices, Process Credit Cards, Review Pending Transactions	Review the status of pending or failed credit card transactions.
Edit Credit Card	BI_INTFC_CRCARD2	Click the Edit button on the Review Pending Transactions page.	Review or modify credit card address information, review the results of failed processing calls to the third-party credit card authorization and payment application for this transaction, enter manual credit card authorizations, or change the authorization status of a transaction.

Page Name	Definition Name	Navigation	Usage
Review Transaction History	BI_CRCARD_HST	Billing, Generate Invoices, Process Credit Cards, Review Transaction History	Review the credit card transaction information available for an invoice. Each transmission to the third party credit card processor for an invoice will be displayed on this page.
Credit Card Address (inquiry)	CRCARD_HST_A_INQ	Click the View Address link on the Review Transaction History page.	View address information for the transaction.

Entering Credit Card Data

When you enter a contact on a bill with a payment method of credit card on the Header Info 1 page, the system reads the customer's default payment method based on the bill-to customer ID. If the default payment method is credit card, the system marks this bill for credit card processing. If you do not want this bill charged to a credit card, change the payment method to a value other than credit card.

Access the Header Info 1 - Credit Card Information page and enter values for all required fields.

Credit Card Address   Click to access the Credit Card Address page to enter or edit customer credit card address information.

Credit Card History   Click to access the Credit Card History page to view the credit card history.

See Also

PeopleSoft Billing 9.1 PeopleBook, "Entering Bills Online," Entering Bill Header Information

Submitting Credit Card Charges

When submitting credit card charges for third-party authorization and processing:

• Run the Pre-Process and Finalization process (BIIVC000).

The Pay Method field on the Standard Billing - Header - Info 1 page flags the invoice for credit card processing by the Bill Finalization process. This process changes the invoice status of credit card bills to FNL (final) and populates the INTFC_CRCARD table.

- Run the Process Credit Card Invoices process (BICRC000). This process:

  - Picks up credit card bills with an authorization status of:

    Unproc/Retry (unprocessed/retry) in INTFC_CRCARD and sends them to a third-party credit card authorization and payment application for credit card authorization or billing, as needed.

    Manual Authorization and *Change to Terms.* For transactions in this status, the process will remove the pending transaction from INTFC_CRCARD, update BI_HDR_CRCARD, and insert a record into the credit card history table. For manual authorizations, BICRC000 inserts a record into the CRCARD_PAYMENT table.

  - Writes a record to the Credit Card Transaction History table (CRCARD_HST) for each transaction it passes to a third-party credit card authorization and payment application.

  - Checks the history table for an existing valid credit card authorization for the invoice. If the credit card authorization has expired or does not exist, the program authorizes and bills the credit card at the same time. If authorization reversals are enabled and the program finds an existing authorization that cannot be used, it will issue an authorization reversal to clear the authorization of the card. It will then issue a new authorization and bill for the transaction.

  - Updates records in INTFC_CRCARD for credit card payments that are denied for any reason.

  - If authorization is successful, the process:

    Updates BI_HDR_CRCARD with the relevant information.

    Removes the record from INTFC_CRCARD.

    Inserts records into the CRCARD_PAYMENT table.

    Changes the invoice status from FNL to IVC in the BI_HDR table.

- Resume the PeopleSoft Billing business process flow of printing, currency conversion, pre-load, load to Receivables, and load to General Ledger for the invoice.

Note. For partial shipments, the first shipment is authorized at order entry. It can be billed without doing another authorization in PeopleSoft Billing as long as the authorized amount is greater than or equal to the billed amount. The second shipment requires another authorization for the amount of the second shipment.

See Also

PeopleSoft Billing 9.1 PeopleBook, "Generating Invoices," Running the Pro Forma, Finalization, Print, and Reprint Processes

PeopleSoft Billing 9.1 PeopleBook, "Entering Bills Online," Entering Bill Header Information

Reviewing Pending Credit Card Transactions

Pending credit card transactions are created by the Pre-Process and Finalization process (BIIVC000) when you finalize credit card bills. The system sets the bill status of these transactions to *FNL* (final).

Access the Review Pending Transactions page to review the status of failed or pending credit card transactions (Billing, Generate Invoices, Process Credit Cards, Review Pending Transactions).

Edit	Click to access the Edit Credit Card page, where you can modify customer credit card information, enter credit card address information and change the authorization status of a transaction.
Change Action To	Resets the status of selected transactions to the new status that you specify.

Changing Processing Parameters for Pending Transactions

You can change the processing parameters for pending transactions by changing the Action field in the grid of the Pending Transactions page. You can opt to change the action one transaction at a time, or in a mass update of selected rows in the grid. Use the Change Action To drop down field to select a new status to assign to selected row, then click on the Apply button to have the new status reflected in the grid.

Use the Edit button to bring up the Edit Credit Card page to update the credit card information.

Change the Action status as appropriate depending on the processing needed for a transaction. The Action status can be changed as described below:

Re-process	Sets the authorization status to *Unproc/Ret* (unprocessed/retry). The Process Credit Card Invoices application engine process (BICRC000) picks up the transaction the next time you run the process and resubmits the credit card amount for authorization.
Manual Charge	Sets the authorization status to *Man Appr* (manual approval). You must enter an authorization code in the CrCdAuthCd field. Use this option for those instances when you obtain verbal authorization for a credit card charge. The Process Credit Card Invoices application engine process (BICRC000) picks up the transaction the next time you run the process, but it makes no call to the third-party processor.
Change to Terms	Removes the transaction from credit card processing. Select this option to change the payment method from credit card to payment terms.
No Action	Sets the authorization status to *No Action.* The Process Credit Card Invoices application engine process (BICRC000) will not pick up the transaction when the process is run. Instead it will leave the transaction in the pending table for processing later.

Note. If you authorize the card manually or you change the invoice to terms to remove the transaction from further credit card processing, you still need to run BICRC000 to process the transaction.

Viewing Credit Card Transaction History

Access the Review Transaction History page (Billing, Generate Invoices, Process Credit Cards, Review Transaction History).

The fields are read-only.

If you obtained a manual authorization, the approval code you entered on the Review Pending Cred Card Trans - Credit Card Address page appears.

Processing Credit Cards in PeopleSoft Receivables

This section 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.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Managing Credit Card Payments"

PeopleSoft Receivables 9.1 PeopleBook, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information

Pages Used to Process Credit Cards in PeopleSoft Receivables

Page Name	*Definition Name*	*Navigation*	*Usage*
Credit Card Details	AR_CRCARD_DETAILS	• Click the Pay Balances by Credit Card link on the Account Overview - Balances page. • Select *Pay by Credit Card* 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 Details - Detail 1 page. • Click the Pay By Credit Card link on the Worksheet Selection page.	View or modify the customer's credit card details and settle a credit card transaction.
Credit Card Worksheet Selection	PAYMENT_IDENT_IC	Accounts Receivable, Credit Cards, Create Worksheet, Worksheet Selection	Create a new worksheet, modify an existing one, and select items to include in the worksheet.

Page Name	*Definition Name*	*Navigation*	*Usage*
Credit Card Worksheet Application	PAYMENT_WS_IC	Accounts Receivable, Payments, Apply Payments, Update Worksheet, Worksheet Application	Apply payments to selected items.
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.
Credit Card Scheduler	AR_CRCARD_RQST	Accounts Receivable, Credit Cards, Process Credit Cards	Create credit card worksheets and settle credit card transactions automatically.
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.

Creating Credit Card Payments Using Item Inquiries

You can create credit card payments on any of the following 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 (click the Pay Balances by Credit Card link on the Account Overview - Balances page).

You can maintain credit card information on the Credit Card Details page and settle the payment immediately or settle the payment in a batch process.

For the credit card data to be authorized, you must enter data in all the fields required by the third-party authorizing authority.

Note. If you access this page from a 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 use 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 indicated on the inquiry page.

Access the Credit Card Details page (click the Pay Balances by Credit Card link on the Account Overview - Balances page).

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 has been processed outside of the PeopleSoft system. You can optionally enter the authorization code. This option is called a Manual Charge in Billing.
	Cancel Settlement Request: The settlement request is cancelled. The history is retained for this transaction but the status of the transaction is set to No Action.
Authorization Code	Displays the authorization code for the transaction.
	You can enter an authorization code if the Credit Card Action is *Manually Approved and Settled.* If the transaction has been settled through a third-party authorizing authority, the system populates Authorization Code field.
Credit Card Message 1, Credit Card Message 2, and **Credit Card Message 3**	Displays any processing messages. A message with a prefix of *ICS* indicates that the message is from a third-party credit card authorization and payment application.
Clear Credit Card Data	Click to clear the credit card information on the page

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Managing Credit Card Payments," Creating Credit Card Payments Using Item Inquiries

PeopleSoft Receivables 9.1 PeopleBook, "Maintaining and Reviewing Item Information," Changing Discount, Payment, and Draft Options and Customer Relationship Information

Creating Credit Card Payments Using the Credit Card Worksheet

Credit card worksheets enable you to select existing 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.

Important! If you click the Cancel button on the Credit Card Detail page or if credit card batch processing creates payments that are not authorized, the system still creates credit card worksheets for the selected items. If you do not create a credit card payment or delete these worksheets, the amount owed on the selected items may not be collected.

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.

   To use the credit card worksheet, follow these high-level steps:

   • Use the item display or sort controls to adjust the view.

   • Select the items to pay.

   • Handle underpayments and discounts.

     Overpayments are not allowed on credit card worksheets that have not been authorized and settled.

   • Check the information in the Credit Card Payment group box to verify the amount of the credit card payment based on the selected items.

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.

   The Delete Worksheet button behaves in two ways. If the credit card payment has not been authorized and settled, clicking the Delete Worksheet button deletes the entire payment. If the credit card payment has been settled, clicking the Delete Worksheet button removes the items from the worksheet.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Managing Credit Card Payments," Creating Credit Card Payments Using the Credit Card Worksheet

PeopleSoft Receivables 9.1 PeopleBook, "Posting and Unposting Groups"

PeopleSoft Receivables 9.1 PeopleBook, "Applying Payments," Applying Payments Using Payment Worksheets

Creating Credit Card Payments in Batch

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 AR Credit Card process selects credit card worksheets that are ready for settlement.

Access the Credit Card Scheduler page (Accounts Receivable, Credit Cards, Process Credit Cards).

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 functionality 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 CC. Even when the item was originally created with another payment method, eBill Payment changes it to CC when the external user selects this payment method in the Payment Cart, so that Credit Cart 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 have originated in Billing and been paid by credit card.

Authorize and Settle Worksheets

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 *Unprocessed/Retry* are selected.

Chapter 8

Managing Conversations

This chapter provides an overview of conversations and discusses how to:

*   Set up conversations.

*   Enter and review conversations.

Understanding Conversations

Conversation pages track ongoing conversations with customer contacts. For example, you can track invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific purchase order, invoice, contract, or receivables item. In addition, you can use the PeopleSoft notification feature to send an email to an interested party to announce that a new or existing conversation entry is available to review.

Use the conversations pages as needed to review and update past conversations or to record new ones. If you have ongoing contact or documentation that is related to the same subject or subject topic, you can create new entries for an existing conversation that contain the continued history of the discussion.

You can set up the conversation so that you review it after a specified number of days from the creation date, or you can have a supervisor review it. For review by a supervisor, the system automatically assigns the supervisor who is associated with the user profile of the person who created the entry.

You can also attach documents to a conversation, such as proof of delivery slips, bills of lading, spreadsheets, or text documents.

Customer Promise Tracking

Collectors and receivable managers are challenged with keeping track of outstanding customer payments and automating the follow up on unfulfilled promises. Streamlining of this business process enables users to identify the risk of future promises and to indicate that a pre-emptive follow up will be required for any new promises. A collections analyst can enter a promise to pay by a customer and track and manage that promise within the Conversations component.

Prior to entering a new promise date conversation in the Conversations component, you can predefine the number of days that will be tolerated past the promise date before you will take further action, the percentage of the payment amount that you are willing to accept, and select a broken promise action, as well as indicate that a user can override these values on the Promise Options page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options.) These values appear as default field values in the Promise of Payment group box of the Conversations page.

Condition Monitor automatically processes promised payments. Condition Monitor selects the CPDR (Customer Promise Date Review) condition and processes the promised payment conversations that required a review and a creates appropriate action list items. Condition Monitor also automatically processes promised payments that have broken promises by selecting the CPDB (Customer Promise Date Broken) condition, which selects the broken promises and creates action list items if necessary. The Customer Promise Date Broken program will close promise date conversations with a status of broken, no promise date action, and no review scheduled after the promise date. It will also close promise date conversations when a user selects the Done check box on the Conversations page, which indicates that the broken promise was reviewed and no review date was selected after the promise date.

The CFLU (Conversations Follow Up) condition will not select promise date conversations. 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.

Depending on the promise made by the customer and a review of this promise, the system will assign a Promise Status of:

- *Open*

- *Kept*

- *Broken*

- *Cancelled*

- *None*

  This status is used for conversations that are not promise date conversations.

The status of a conversation can be *New, Open,* or *Closed.* This table displays each of the promise statuses that are possible based on the status of the conversation.

	Conversation Status		
Promise Status	New	Open	Closed
Open	X	X	
Kept			X
Broken		X	X
Cancelled		X	X
None	X	X	X

The Promise Status is typically set and updated by Condition Monitor processing. When a promise date conversation is created, the promise status is set to Open. Condition Monitor will update the status to either Kept or Broken. Promise date conversations are closed manually by the user or automatically by the Condition Monitor program. These are the general rules governing the conversation status:

- When a user creates a promise date conversation, the conversation status is New. When users want Condition Monitor to process the conversation for promise dates, they update the status of the promise date conversation to Open.

- If the Condition Monitor evaluates a promise as Kept, the conversation will be closed.

- If the Condition Monitor evaluates a promise as Broken with no broken promise action, the conversation will be closed.

- If the Condition Monitor evaluates a promise as Broken and there is a broken promise action, the conversation remains open until the user selects Done check box to indicate that the action has been completed and closes the conversation.

- Any user can open a closed conversation and manually override the promise status. If the user overrides the promise status to a status of Kept or Broken, the conversation can be closed. If the promise status is Open, then the conversation cannot be closed. If the promise status has been overridden to Cancelled, the conversation can still remain open.

  A user can exclude a promise from being included in the metrics, mark a promise as fulfilled, or override an unfulfilled promise as fulfilled.

  To override a promise status, a user must select the Override Promise Status check box and an override reason. A user can change the promise status and change the reason code multiple times, but you cannot change override status. This indicates that the promise status has been overridden by a user and has been changed automatically by Condition Monitor. If users make a mistake, they can select and save the appropriate status.

  A broken promise action is based on a valid action, which you set up in the system. The user id for a broken promise action is associated with the user that receives an action item based on the broken promise action. If the user assigned to the broken promise action reviews the broken promise and selects the Done check box, the promise status is changes to broken and the conversation is closed.

  If a payment is received, the system can set the action items for review or set a broken promise as completed and the action no longer appears on the user's action list. Metrics are reported for each customer based on a promise to pay status of Kept, Broken, and Open. However, metrics are not tracked for promise payments with a status of Cancelled, because these promises were intentionally cancelled with the intention of not recording or reporting them as a promise to pay. A history of the status changes is not collected or reported. This includes any history of manual overrides that change a status from Broken to Kept, Broken to Open, or Broken to Cancelled.

  Users can create, update, and review promise date conversations on Conversations tab of the Collections Workbench in PeopleSoft Receivables (Accounts Receivable, Customer Accounts, Collections Workbench.)

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Conversations Tab.

Promise Review

In addition to assign a user an action item to review a broken promise, you can also ensure that a promise is reviewed by the appropriate personnel based on your selections in the Promise Review group box. You can select a review date, the review action required, which is usually an action performed prior to the promise date, and the user ID of the individual that you want to perform the review. The reviewer performs the review action and can, if necessary, indicate that a supervisor needs to review the promise. The reviewer can also indicate any follow up action that may be required and select the date that this action was completed. The promise date does not affect this date, because the conversation may need reviewing after the promise date.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Setting Up Exception and Collection Processing," Setting Up Promise Date Options for a Customer.

See *PeopleSoft Receivables 9.1 PeopleBook*, "Using the Collections Workbench," Managing Customer Conversations and Promises.

Setting Up Conversations

To set up conversations, use these components:

*   Conversation Subject Topics (SUBJECT_TOPIC_TBL).

*   Conversation Subjects (SUBJECT_TABLE).

*   Follow Up Actions (FOLLOW_UP_TABLE).

*   Keywords (KEYWORD_TABLE).

This section provides an overview of conversation setup and discusses how to establish conversation subjects.

Understanding Conversation Setup

Perform these tasks before entering conversations:

1. (Optional) Define subject topics on the Conversation Subject Topics page.

2. (Optional) Define subjects and assign subtopics on the Conversation Subjects page.

3. (Optional) Define follow-up actions for conversations.

    When you define a conversation query by selecting a follow-up action, you limit the items that you can view to the items that are tagged for the specified follow-up.

    Create as many follow-up actions as you need to categorize the actions that result from conversations with customers.

    If you use the Condition Monitor process (AR_CNDMON) in Receivables, you can create rules to generate actions on the customer action list and send an email notification to the action owners who are specified in the rules.

4. (Optional) Define keywords to search for conversations.

    When you enter a conversation, you can associate it with up to three keywords. Create as many keywords as you need to categorize all conversations with customers.

5. (Optional) Enter the file transfer protocol (FTP) site where you post file attachments for conversations in the URL field on the URL Maintenance page for the CUST_CONVER_ATT URL identifier.

6. For eBill Payment only, determine to whom you will be sending messages by subject within the organization.

   For each subject, assign a unique role, and for each role assign the appropriate users. Users need to have valid email addresses to receive messages.

See Also

Chapter 5, "Maintaining Contacts," page 223

PeopleTools PeopleBook: System and Server Administration, "Using PeopleTools Utilities"

Pages Used to Set Up Conversations

Page Name	Definition Name	Navigation	Usage
Conversation Subject Topics	CONV_SUB_TOPIC_TBL	Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subject Topics, Conversation Subject Topics	Define subtopics for conversation subjects.
Conversation Subjects	SUBJECT_TABLE	Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subjects, Conversation Subjects	Define subjects for categorizing conversations.
Follow-Up Actions	FOLLOW_UP_TABLE	• Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Follow-Up Actions, Follow-Up Actions • Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Follow-Up Action, Follow-Up Actions	Define a follow-up action to assign to a conversation, such as calling the customer again.

Page Name	Definition Name	Navigation	Usage
Keyword	KEYWORD_TABLE	• Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Keywords, Keyword • Set Up Financials/Supply Chain, Product Related, Receivables, Options, Keyword, Keyword	Define the keywords that you use for search criteria when you retrieve conversations.

Establishing Conversation Subjects

Access the Conversation Subjects page (Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subjects, Conversation Subjects).

Subject Topic	Select a topic that further defines the subject. Topics enable you to organize conversation subjects in greater detail. The subject of an entry determines the topics that appear. You create topics on the Conversation Subject Topics page.
Role Name	Select the role of the person who is authorized to use the subject and to respond to customer emails that use the subject. You can assign a role name to a single individual or an entire group of individuals based on organizational needs. When an email is sent to a role name, every user assigned to the role receives the message. You use this option only with the Contact Us option in eBill Payment.
Qualifier	Select the type of references with which this subject is associated. Options are *Buying Agreement, Contract, Document Number, Invoice Number, Item, Bill of Lading, Purchase Order Number, Payment ID, Quotation, RMA,* and *Sales Order.*

Entering and Reviewing Conversations

This section provides an overview of conversation components, lists common elements, and discusses how to:

• Enter conversations.

• Associate conversations with references.

• Attach files to conversations.

• Send notifications of conversations.

Understanding Conversation Components

PeopleSoft provides several components to access the conversation pages. Each component provides different search criteria to help you locate conversation entries. This table describes the components for each menu option:

Menu Option	*Description*
Update Conversations	Use to create new conversations and to update existing ones. This component enables you to search by customer, conversation date, status, and a reference linked to the conversation, such as an invoice, receivables item, or purchase order.
Associate Keywords	Use to review or update conversations. This component enables you to search by customer, conversation status, and the keyword that is assigned to the conversation.
Define Follow Up Actions	Use to review or update conversations. This component enables you to search by customer, conversation status, and a follow-up action that is assigned to the conversation.
Select Conversation to Review	Use to review or update conversations. This component enables you to search by customer, conversation date, and status.
Need Supervisor Review	Use to review or update conversations. This component enables you to search by customer, conversation date, status, the supervisor review status, and the user ID of the individual who should review the conversation.

Common Elements Used in This Section

Status   Select the current status for the conversation. Values are:

Closed: Select when you complete the dialog with the customer. This status is informational only. You can change a closed conversation.

New: The system automatically assigns this when you create a new conversation, before anyone reviews or responds to it.

Open: Select when you review or respond to a new conversation.

Date   View the date that you entered the conversation.

Pages Used to Enter and Review Conversations

Page Name	Definition Name	Navigation	Usage
Conversations	CONVER_DATA1_SS	• Customers, Conversations, Update Conversations, Conversations • Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations • Numerous other navigation paths are available for this page.	Enter details for a conversation, including review information, reference amount, keywords, and the customer contact. Enter multiple conversation entries for a conversation.
References	CONVER_DATA2_SS	• Customers, Conversations, Update Conversations, References • Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, References • Numerous other navigation paths are available for this page.	Link a conversation with a reference, such as an invoice, purchase order, or receivables item.
Item Activity	ITEM_DATA2	Click the View Item Activity link on the References page.	Review or update details for a receivables item.
Attachments	CONVER_DATA5_SS	• Customers, Conversations, Update Conversations, Attachments • Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Attachments • Numerous other navigation paths are available for this page.	Add, view, or delete conversation attachments, such as Microsoft Word™ documents, Microsoft Excel™ spreadsheets, and images.

Page Name	Definition Name	Navigation	Usage
Send Notification	PT_WF_NOTIFY	Click the Notify button on the Conversations, References, and Attachments pages.	Create an email notification with a link to the conversation.

Entering Conversations

Access the Conversations page (Customer, Conversations, Update Conversations or Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations).

Promise of Payment Not Selected - Conversations page (1 of 3)

Promise of Payment selected – Conversations page (2 of 3)

Promise of Payment selected - Conversations page (3 of 3)

Attachments Exist	Click to access the Attachments page, where you can view an attached file. This link is available only if the conversation has existing attachments.
Status	Displays the current status of the conversation. The conversations statuses are: • *New* This status displays when you create a new conversation. • *Open* • *Closed*
Description	Enter a description of the conversation to help identify a conversation when searching for conversations.

Subject and **Sub-Topic**	(Optional) Select a subject and subtopic from the available options that you set up on the Conversation Subject Topics page and the Conversation Subject page. This detail helps you identify the conversation when searching for conversations.
Promise of Payment	Select this check box to indicate that this conversation is a promise date conversation. 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. A promise conversation, once saved, cannot be converted back to a regular conversation.

The selection of this check box determines the group boxes that display on the Conversations page.

- If you do not select this check box, the Review, Follow Up and Reference Totals group boxes will be shown and the Promise of Payment group box will be hidden

- If you do select this check box, the Promise of Payment group box will be shown and the Review, Follow Up and Reference Totals group boxes will be hidden

Promise of Payment

Promise Date	Enter the date that the customer promised the collections analyst to make the payment.
	This is a required field if you selected the Promise of Payment check box.
Promise Amount	Enter the amount that this customer has promise to pay on the selected Promise Date.
	This is a required field if you selected the Promise of Payment check box.
Currency	Displays the currency associated with the selected customer. You can override this currency.
Tolerance Days	Displays a default value, which is derived from the days that you entered on the Promise Date Options page for a Setid and customer or SetID and customer group. (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options)
	Tolerance days are used by the Condition Monitor to determine whether a promise has been kept, is still open, or has been broken. If you did not enter a value in this field on the Promise Date Options page, there will be no tolerance for promised payments that are late. The Condition Monitor will add the tolerance days to the promise date to determine if the promise has been kept or broken.

Payment Tolerance   Displays a default value, which is derived from the Payment Tolerance percentage that you entered on the Promise Date Options page for a Setid and customer or SetID and customer group. (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options)

Payment tolerance percentage is used when a customer sends a payment for an amount that is less than the promised amount. This percentage Payment tolerance determines if the payment that is received from the customer, which is less than the promised amount, satisfies the promise. If the payment is not satisfactory, further action will be taken.

Confidence   Select the degree of confidence that you have that this customer will make this payment from one of these values:

• *High*

• *Medium*

• *Low*

Broken Promise Action   If the Condition Monitor determines that a promise has been broken, it triggers the broken promise action. If the action is assigned to a specific user, an action item will be created for the broken promise user id that appears on this page.

User ID   Displays the userid of the user assigned to the broken promise action. You can override this field value.

Done   Select this check box indicate when a broken promise action has been completed and removed from the action list for this user. This indicates that the promise has been broken and closes the promise.

Override Promise Status The promise status field is updated only by component logic or the Condition Monitor. You can override the promise date by selecting this check box, which this action will be recorded in the conversation record when it is saved. The user could override the override and thereby erase the record of a manual update. This is a corner case and will be acceptable.

Override Reason   Select your reason for manually overriding the promise status.

| Promise Status | Displays a default status of *Open* when you create a conversation with a promise date. Condition Monitor updates this promise status as either *Kept* or *Broken.* depending on the actions of the user. |

You must select the Override Promise Status check box to access this field. Once the field is enabled, you can select:

- *Open*

- *Kept*

- *Broken*

- *Cancelled*

  If you select this value, the promise is cancelled and the data cannot be used as a metric.

Promise Review

Date	Select a date to review this promise.
Action	Select a follow up action to perform based on a review of this promise.
User ID	Select the user id of the user that you want to assign to the selected review action.
Done	Select this check box when the action is completed.

 The user id assigned to the action selects this check box after completing the selected action. Once the user selects this check box, Condition Monitor will not create action items for the user id selected for the review.

| **Supervisor** | Select this check box if the promise payment needs to be reviewed by a supervisor. |

If this check box is selected, this promise conversation will appear in the Supervisor Review Needed component.

| **Status** | Displays a default value of *New* when you select the Supervisor Review check box. Select a status of either *Incomplete* or *Reviewed* depending on the actions of the supervisor. |

| **Follow Up** | Refer to Follow Up section in this chapter. |

See Chapter 8, "Managing Conversations," Follow Up, page 316.

Review

User ID   View an ID, which is the user ID by default, when you enter either a
                                        number of days or a date. You can change the user ID of the reviewer if
                                        necessary.

Done   Select when the review is complete.

Supervisor Review   Select to create an action for the individual whose user ID you entered in
                                        the User field. If you have Receivables, the Condition Monitor process
                                        creates the action the next time that you run the process and sends the user
                                        notification.

Date and **Review Days**   Enter a specific review date for the conversation review or enter the number
                                        of days after the current date to review the conversation. If you enter a
                                        number of days, the system updates the date; if you enter a date, the system
                                        calculates the number of days.

Status   Select a status for the review. Values are *New,Incomplete,* and *Reviewed.*
                                        This field is available only if you selected Supervisor Review.

Follow Up

Action   Select the type of follow-up action for the customer, such as *CALL* or
                                        VERIFY. When you press tab to exit this field, the system populates the
                                        User ID field with the user ID, and the Done check box becomes available
                                        so that you can specify whether the task is complete. You define follow-up
                                        actions on the Follow-Up Action page.

                                        If you have Receivables, you can define rules for the Condition Monitor
                                        process to create an action on the customer action list for the follow-up
                                        action and to send a notification to the owner who is specified in the rule.

User ID   Enter the user ID of the person who creates the follow-up letter.

Done   This option is selected by the Follow Up Letter process (AR_FOLLOWUP)
                                        when all items that are associated with a correspondence are paid and the
                                        letter is printed.

Letter   If you are responsible for receivable activities, you can follow up a
                                        conversation by mail. Select *F* for the letter code. The system marks it as
                                        Done when it creates the letter. You create the letters by running the Follow
                                        Up Letters Extract process (AR_FOLLOWUP) and printing the Follow Up
                                        Letter Crystal report (AR33004).

                                        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.

                                        See *PeopleSoft Receivables 9.1 PeopleBook*, "Generating Correspondence,"
                                        Generating and Printing Follow-Up Letters.

Date   View the date that you created the follow-up letter.

Reference Amount

Amount   Enter the amount associated with the referenced items for this conversation.

                                        This is an open field because all items being referenced in the conversation
                                        can be different that all outstanding items. In addition, the currency can be
                                        changed and the field is used for forecasting. Therefore, it is up to the user
                                        and the business process to determine how to populate the amount and
                                        currency fields.

Currency   Enter the currency for the value in the Amount field. The system
                                        automatically populates this field with the customer's base currency.

                                        You can change this value if the promise amount currency and the base
                                        currency are different.

Promise Date   Enter the date by which you expect to receive payment. When a value is
                                        present in this field, the system no longer updates the Amount field if you
                                        change the referenced items.

Confidence   Select a confidence level for receiving the payment by the promise date.
                                        Values are *High, Medium,* and *Low*.

Keywords

Keyword1, Keyword2, and   Enter up to three keywords to categorize conversations for easier retrieval.
Keyword3   You define keywords on the Keywords page.

Conversation Entries

Add conversation entries for each conversation that you have with a customer and for each issue that is
related to a conversation.

Add Conversation Entry   Click to add a new row to the Conversation Entries scroll area.

Contact ID   Enter the customer contact information to record with whom you spoke. When you move out of the field, the system automatically populates the Telephone and Extension fields based on the information that you entered on the Contact Phone and Type page.

Visible   Select if you want self-service users (customers, brokers, and salespeople) to view the conversation on the Receivables self-service pages.

Comments   Enter the text that you want to record for the conversation.

      Click this button to check the spelling of the comments entered.

Delete Entry   Click this button to delete a saved entry. The Delete Entry button is available only if the conversation entry was created through Receivables, the Visible check box is deselected, and the entry creator's user ID matches the user ID of the user deleting the entry. The button is inactive once you have assigned a Contact ID. In addition, you cannot delete or edit an entry that the customer created in eBill Payment.

Edit Entry   Click to edit existing comments.

Associating Conversations With References

Access the References page (Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, References).

Update Conversations - References page

Include Closed Information   Select to associate closed items in Receivables with the conversation.

Qualifier	Select the type of reference to link to the conversation. Depending on the selection, additional fields appear where you enter the reference information. Values are:
	BA: Enter a buying agreement ID.
	BI: Enter an invoice, business unit, and customer.
	CT: Enter a contract number, business unit, and customer.
	D: Enter a document number in the Reference ID field.
	I: Enter an item ID, business unit, and customer ID. Also enter an item line number if applicable.
	L: Enter a bill of lading in the Reference ID field.
	P: Enter a purchase order number in the Reference ID field.
	PY: Enter a payment ID in the Reference ID field and also prompt for the business unit and customer.
	QU: Enter a quote and prompt for an order number, business unit, and customer.
	RM: Enter an RMA number, business unit, and customer.
	SO: Enter a sales order number, business unit, and customer.
View Item Activity	Click to access the Item Maintenance component, where you view details for a Receivables item. This link is available only if you select *I* for the qualifier.

Note. If you link items to conversations on the Item List page or on the Item Maintenance component and you have selected an item or multiple items, the system automatically populates the reference information.

Attaching Files to Conversations

Access the Attachments page (Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Attachments).

Update Conversations - Attachments page

Attach	Click to attach a file to a conversation. After you select a file by using the Browse field, click Upload. The file name appears in the Attached File field.
	Enter a description for the file, if needed.
Delete	Click to remove a file attachment from the conversation.
View	Click to open the attached file.

Sending Notifications of Conversations

Access the Send Notification page (click the Notify button on the Conversations, References, and Attachments pages).

To, CC (copy), and **BCC** (blind copy)	Enter the email addresses of the individuals to whom you want to send a URL for the conversation. The URL provides a link to the conversation.
Message	Enter text for the email message.

Chapter 9

Setting Up Products

This chapter provides an overview of the product definition and discusses how to:

*   Set up product group tables.

*   Establish product definitions.

*   Establish additional product attributes.

*   Define product kits.

*   Work with product load enterprise integration points (EIP).

Understanding the Product Definition

Defining products, as well as product kits and services, begins in PeopleSoft Inventory when you establish item attributes. When you enter the item definition, you can elect to have the system add the item as a product in PeopleSoft Order Management. When the item definition is saved, the product ID, description, and standard unit of measure are copied to the Product Definition table in PeopleSoft Order Management.

Note. If the product use is contracts-only, an inventory item is not associated with the product. The product kit product also is not associated with an inventory item. These products are created directly in the product definition component.

After products are created in PeopleSoft Inventory, use the pages in PeopleSoft Order Management to change or add product attributes.

You can share product information across multiple business units and access PeopleSoft Inventory data to determine the availability of stocked products. Product catalogs enable you to choose the products that best fit each customer's needs. You can also group products to facilitate pricing, sales analysis, and reporting. Products have the organization's product numbers or customer part numbers on sales orders.

PeopleSoft Order Management uses the product ID as a primary search key for the Product Master table. When you have defined a product ID, you can access a link in the drop-down menu on any page that will invoke a product search.

Prerequisites

Perform these product tasks before you create products and product kits:

*   Establish automatic numbering.

- Establish product group tables.

- Define standard and custom notes.

- Set up the item in PeopleSoft Inventory. Contracts-only products do not require an Inventory item.

- Associate the item with a unit of measure and define its conversion rates. Contracts-only products do not require item attributes.

Common Elements Used in This Chapter

Product ID   The product ID defined on the Item Definition - General: Common page.

Setting Up Product Group Tables

To define the product group table, use the Product Group (PROD_GROUP_TBL) and alternate cost adjustment exceptions (PRGR_PRICE_EXCP) components. Use the PROD_GROUP_TBL_CI component interface to load data into the table for this component.

The section discusses how to:

- Establish the product group table.

- Enter alternate cost adjustment exception information.

Pages Used to Set Up Product Group Tables

Page Name	*Definition Name*	*Navigation*	*Usage*
Product Group Table	PROD_GROUP_TBL	Set Up Financials/Supply Chain, Common Definitions, Products, Product Group Table	Establish the Product Group table and define product group codes.
Alternate Cost Adjustment Exceptions	PGRP_PRICE_EXCP	Click the Alternate Cost Adjustment Exceptions link on the Product Group Table page.	Define alternate cost adjustment exceptions for this product group code.

Establishing the Product Group Table

Access the Product Group Table page (Set Up Financials/Supply Chain, Common Definitions, Products, Product Group Table).

To define the product group table, use the Product Group component. Use the PRODUCT_GROUP_TBL_CI component interface to load data into the table for this component.

You may also want to include products in product catalogs by groups instead of individually.

After establishing the product group table, link products with any number of product groups on the Product Group page.

Note. Only one contract product group can be associated with an individual product.

Global	Select if you want all products included in this product group. If you select this option, a product is included in this group even if you have not specified its inclusion on the Product Group page.
VAT Default (value-added tax default)	Click to access the VAT Defaults Setup page. This option is available only for *VAT* product group types.
	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 product defaults as applicable.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page. This option is available only for *VAT* product group types.
	The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify product service treatment defaults on this page as applicable.
Pricing Option	Select an option to determine whether the product or product group selling price can be adjusted using margin manipulation. This field appears only if the product group type is *Pricing*.
	KVI (known value item): Designated product groups for which the selling price cannot be reduced or increased.
	NDP (nondiscountable product): Designated product groups for which the selling price cannot be decreased, but can be increased.
	Note. If during interim adjustments, the price of a NDP item has increased, then it can be discounted in subsequent calculations until it reaches the original price.
	Regular or blank: The product group is neither NDP nor KVI.
Margin Base	Used to identify the basis to apply adjustments. Values are:
	Cost: Use this option to base the cost on the unit cost.
	Alternate Cost: Use this option if you base the cost on an additional charge. For example, you might increase the cost by 5 percent to include the cost of commission.
	This field appears only if the product group type is *Pricing*.
Alternate Cost Adjust % (alternate cost adjustment percent)	Add a value for the percentage to apply to the unit cost to derive an alternate cost. This field appears only if the product group type is *Pricing,*

Do Not Adj. For Alternate | Select if you do not want the product (or product group) to be adjusted by a
Cost (do not adjust for alternate | different cost. This field appears only if the product group type is *Pricing*.
cost)

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Adjusting Pricing in PeopleSoft Order Management,"
Creating Margin Adjustments During Sales Order Entry

Entering Alternate Cost Adjustment Exception Information

Access the Alternate Cost Adjustment Exception page (click the Alternate Cost Adjustment Exceptions link
on the Product Group Table page).

Note. This page is available only if an adjustment cost factor is specified or the Do Not Adjust check box is
selected.

Business Unit Product | Select an exception for the product business unit for either the ship from
Inventory business unit or the Order Management business unit. You might
charge more for a ship from location that is further away or charge more for
a PeopleSoft Order Management business unit that sells more of a product
group.

Business Unit | Select from the available options based on the selection in the Business
Unit Product field.

Adjustment Percent | Enter an amount for the adjustment.

Note. If two conflicting override values exist, the higher of the two values
is used. For example, you might have the PeopleSoft Order Management
business unit adjustment factor as 20 percent and the Inventory business
unit as 18 percent. The system would use the PeopleSoft Order
Management business unit value in this example.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Adjusting Pricing in PeopleSoft Order Management,"
Creating Margin Adjustments During Sales Order Entry

Establishing Product Definitions

To define products, use the Product Definition component (PROD_DEFN).

Use the PROD_DEFN_CI component interface to load data into the table for this component.

This section provides an overview of the product definition process and discusses how to:

- Establish the product definition.

- Establish product images.

- Establish product definition options.

- Establish additional product definitions.

- Establish product competitor information.

- Establish product contract options.

- Create user-defined product fields.

Understanding the Product Definition Process

After you have performed the prerequisite product tasks and defined the items, you can begin defining products using the Product Definition component. The pages in this component are also available as inquiry pages.

To set up products:

1. Define the required attributes for the product ID at the setID level using the Product Definition - Definition page.

2. Optionally establish an image for the product on the Product Image page.

3. Establish margin and sales tax options on the Product Definition - Options page.

4. Establish project, export, drop-ship, cost element, and configuration options on the Product Definition - Options 2 page.

5. Establish competitor product information on the Product Definition - Competitor page.

6. Establish attributes for products used with PeopleSoft Contracts on the Contracts Options page.

7. Establish user-defined fields on the Product Custom Info 1, Product Custom Info 2, and Product Customer Info 3 pages.

Pages Used to Establish the Product Definition

Page Name	Definition Name	Navigation	Usage
Product Definition - Definition	PROD_DEFN	• Products, Identify Product Details, Definition • Products, Review Product Information, Definition	Define the product.

Page Name	Definition Name	Navigation	Usage
Product Image	PROD_IMAGE	Click the View Product Image link on the Product Definition - Definition page.	Set up the product image.
Product Definition - Options	PROD_OPTIONS	• Products, Identify Product Details, Definition, Options • Products, Review Product Information, Definition, Options	Set up selling and sales tax criteria for a product. The margin information that you enter here is used by the system to notify the operator during order entry of any deviation from the upper and lower margin restrictions specified for this product. Margin violation may place the order line on hold.
Product Definition - Options 2	PROD_OPTIONS2	• Products, Identify Product Details, Definition, Options2 • Products, Review Product Information, Definition, Options2	Add PeopleSoft Project Costing links, defaults, cost element for nonstock products, and configuration information.
Product Definition - Competitor	PROD_COMPTTRS	• Products, Identify Product Details, Definition, Competitors • Products, Review Product Information, Definition, Competitors	Keep track of competitors' equivalent products by product number, as well as any alternate products competitors may have. You can use this information for sales analysis and reporting.
Contracts Options	PROD_CONTRACTS	Products, Identify Product Details, Definition, Contracts Options	Establish product attributes for products used with PeopleSoft Contracts. **Note.** This page only appears if PeopleSoft Contracts is installed.
Product Custom Info 1	PROD_GEN_INFO1	• Products, Identify Product Details, Definition, Product Custom Info1 • Products, Review Product Information, Definition, General Info1	Create character-length alphanumeric fields.

Page Name	Definition Name	Navigation	Usage
Product Custom Info 2	PROD_GEN_INFO2	• Products, Identify Product Details, Definition, Product Custom Info2 • Products, Review Product Information, Definition, General Info2	Create additional character-length alphanumeric fields.
Product Custom Info 3	PROD_GEN_INFO3	• Products, Identify Product Details, Definition, Product Custom Info3 • Products, Review Product Information, Definition, General Info3	Create additional character-length numeric fields.

Establishing the Product Definition

Access the Product Definition - Definition page (Products, Identify Product Details, Definition).

If you did not establish a product ID when you set up the item ID, you can create it on the Product Definition - Definition page. You can also create multiple product IDs for one item ID for greater marketing and reporting flexibility.

Associating Products with Items

If the product is not a kit, and you defined the product ID during item definition using the Item Definition - General: Common page, the item ID associated with the product ID is supplied by default. You can override this default. Associate multiple product IDs with a single inventory item to enhance marketing and sales tracking capabilities.

This item information defined on Item Definition - General: Common page appears:

Standard UOM (standard unit of measure)	The unit of measure that reflects the most common unit of measure for the item.
	Note. This field is not used for contracts-only products.
Inventory Item	A check indicates that the item is defined as being associated with an item that may not actually be stocked in inventory.
	Note. This field is not used for contracts-only products.
Description	This field is required; however, you can enter a different description than that of the item associated with the product.

Long Description   This field is optional; however, you can enter an extended product
                                               description.

Defining Product Kits

Define product kits by selecting the Product Kit check box. The Item ID field is unavailable for entry after
you have selected the Product Kit check box. After identifying a product as a kit, establish its components on
the Product Kit Summary page.

When you select the Product Kit check box, these fields appear:

Configured   Indicates that the kit is configured using PeopleSoft Product Configurator.
                                               You can use configured products or configured items within a configured
                                               kit, but you cannot use a configured kit within a configured kit.

                                               Note. If product use is *Contracts Only,* this field does not appear.

Price Kit at Top Level   Indicates that the kit is priced at the top parent product ID level. When you
                                               select this option, you define the prices as you would for a regular product
                                               ID, using the Product Price page. Configured kits can be priced only at the
                                               top level.

Price Kit at Component Level Indicates that the kit is priced at the component level. When you select this
                                               option, you define the price for each component of the kit using the Product
                                               Kit Component Pricing page.

Entering General Product Information

Product Use	Select from these options:

> **Note.** If PeopleSoft Contracts is not installed, the field is hidden and populated with the value *General Use Excluding Contracts* by default. If PeopleSoft Order Management is not installed and PeopleSoft Contracts is installed, the field is visible and the value *Contracts Only* appears by default.

> **Note.** These rules apply to what type of component can be used with a product kit: General Use Including Contracts product kits can contain only General Use components, General Use Excluding Contracts product kits can contain only General Use or General Use Excluding Contracts components, and Contracts Only product kits can contain only General Use or Contracts Only components.

Contracts Only: The product can be used only with contracts. No inventory item is related to this type of product.

General Use Excluding Contract: The product will not be used with contracts.

General Use Including Contract: The product can be used anywhere in the system that prompts for a product ID.

Catalog Number and **Model Number**	If a product appears in another vendor catalog, you can associate a product with either of these fields. They are informational only. The values in both fields print on the Product Master Report page report.
Status	The default for the product is *Active.*
Product Brand	Used to associate a product with a brand.
Product Category	Used to associate a product with a category.
Physical Nature	Select the default physical nature for the product. Options are *Intangible/Services* and *Physical Goods.*
Where Performed	Select the default location where a service is most often physically performed. Options are *Buyer's Location,Ship From Location,Ship To Location,* and *Supplier's Location.*
View Product Image	Use to add or view an image associated with the product.
VAT Default (value-added tax default)	Click to access the VAT Defaults Setup page.
	This page is a common page used to set up VAT defaulting for all PeopleSoft applications that process VAT transactions. On this page you can define product defaults as applicable.

VAT Service Treatment Setup (value-added tax service treatment setup)	Click to access the Services VAT Treatment Drivers Setup page.
	This is a common page used to set up VAT services treatment for all PeopleSoft applications that process VAT transactions. If you are required to implement special handling for services, you can specify product service treatment defaults on this page as applicable.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Order Processing in a VAT Environment"

PeopleSoft Product Configurator 9.1 PeopleBook, "Using PeopleSoft Product Configurator," Creating Configured Product Sales Orders

Establishing Product Images

Access the Product Image page (click the View Product Image link on the Product Definition - Definition page).

After you have set up the product image, you can view it by clicking the View Product Image link on the Product Definition page. You can also view the product image during sales order entry.

Default Image Name	Specify the file name for the image. You must include a slash (/) in front of the file name. Make sure that you have already defined an image directory, locally or on the web, on the Image Location page.
Alternative Image 1 and Alternative Image 2	Use to establish alternative images.

Establishing Product Definition Options

Access the Product Definition - Options page (Products, Identify Product Details, Definition, Options).

Selling Options

Use either a percentage or a flat amount to establish the allowable margin range for a product entered on a sales order schedule after all discounts have been applied. Negative margins are acceptable. When creating buying agreements or order or quote lines, the system warns you if the net unit price is not within the margins, and depending on the business unit settings, places the order schedule on hold.

Lower Margin % (lower margin percent) and Upper Margin % (upper margin percent)	If you want the system to calculate the difference between the unit cost and net unit price in percentages, enter values in these fields.

Lower Margin Amount and **Upper Margin Amount**	If you want the system to calculate the difference between the unit cost and net unit price using a flat amount, select the appropriate currency, and enter values in these fields.
Margin Base	Used to identify the basis to apply adjustments. Values are:
	Cost: Use this option to base the cost on the unit cost.
	Alternate Cost: Use this option as the basis for upper and lower limits for adjustments. For example, you might increase the cost by 5 percent to include the cost of commission.
Do Not Adj. For Alternate Cost (do not adjust for alternate cost)	Select if you do not want the product (or product group) to be adjusted by a different cost.
Alternate Cost Adjust % (alternate cost adjustment percent)	Add a value for the percentage to apply to the unit cost to derive an alternate cost.

Sales Tax Options

Tax Product Number, Transaction Type and **Transaction Sub Type**	Tax Product Number is passed to the third-party tax provider and is matched against a table of rates or exceptions to find the correct tax rate for the product and ship to destination. You can use the transaction type and transaction sub type to further qualify the tax product number.
	Note. If the field is not populated for a new product, the product ID is supplied by default to this field at save time.

See Also

Chapter 11, "Managing Returned Material," page 377

PeopleSoft Order Management 9.1 PeopleBook, "Structuring Commissions," Calculating Commissions

PeopleSoft Supply Chain Management Integration 9.1 PeopleBook, "Calculating Sales and Use Tax in Supply Chain Management," Understanding PeopleSoft Tax Solutions

Establishing Additional Product Definitions

Access the Product Definition - Options 2 page (Products, Identify Product Details, Definition, Options2).

Project Cost Options

Project ID and **Activity ID**	You can associate a project code and activity with the product.

Other Attributes

Export License Required   Select if export shipments of this product require a license. No processing
in PeopleSoft Order Management is currently associated with this option.

Direct Ship from Vendor   Select to indicate that this product is shipped directly from another vendor
to the customer. This information is supplied by default to the order
schedule when this product is referenced and can be overridden.

Note. Product kits cannot have components that are drop shipped. They will
not be picked up by PeopleSoft Purchasing. You cannot add a component to
a kit if it is marked as drop shipped. You will receive an error message and
must remove the component from the kit before you can save the Kit Setup
component. If you update the product definition of a kit component, do not
select the drop ship flag. The warning will not be issued and PeopleSoft
Purchasing will not pick up the component for fulfillment.

Demand Planning Item   The field is used by PeopleSoft Demand Planning. When the field is
selected, the product will be used in forecasting by PeopleSoft Demand
Planning.

Cost Element   Defined for stocked items when you set them up in PeopleSoft Inventory on
the Item Definition - General: Common page. For drop-ship products and
other products not stocked in PeopleSoft Inventory, you must select one on
this page.

Cost elements are used to segregate portions of the product cost. For
purchased products, the cost element defined most likely represents
material. For nonstock products, it represents expenses. If the product is a
non-tangible charge, such as consulting, the cost element may represent
labor or expenses.

Note. Cost elements are required for PeopleSoft Inventory accounting.

Configuration Options

These fields are available for entry only if you have selected the Configured option on the Product Definition
- Definition page.

Configuration Code   Select to have the system dynamically create the configuration code for the
Generation   configured kit. The configuration code on configured kits is informational
during order entry. It is formatted and appears only during order entry. The
code is based on a configuration code template that you specify on the page.

Establishing Product Competitor Information

Access the Product Definition - Competitors page (Products, Identify Product Details, Definition,
Competitors).

Competitor Code	Established on the Competitor Codes page. These fields are informational only and no processing is associated with these fields. You can also add the competitor product number and a description.

Establishing Product Contract Options

Access the Contracts Options page (Products, Identify Product Details, Definition, Contracts Options).

Note. This page appears only if PeopleSoft Contracts is installed.

The table lists the allowable price types for each revenue method:

Price Type	*Revenue Recognition Method*
Amount or Percent	Milestone, Percent Complete, Apportionment, Billing Manages Revenue
Rate	As Incurred
Recurring	Billing Manages Revenue

Price Type	The price type that you select for a product determines the details that you can define for that product and the billing and revenue recognition methods with which you can associate the product. Select from these options: Amount,Percentage,Rate, or *Recurring.*
Recognition Method	Defines the criteria that must be met before revenue can be recognized. Select from these options:
	Apportionment: Recognize a fixed amount of revenue over a predefined period of time.
	As Incurred: Manage revenue on an as-needed basis manually or using scheduled processes. This is the only method used for rate-based contract lines.
	Billing Manages Revenue: Have PeopleSoft Billing, not PeopleSoft Contracts, manage the revenue for a contract line. Only fixed-amount and recurring contract lines can use this method. You must always use this method with recurring price types.
	Milestone: Recognize a fixed amount of revenue spread over time and triggered as each milestone is met.
	Percent Complete: Recognize revenue based on a manually entered percentage of completion.
Third Party Flag	Select to designate that this is a product or service provided by a third party. This check box is informational only—no processing logic is keyed from this selection.

Renewable	Select this check box to designate this product as renewable. Only products with a price type of Amount or Percentage can be selected as renewable. If the product is a kit, the Renewable flag must be deselected.
Renewal Action	Select the appropriate renewal action from the drop down list. The options are *Automatic* and *Manual.* A value is required if the Renewable flag is selected.
Percentage	Enter the percentage and select whether it is a percentage *(%)* of total contract amount or a percentage *(%)* of total contract lines.

Note. The percentage can be any amount. The Percentage field and the % of field apply to products with a price type of percent.

Templates	You can select revenue and bill plan templates to automate the creation of revenue and billing plans. You can select a bill plan detail template ID to override the billing defaults for the contract billing business unit and contract header. You can select a renewal plan template to automate the creation of renewal plans.

Creating User-Defined Product Fields

PeopleSoft Order Management delivers a wide variety of options for defining the product attributes; however, the business may have additional requirements. You can use the Prod Custom Info (product custom information) pages to establish user-defined fields to be stored in the Product Master table.

Each of the Prod Custom Info pages contains fields of various sizes and types: from 1 to 30 characters long in alphanumeric, numeric with decimal places, or numeric without decimals formats. You use the PeopleTools Application Designer to modify the field labels on the page, and you must provide the appropriate code changes for PeopleSoft software to process these fields.

To establish user-defined product fields:

1. Determine the usage requirements, and select the appropriate field on one of the Product Custom Info pages.

2. Modify the field label using Application Designer in PeopleTools.

3. Make the necessary code changes.

Product Custom Info1 Page

Access the Product Custom Info1 page (Products, Identify Product Details, Definition, Product Custom Info1).

Prod Char30 A (product character 30), Prod Char30 B (product character 30), Prod Char30 C (product character 30) and **Prod Char30 D (product character 30)**

A–D alphanumeric fields, up to 30 characters in length.

Prod Char 1 A (product character 1), Prod Char 1 B (product character 1), Prod Char 1 C (product character 1) and **Prod Char 1 D (product character 1)**

A–D alphanumeric fields, 1 character in length.

Product Custom Info2 Page

Access the Product Custom Info2 page (Products, Identify Product Details, Definition, Product Custom Info2).

Prod Char 10 A (product character 10), Prod Char 10 B (product character 10), Prod Char 10 C (product character 10) and **Prod Char 10 D (product character 10)**

A–D alphanumeric fields, up to 10 characters in length.

Prod Char 2 (product character 2)

Alphanumeric fields, up to 2 characters in length.

Prod Char 4 (product character 4)

Alphanumeric fields, up to 4 characters in length.

Prod Char 6 (product character 6)

Alphanumeric fields, up to 6 characters in length.

Prod Char 8 (product character 8)

Alphanumeric fields, up to 8 characters in length.

Product Custom Info3 Page

Access the Product Custom Info3 page (Products, Identify Product Details, Definition, Product Custom Info3).

Prod N12.3 A (product number 12.3), Prod N12.3 B (product number 12.3), Prod N12.3 C (product number 12.3) and **Prod N12.3 D (product number 12.3)**

A–D numeric fields, up to 12 integers and 3 decimal places in length.

| **Prod Nbr 15 A (product number 15), Prod Nbr 15 B (product number 15), Prod Nbr 15 C (product number 15)** and **Prod Nbr 15 D (product number 15)** | A–D numeric fields, up to 15 integers in length. |

Establishing Additional Product Attributes

To define alternates, catalogs, groups, messages, notes, prices, specifications, and units of measure for products, use the Product Alternates, Product Catalogs, Product Groups, Product Messages, Product Notes, Product Price, Product Specifications, and Product Unit of Measure components.

Use the PROD_ALT_CI, PROD_GROUP_CI, PROD_MSG_CI, PROD_NOTE_CI, PROD_SPECS_CI, and PROD_UOM_CI component interfaces to load data into the tables for these components.

This section discusses how to:

- Establish product attributes by unit of measure.

- Establish product prices.

- Establish product alternates.

- Establish product attachments.

- Establish product messages.

- Establish product notes.

- Establish product groups.

- Establish product catalogs.

- Establish product specifications.

- Run the Refresh Catalog Prompt Table process.

Note. PeopleSoft Order Management delivers inquiry pages that enable you to view product information and to provide separate access to users who should have read-only access to product information. The inquiry pages are generally duplicates of their associated update pages, except that they are in a read-only format. Exceptions to this standard are located in the following table.

Pages Used to Establish Additional Product Attributes

Page Name	Definition Name	Navigation	Usage
Product Attributes by UOM (product attributes by unit of measure)	PROD_UOM	Products, Identify Product Details, Attributes by UOM	Restrict the units of measure available for use in PeopleSoft Order Management, and define minimum and maximum order quantities, valid order increments, and minimum selling prices. You must also use this page to assign a unit of measure for product kit component pricing.
Product Price	PROD_PRICE	Products, Identify Product Details, Assign List Price	Differentiate pricing among Inventory business units, effective-date prices for stocked and nonstock items, and price product kits at the top parent product ID level.
Alternates	PROD_ALT	• Products, Identify Product Details, Alternates • Order Management, Quotes and Orders, Review Product Information, Alternates	Set up product alternates.
Attachments	PROD_ATT	• Products, Identify Product Details, Attachments • Order Management, Quotes and Orders, Review Product Information, Attachments • Products, Review Product Information, Attachments	Enter the file names of multimedia attachments.

Page Name	Definition Name	Navigation	Usage
Messages	PROD_MSG	• Products, Identify Product Details, Messages • Order Management, Quotes and Orders, Review Product Information, Messages • Products, Review Product Information, Messages	Choose messages or attach product holds to a product.
Notes	PROD_NOTE	• Products, Identify Product Details, Notes • Order Management, Quotes and Orders, Review Product Information, Notes • Products, Review Product Information, Notes	Attach a standard or custom note to a product.
Product Group	PROD_GROUP	Products, Identify Product Details, Assign Product Group	Link products with any number of product groups.
Product Catalogs	PRODCTLG_TBL	Products, Identify Product Details, Catalogs	Create product catalogs.
Refresh Catalog Prompt Table	RUN_OMS2000	Products, Request Processes, Refresh Catalog Prompt Table	Initiate the Refresh Catalog Prompt Table process. Each time that you add or modify product catalog information, you should run the process to keep this temporary table up to date.
Product Aliases by Product	PROD_CUST_ALIAS2	Products, Review Product Information, Aliases	View information about the comparable customer part numbers for the products established on the General Information - Product Aliases page.
Product Specifications	PROD_SPECS	• Products, Identify Product Details, Specifications • Products, Review Product Information, Specifications	Enter detailed product specifications.

Page Name	Definition Name	Navigation	Usage
Copy Product Specifications	PROD_SPECS_COPY	Click the Copy Product Specifications link on the Product Specifications page.	Copy product specifications from one product profile to another.

Establishing Product Attributes by Unit of Measure

Access the Product Attributes by UOM page (Products, Identify Product Details, Attributes by UOM).

When you create an item in PeopleSoft Inventory, you associate it with valid units of measure for stocking, shipping, and ordering on the Units of Measure page. The ordering units of measure (UOMs) that you define there are used in PeopleSoft Inventory for material stock requests, and in PeopleSoft Order Management. These are the only UOMs that can be referenced on sales orders and quotes. But ordering UOMs may exist that you want to exclude from PeopleSoft Order Management.

You can restrict the units of measure available for use in PeopleSoft Order Management and define product attributes by unit of measure.

Standard Unit of Measure   Defined for the item on the Item Definition - General: Common page.

Note. This field is not used for contracts-only products.

Initialize UOM link (initialize   View all the ordering units of measure established for the product.
unit of measure link)

UOM (unit of measure)   Select any valid designations from the list. For example, if you can enter material stock requests for widgets in eaches, cases, and pallets, but only sell them in eaches and cases, you would not want to select the *PL* (pallet) unit of measure.

Note. If associated child records such as a list price are attached to the UOM, you cannot change the UOM and it will be unavailable for entry. To change the UOM in this case, you need to delete the UOM and enter a new one.

Default   Select one of the UOMs that appears whenever the product is referenced on quotes, sales orders, price sets, return material authorizations, and sales buying agreements.

Conversion Rate   View the conversion rate from the UOM table in PeopleSoft Inventory. This factor is used to convert the standard unit of measure into the UOM you are referencing. For example, if a case *(CS)* contains six eaches *(EA,)* and eaches is the standard unit of measure, the conversion rate for *CS* is 6.

Note. This field is not used for contracts-only products.

Minimum Order Quantity and **Maximum Order Quantity**   The system checks the values in the fields during order and quotation entry. If these limits are violated, the system warns you, and depending on the business unit settings, places the order line on hold.

Increment	Use this field if a product can be sold only in specific increments. For example, if a product can be sold only in increments of three cases, the system checks the entered quantity on the order line to ensure that it is in multiples of 3. The Increment check applies only to the line, not the schedule.
Minimum Selling Price	The amount is checked during line entry to ensure that price adjustments do not take the unit price for a product in its selling unit of measure below the minimum established price. If price adjustments take a product below its minimum selling price, the system warns you and asks you whether you want to replace the unit price with the minimum selling price. If you do not choose the minimum selling price, the order line may be placed on hold depending on the business unit settings.
Currency	Select to set up minimum selling price thresholds for each unit of measure by currency code.
Pricing Option	Select an option to determine whether the product or product group selling price can be adjusted using margin manipulation.
	KVI (known value item): Designated products for which the selling price cannot be reduced or increased.
	NDP (nondiscountable product): Designated products for which the selling price cannot be decreased, but can be increased.
	Note. If during interim adjustments, the price of a NDP item has increased, then it may be discounted in subsequent calculations until it reaches the original price.
	Regular: Prevents the product setting from overriding or being applied to a product.
Pricing UOM (pricing unit of measure)	Select *Yes* if this UOM can be used as a pricing UOM. Select *No* if this UOM cannot be used as the pricing UOM. Select *Default* if this UOM is the default pricing UOM.

Establishing Product Prices

You manage list pricing a bit differently for stocked products and nonstock products. Pricing for both stocked and nonstock products is effective-dated, enabling you to track pricing history and establish new prices that will take effect at designated dates in the future. But pricing for stocked products, unlike nonstock and contract products, is based on Inventory business units (ship from warehouses) so that you can differentiate pricing for different warehouses. Different fields are available on the Product Price page for stocked and nonstock products.

Note. You can also establish price lists associated with business objects as part of the pricing system design.

The following diagram illustrates how the price is determined on an order line if you are using list prices and standard discounts:
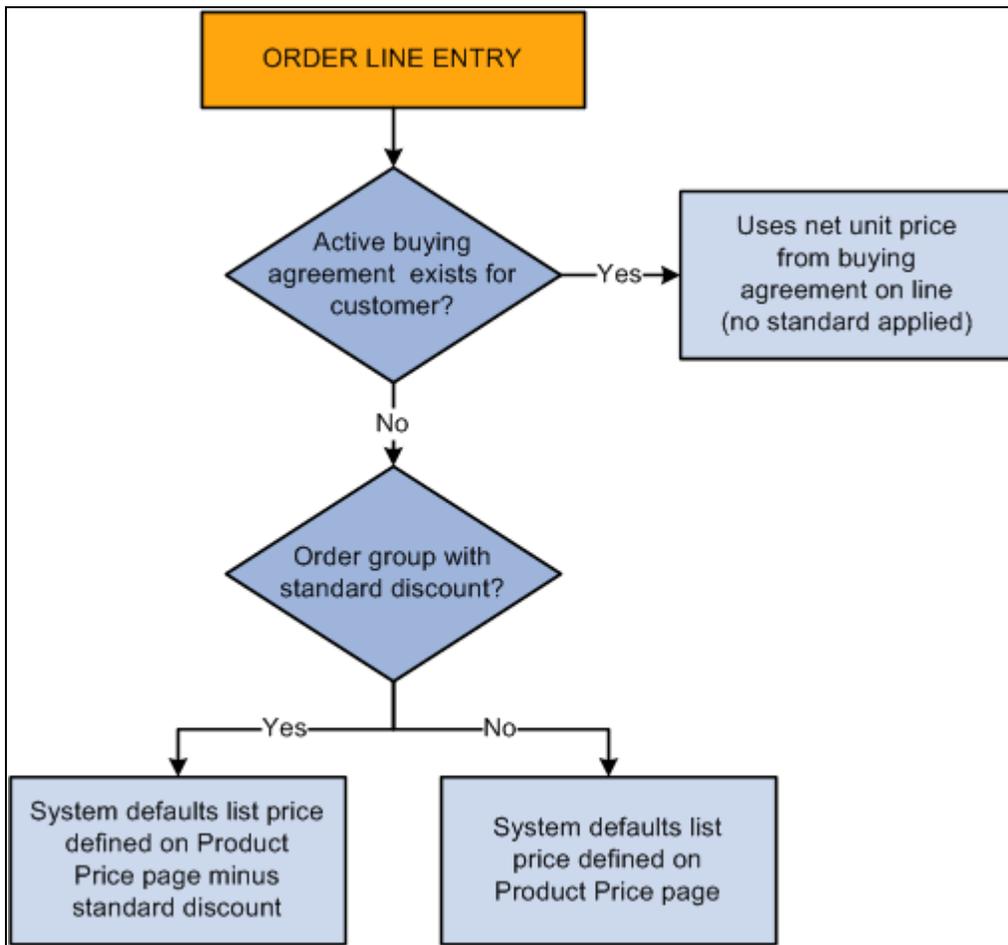
Pricing structure using list prices and standard discounts

To use more complicated pricing criteria, you can set up price rules and arbitration plans.

See *PeopleSoft Enterprise Pricer 9.1 PeopleBook*, "Understanding Enterprise Pricer."

Based on the selection on the Product Definition - Definition page, product kits can be priced at two levels:

• Top parent product ID level.

• Component level.

You assign a list price to the kit at the top level using the Product Price page, but use the Product Kit Component Pricing page to associate prices with a kit's components.

Access the Assign List Price page (Products, Identify Product Details, Assign List Price).

Certain fields on this page appear and others are not visible depending on the type of product that you are pricing.

Product Types	Active Fields That Appear	Fields That Do not Appear
Stocked products	Inventory Business Unit, List Price	Unit Cost

Product Types	*Active Fields That Appear*	*Fields That Do not Appear*
Nonstock products, contracts-only product.	List Price, Unit Cost	Inventory Business Unit
Product kits (priced at top level)	List Price, Unit Cost	Inventory Business Unit
Product kits (priced at component level)	List Price and Unit Cost are visible, but unavailable for entry.	Inventory Business Unit

Pricing Stocked Products

Unit of Measure   For each unit of measure, you can set up different inventory business unit pricing.

Inventory Business Unit   For each unit, you can enter a different effective date and associated list price.

Note. You must define list prices for each PeopleSoft Inventory business unit that stocks a product or you cannot take advantage of the pricing capabilities of PeopleSoft Order Management. If you do not define list prices, you need to manually enter the selling price on the sales order line or schedule.

Currency   Enter a currency for each PeopleSoft Inventory business unit. If the system doesn't find a base price in the transaction currency while you are entering a sales order, for example, the system attempts to find a price in the Order Management base unit currency.

MSRP (manufacturer's suggested retail price)   Optionally enter for the product. This field is not used by any processing or algorithms in PeopleSoft Order Management at this time.

Pricing Non-Stock Products

Unit Cost   This field appears and the Inventory Business Unit field is hidden. Define the unit cost for nonstock products on this page. The unit cost is subtracted from the selling price to determine the product margin.

Pricing Product Kits Priced at the Top Level

List Price or **Unit Cost**   Enter either field. This value is used as the starting price when price formulas are applied.

Pricing Product Kits Priced at the Component Level

Product kit components are priced using the Product Kit Component Pricing page; therefore, the fields here are read-only.

Kit   Click to access the Kit Component Prices page, where you can view price details for a product kit's components.

Establishing Product Alternates

Access the Alternates page (Products, Identify Product Details, Alternates).

You can identify alternative products that can replace the product ordered. You can substitute alternative products on order lines under these conditions:

• You have set up one or more alternatives for a product on the Alternates page.

• The sold to customer permits substitutions. You indicate this option on the General Information - Sold To Options page. This option entered by default on the sold to section of the Order Entry Form page of the sales order, and quote forms must be selected for the order in order to select product alternates.

• The order date is within the start and end dates for the alternate product.

• The alternate does not have an associated message with the action of *Reject.* If the product alternate has a message with an action of *Hold,* a hold indicator appears next to the alternate product number when the list of alternates appears. You can select the Message link from the drop-down menu during order entry to view any messages associated with the product alternates listed.

• The alternate is an active product.

When you choose an alternate on the order line, the system brings the product ID of the alternate into the Product ID field on the order line and then places the original product requested into a field on the order line called Original Product Ordered. This enables you to print both product IDs on order acknowledgments and other documents.

By selecting the Allow Product Substitutions option on the Sold To section of the Order Entry Form page during order entry, you can also enable substitutions to occur during the Inventory fulfillment picking process.

See *PeopleSoft Managing Items 9.1 PeopleBook*, "Working with Items," Fulfilling Orders with Substitute Items.

Priority   Use to establish the order in which alternates are listed, starting with the one you want to appear first.

| Interchangeable | If two products are completely interchangeable, set one up as the product alternate for the other and select the option. The system automatically adds the product alternate record for the reverse entry. For example, if you set product 10002 as an alternate for product 10001 and indicate that they are interchangeable, product 10001 automatically becomes an alternate for product 10002. |
| | **Note.** You can select only those products as alternates that have the same Product Use value as the product for which you are establishing alternates. So if you are setting up alternates for a contracts-only product, the prompt returns only contracts-only products, and so forth. |

Establishing Product Attachments

Access the Attachments page (Products, Identify Product Details, Attachments).

When you assign an attachment, the Attachment link is activated on the orders or quotations referencing the product.

Note. Before using attachments, you need to set up an FTP server to handle the attachments.

See *PeopleSoft Order Management 9.1 PeopleBook*, "Getting Started with PeopleSoft Order Management."

Add	Click to browse for and add an attachment.
View	After you upload an attachment, click the View button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a description of the item that you're attaching.
	Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Establishing Product Messages

Access the Messages page (Products, Identify Product Details, Messages).

After assigning a message to a product, the message appears in the Message Board section of the order or quotation.

The hold codes are controlled by role security. If the user associated with the role does not have authority to modify the hold code associated with the message, the fields will be unavailable for entry. If the user associated with the role can add the hold code but not release the hold code, that user can release and delete messages with holds up until he or she leaves the Product_Msg component. You also cannot attach a message to the product if it has a hold code associated with it that you do not have security for. Similarly, you cannot delete an existing message that has a hold code unless you have the security for the hold code.

Message   Select a valid code to attach a standard message to the product. The text of the message appears after you press the Tab key to move out of the field.

Action   If an action is associated with the message, it also appears. In the case of a HOLD action, the hold code appears as well.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Introduction to Sales Order Entry," Viewing Order, Customer, and Product Information with the Message Board

PeopleSoft Order Management 9.1 PeopleBook, "Implementing PeopleSoft Order Management Options," Establishing Messages

PeopleSoft Order Management 9.1 PeopleBook, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role

Establishing Product Notes

Access the Notes page (Products, Identify Product Details, Notes).

Notes print on some of the selected documents such as acknowledgments and quotations when you attach them to a product that is referenced on a sales order or quote. Two types of notes are present, standard and custom. The first is predefined and the second is used to address unique situations.

After you assign a note to a product, the note appears in the product section of the Messages and Notes area of the order or quotation.

Use Predefined Standard Note   Select this option to attach a note already set up in the system on the Standard Notes page. Select a standard note code from the available options and the rest of the fields established for the standard note code appear.

                                               If this option is not selected, the note being created is a unique note. Select a note type and enter the note in the Text field.

Documents to Print the Note On   Choose the print locations for notes in the group box. Notes can print on these documents without additional configuration: *Invoice,Bill of Lading, Order Acknowledgement,Picking Plan,* and *Quotation.*

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Introduction to Sales Order Entry," Viewing Order, Customer, and Product Information with the Message Board

Establishing Product Groups

Access the Product Group page (Products, Identify Product Details, Assign Product Group). Remember that product group codes must first be set up on the Product Group Table page.

A single product can belong to one or more product groups within each group type. However, only one contract product group and only one tax group can be associated with an individual product.

Group Type	Select from these options:
	• *Acct* (accounting)
	• *Alt Source* (alternate source)
	• *BO/Reserve* (back order/reserve)
	• *Buy Agrmnt* (buying agreement)
	• *Claimback*
	• *Cntrct* (contract)
	• *Fcst* (forecast)
	• *Freight*
	• *Pricing*
	• *Prod Ctlgs* (product catalogs)
	• *Reporting*
	• *Tax*
	• *Trnspt* (transportation)
	• *VAT*
Primary Report and **Primary Pricing Group**	Use to indicate a single, primary-reporting product group when associating multiple groups with the *Reporting* and *Pricing* group types.
	In the case of reporting, statistics would be distorted if a product were to appear on the report under every reporting group that the product is linked to.
	In the case of pricing, the system uses the group that you designate as the primary pricing product group when you are using price maintenance to download pricing data to a Microsoft Excel spreadsheet, make changes to product prices, and upload the new prices to update PeopleSoft tables. You can update the price of a product as part of a single product group only, the one that appears in bold on the spreadsheet. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

See Also

Establishing Product Catalogs

By attaching product catalogs to a sold to customer, you limit the products they can buy. You can create two types of catalogs:

- Inclusive catalogs that contain all the products you want made available to a customer.

- Exclusive catalogs that contain the products you want to withhold from the customer.

For example, a customer (customer ID 50001) purchases all your products *except* for repair parts and promotional products. You can create an exclusive catalog containing those items. When you attach it to customer 50001, the order entry clerks can access all products except for the products in this exclusive catalog when they are working on an order for the customer.

On the other hand, customer 60002 buys *only* repair parts from you. Create an inclusive catalog that contains repair parts and attach it to this customer. When clerks enter an order for customer 60002, the only products available to them are repair parts.

Note. If you have a product set up on an exclusive and inclusive catalog that is linked to the same customer, the inclusive catalog is ignored.

Access the product Catalogs page to set up the catalogs (Products, Identify Product Details, Catalogs).

Later, you can specify which catalogs you want made available to each customer on the General Information - Product Catalog page.

Note. You can include a product group in a catalog only if you have designated it as a *Product Catalog* group type on the Product Group page.

Establishing Product Specifications

Access the Product Specifications page (Products, Identify Product Details, Specifications).

Sequence	Enter an order in which you want each product specification type to appear. You cannot duplicate sequence numbers on a web page.

Note. The sequence of the product specifications cannot be changed; therefore, you may want to leave spaces between sequence numbers. For example, you could give four product specification types the numbers 10, 20, 30, and 40. Then, if you added three new product specification types between the types at sequence numbers 10 and 20, you could give those new types the sequence numbers 12, 15, and 17 without changing the original numbers. This facilitates priority list organization and updating.

Type	In the field, identify the product type of the component described on this page. This component can be any part of the whole product.
Use as	You can modify the appearance and functionality of the description by selecting an option:
	Text: The descriptive entry appears as plain text.
	URL: You can include an Internet or intranet link in the description. URLs must first be defined using the URL Maintenance Catalog page in PeopleTools Utilities.
	HTML: You can modify the appearance of the description using HTML tags.
Concatenate next line	Select the option to make the text that you enter in the Description field appear on the same line. This is especially useful when using URLs within regular text.
	Note. Product kit components and quantities appear in a note following the product specifications (if any are defined for the kit). Kit component information includes the individual product ID, the product description, the quantity per order, and quantity per kit.

Running the Refresh Catalog Prompt Table Process

To facilitate the PeopleSoft Order Management multiplatform capabilities, the system uses a temporary table to list products in product catalogs. The Refresh Catalog Prompt Table (OMS2000) process keeps this temporary table up to date.

Warning! Each time you modify or add products to a catalog and each time you add or remove a catalog from a customer, you must run the Refresh Catalog Prompt Table process or the changes will not appear in the related prompt tables.

The Product Catalog Refresh Process creates two tables:

• PRODCTLG_CSTLST contains all the catalogs to which a customer is assigned.

• PRODCTLG_PLST contains all the products included in the catalog.

The Product Catalog Refresh (OMS2000) process processes all product and customer catalogs that have a current effective date and active status. Historic and future catalogs are not added to the table unless you select the Include Catalog History check box on the run control page. The process rebuilds the tables each time it is run.

If you have a catalog that is:

• An *Exclusive* catalog, the process inserts all the products that are not defined in the catalog into the table.

• An *Inclusive* catalog, only those products on the catalog are added to the table.

This process occurs when the Refresh Catalog Prompt Table process creates the PRODCTLG_CSTLST and PRODCTLG_PLST tables:

1. The system selects all the sold-to customers that are linked to any valid catalogs and inserts those customer IDs into the PRODCTLG_CSTLST along with some information from the catalog header table, PRODCTLG_TBL.

2. The system begins six product-related selection steps and inserts rows into the PRODCTLG_PLST table.

   a. The system selects all the products that are part of product groups specified in valid catalogs with an Inclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*

   b. The system selects all the products that are specified in valid catalogs with an Inclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*

   c. The system selects all the products that are specified in valid catalogs with an Exclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *E.*

   d. The system selects all the remaining products in the Product Definition table (PROD_ITEM) that were not specified for each catalog in step c and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*

   e. The system selects all the products that are part of product groups specified in valid catalogs with an Exclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *E.*

   f. The system selects all the remaining products in the Product Definition table (PROD_ITEM) that were not specified for each catalog in step e and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*

The rows added to the PRODCTLG_PLST table in steps c and e with the INCL_EXCL_TYPE flag set to *E* are used by the online prompt table, PRODCTLG_LST_VW, to eliminate product IDs that are specified in both an inclusive and exclusive product catalog for the same sold to customer. The prompt table is refreshed automatically by the database when the Refresh Catalog Prompt Table process finishes.

The number of rows initially deleted and the number of rows added in each step is reported in the SQR.log file found in the Structured Query Report (SQR) output directory.

To add historic and future catalogs to the PRODCTLG_CSTLST and PRODCTLG_PLST tables:

1. Access the Refresh Catalog Prompt Table process page (Products, Request Processes, Refresh Catalog Prompt Table).

2. Select the Include Catalog History check box.

Defining Product Kits

To define product kits and kit components, use the Product Kit and its components.

Use the PRODKIT_COMPS_PRC_CI component interface to load data into the table for this component.

This section provides an overview of product kits and discusses how to:

• Create product kits using the product definition.

• Assign components to product kits.

• Apply prices to product kits.

Understanding Product Kits

A product kit consists of a fixed set of components that are sold as a unit. A product kit is not a stocked inventory item; however, its components may be. The fixed set of components are not required to ship together unless specified in the kit definition.

The product kits referred to in this discussion are not *configured* product kits; product kit components are fixed, while configured product kits include a variable list of components that provide make-to-order functionality.

Follow the same steps to define product kits as you follow to define products (as outlined in the previous sections), with these exceptions:

1. Define the required attributes for the parent product ID using the Product Definition component.

   See

2. Apply pricing to either the parent or components of the product kit.

Pages Used to Define Product Kits

Page Name	Definition Name	Navigation	Usage
Product Definition - Definition	PROD_DEFN	• Products, Identify Product Details, Definition • Products, Review Product Information, Definition	Define the product.
Product Attributes by UOM (product attributes by unit of measure)	PROD_UOM	Products, Identify Product Details, Attributes by UOM	Restrict the units of measure available for use in PeopleSoft Order Management and define minimum and maximum order quantities, valid order increments, and minimum selling prices. You must also use this page to assign a unit of measure for product kit component pricing.

Page Name	Definition Name	Navigation	Usage
Product Kit Summary	PRODKIT_SUMMARY	• Products, Identify Product Details, Kit Setup • Products, Review Product Information, Product Kit • Order Management, Quotes and Orders, Review Product Information, Product Kits	Define the components of a product kit.
Notes	PROD_NOTE	• Products, Identify Product Details, Notes • Order Management, Quotes and Orders, Review Product Information, Notes • Products, Review Product Information, Notes • Click the Maintain Text link on the Product Kit Summary page.	Add a note to a product kit.
Kit Component Text Popup	PRODCOMP_TEXT	Click the View Related Links button on the Product Kit Summary page and select Text Entry.	Add a comment to each component-level product.
Documents to Print Exploded Kit	PRODKIT_EXPL_KIT	Select the Print Text link on the Product Kit Summary page.	Select the documents on which to print component details for a product kit. **Note.** To print the exploded kit components for any of the listed options, you must configure the system.
Product Kit Component Pricing	PRODKIT_COMPS_PRC	Products, Identify Product Details, Price Kit Component Pricing	Enter price and date information for each product kit component priced at the component level.
Kit Component Prices	KIT_COMP_PRICE	Click the Kit link on the Product Price page.	View price details for a product kit component that is priced at the component level.

Page Name	Definition Name	Navigation	Usage
Component Pricing process	RUN_OM_COMPRC	Products, Request Processes, Update Kit Component Pricing	Update the system tables with product-kit component-price changes to effective dates.
Where Used Product Component inquiry	PRODKIT_WHEREUSED	Products, Review Product Information, Where Used Product Component	Determine which product kits contain a specific component.

Creating Product Kits Using the Product Definition

Select the Product Kit option on the Product Definition - Definition page (Products, Identify Product Details, Definition) to identify the product ID as the parent product. Kit pricing option fields appear. You can elect to price the product kits by their components or by their top parent product ID level.

See Also

Chapter 9, "Setting Up Products," Establishing Product Definitions, page 324

Assigning Components to Product Kits

Access the Product Kit Summary page (Products, Identify Product Details, Kit Setup).

Product Kit Summary page

Product Kit Component Prices	Click to access the Product Kit Component Pricing page in correction mode. The link is available only if the kit is priced by component.

> **Note.** If the product kit to which you are assigning components has a product use value of Contracts Only, the Contract-Only Component flag appears to the left of the component column. When you select this flag, the prompt for the components field returns other contracts-only products that you can select as components. If the flag is deselected, the component prompt returns General Use Including Contracts products.

Components

Component	You can enter both stocked and nonstock products in the field as long as the nonstock product is not a product kit. That is, you cannot attach a product kit as a component of another product kit.
Per	Identifies whether the number of units selected in the Quantity field is by *ASY* (assembly) or by *ORD* (order). *ASY* is the default. If 10 product kits were ordered, for example, a quantity of 2 assembled components would require 20 components whereas 2 ordered components would require 2 components.
Min Qty Per and **Max Qty Per**	Define the minimum and maximum quantity that the component can have. This enables you, during online order entry when this kit is being ordered, to change the actual quantity of the component being ordered on the kit. The minimum and maximum values represent the range in which the customer service representative (CSR) can increment or decrement the quantity.
Unit	Select a unit of measure for the product component. If only one valid unit of measure exists for the component, that value appears and the field is unavailable for entry. You must previously have defined the units of measure on the Product Attributes by UOM page.
Effective Date	The date the component is considered part of the product kit.
Obsolete Date	The last day that the component will be included in the product kit. The default obsolete date is *December 31, 2099.* The system uses the scheduled shipment date to determine what components are valid in the product kit.

> **Note.** After you have established the components of a kit, you cannot change anything in the kit structure except the obsolete date, OK to ship without value, and VAT %. If you want to change component attributes, you must indicate that the component is obsolete and add a new row for the component with its current attributes. Similarly, you cannot delete a component from the kit structure; you must indicate that it is obsolete.

Component Options

OK to Ship Without	Select if the product kit can ship without this component. This sets the optional or required flags in the PeopleSoft Inventory tables.

Note. Every product kit must have at least one component that is required to ship.

VAT % (value-added tax percent)	If you have enabled VAT, you can enter the percent of the total kit value that each component represents. The total for all kit components must be 100 percent. You will not be able to save the page unless the VAT % totals *0* or *100.*

Contract Price Percent	The price of the components should total 100 percent. Product kits added to a contract are always priced at the top level. That price is allocated down to the products associated with the kit using the contract price percentage.

Note. This field is used only by PeopleSoft Contracts.

Product Use

The Product Use tab appears only if PeopleSoft Contracts is installed.

This table lists the valid configurations for components and product kits based on the Product Use option.

Component	Product Kit with Product Use = General Use Including Contract	Product Kit with Product Use = General Use Excluding Contracts	Product Kit with Product Use = Contracts Only
Product Use = General Use Including Contract	Allowed	Allowed	Allowed
Product Use = General Use Excluding Contracts	Not Allowed	Allowed	Not Allowed
Product Use = Contracts Only	Not Allowed	Not Allowed	Allowed

Product Use	View from the selection on the Product Definition page.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Order Processing in a VAT Environment," Invoice Product Kits in a VAT Environment

Applying Prices to Product Kits

Depending on whether you are pricing the product kit at the top or component level, do one of the following tasks:

- If you selected the Price Kit at Top Level option on the Product Definition - Definition page, define price information for the entire kit using the Product Price page.

- If you selected the Price Kit at Component Level option, enter price information for each component included in the kit using the Product Kit Component Pricing page.

  You must first select the Price Kit At Component Level option on the Product Definition - Definition page and associate component product IDs with the parent product ID using the Product Kit Summary page.

Access the Product Kit Component Pricing page (Products, Identify Product Details, Price Kit Component).

Product Kit Component Pricing page

Applying Pricing Attributes to the Entire Kit

List Price   View the current total of the values entered in the Product Kit Component Price column.

                                  Note. Values outside of the effective date range are not included in the total.

Applying Pricing Attributes to Each Component

Pricing information for the components that make up the product kit appear in a grid:

Component	The component ID defined for the product kit on the Product Kit Summary page.
Product Kit Component Price	You can manually enter a price for this component ID, or click the button to the right of the field to access the Lookup Product Kit Component Price page where you can select a previously defined price for the component by PeopleSoft Inventory business unit. The current prices in this column equal the total value in the List Price field.

Note. You must run the Update Kit Component Pricing process to update kit prices with any changes made to effective dates for the components.

Effective Date and **Obsolete Date**	These fields appear for the component from the Product Kit Summary page; you cannot change them on this page.

Working with Product Load EIPs

To work with product EIPs, use the Product Messages component.

This section provides an overview of product load EIPs and discusses how to:

• View product summary errors.

• Run the product load process.

Understanding Product Load EIPs

PeopleSoft software is delivered with many enterprise integration points (EIPs) to send and receive product and product group data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are service operations within PeopleSoft Integration Broker.

Oracle delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM.

If both PeopleSoft CRM and SCM are installed, we recommend that you:

• Synchronize the product table by performing a Full Batch Publish to the subscribing system.

Note. If you are the master system of record, we do not recommend that you perform a full subscribe on the master files while they are in production.

• Provide updates to the subscribing system with the incremental messages.

• Maintain products on PeopleSoft SCM and publish them to CRM.

• Before publishing the Product full sync message, enter matching values in the product brand table PROD_BRAND_TBL. If you do not enter the values in the product brand table, errors may occur in either the CRM or SCM databases.

- Place effective-dated messages in a separate effective-dated message channel.

Use the information in the following table and refer to the setup instruction in the *PeopleSoft Supply Chain Management Integrations 9.1 PeopleBook,* "Implementing Integrations" chapter, Setting Up Service Operations section.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
PRODUCT_FULLSYNC	Inbound/Outbound Asynchronous	ProductFullSync	No	CRM, Third-party
PRODUCT_SYNC	Inbound/Outbound Asynchronous	ProductSync ProductSyncEff	No	CRM, Third-party
PRODUCT_FULLSYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
PRODUCT_GROUP_FULLSYNC	Inbound/Outbound Asynchronous	ProductSync ProductSyncEff	No	CRM, Third-party
PRODUCT_GROUP_FULLSYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
PRODUCT_GROUP_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
PRODUCT_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party

If errors occur while you are subscribing to product data coming in from another system, the faulty data remains in staging tables and you can correct it online from the Summary Errors page. Correct errors for these types of data:

- Product Definition (PROD_DEFN).

- Product Groups (PROD_GROUP).

- Product Kit (PRODKIT).

- Product Kit Component Price (PRODKIT_COMPS_PRC).

- Product Attributes by UOM (PROD_UOM).

- Product Price (PROD_PRICE).

- Product Specifications (PROD_SPECS).

For each type of product error, two types of error pages are available.

- The first error page type lists all the data errors that you need to correct; the fields in error are the only ones available for data entry.

• The second error page type lists specific data errors and explains the nature of any violations in depth.

Many errors can occur when the business unit is incorrect. This is because many of the edits depend on setID. When the business unit is not valid, the system cannot derive a setID. Even though the data (other than business unit) appears correct, an error may occur because of an invalid business unit. Correcting the business unit often resolves other edit errors.

All edits are case-sensitive. Some fields are listed on the error pages as uppercase, even though the data in the database is lowercase. In this case, the data must be saved, and as long as the uppercase value is valid, the error should be resolved.

Perform these steps to correct product errors.

1. Use the Summary Errors page to view all the product-related errors for a particular EIP Control ID.

   Navigate to individual pages to correct the errors. As errors are corrected, you no longer can view them from the Product Summary Errors page.

2. After correcting the errors, use the Product Load page to load the product data into production tables.

   Note. The errors must be corrected before they can be loaded into the production tables.

See Also

PeopleSoft Supply Chain Management Integration 9.1 PeopleBook, "Implementing Integrations," Setting Up Service Operations

PeopleTools PeopleBook: Integration Broker

Pages Used to Correct Product Load EIPs

Page Name	Definition Name	Navigation	Usage
Summary Errors	OM_EIP_PRODUCTS	Products, Identify Product Details, Error Summary Queue, Product Summary Errors	Navigate to the individual error pages.
Error Detail	OM_EIP_PROD_ERR	Select the Error Detail tab on any of the individual Error pages.	View the nature of the product error violations.
Product Definition Errors - Product Errors	PROD_ITEM_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product definition errors.
Product Currency Errors - Product Item Currency	PRODITEMCURR_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product currency errors.

Page Name	Definition Name	Navigation	Usage
Product Competitor Errors - Product Competition	PRODCOMPTTRS_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product competitor errors.
Product Specification Type Errors - Product Specification Type	PRODSPECSTYP_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product specification type errors.
Product Specification Errors - Specification Error	PROD_SPECS_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product specification errors.
Product Group Errors - Product Group	PROD_PGRPLNK_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product group errors.
Product Kit Errors - Product Kit	PRODKITCOMPS_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product kit errors.
Kit Component Price Errors - Kit Comp Price	KIT_COMPSPRC_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product kit component price errors.
Product UOM Errors - Product UOM (product unit of measure errors - product unit of measure)	PROD_UOM_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product UOM errors.
Product UOM by Currency Errors - UOM by Currency (product unit of error by currency errors - unit of measure by currency)	PROD_UOMCURR_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product UOM currency errors.
Product Price by BU Errors - Price by BU	PROD_PRICEBU_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product price by business unit errors.
Product Price Errors - Product Price	PROD_PRICE_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product price errors.
Product Load	RUN_OM_LOAD_PROD	Products, Process, Request Processes, Validate Product Load	Load rows from staging tables to production tables after correcting the errors.

Viewing Product Summary Errors

Access the Summary Errors page (Products, Identify Product Details, Error Summary Queue, Product Summary Errors).

Product Error Detail   Click to move to the error page for each error.

Data Maintenance   Click to move to the Data Definition Maintenance page to view the status of the transaction. When errors are corrected, the status changes from *Error* to *Reprocess* and they no longer appear on the Product Summary Errors page.

Running the Product Load Process

Access the Product Load page (Products, Process, Request Processes, Validate Product Load).

This process validates data in the product staging table and then:

1. Supplies generic default information.

2. Loads validate product records into production tables.

Note. When you are using both PeopleSoft CRM and SCM, you do not have to send all product group types over during a product load. For CRM users, you can selectively prevent product group sync/fullsync messages for specific product groups such as claimbacks, reservations/backorder, and sourcing product groups. Additional steps would need to be established to prevent this.

Transaction Type   Select the *PRODUCTMST* (product master) option.

Run   Click to run the OM Load Product (product load from stage) process (OM_LOAD_PROD) to load the row from a staging table to a production table to publish product information.

Chapter 10

Updating List Prices

This chapter provides an overview of mass price maintenance, lists common elements, and discusses how to:

*   Run the Product Price Extract process (OM_PROD_COST).

*   Update product prices.

*   Set up price maintenance.

Understanding Mass Price Maintenance

Perform these steps to update product prices using mass price maintenance.

Note. Product price maintenance requires a windows client running Microsoft Excel.

The following diagram illustrates the process for performing mass product price updates:
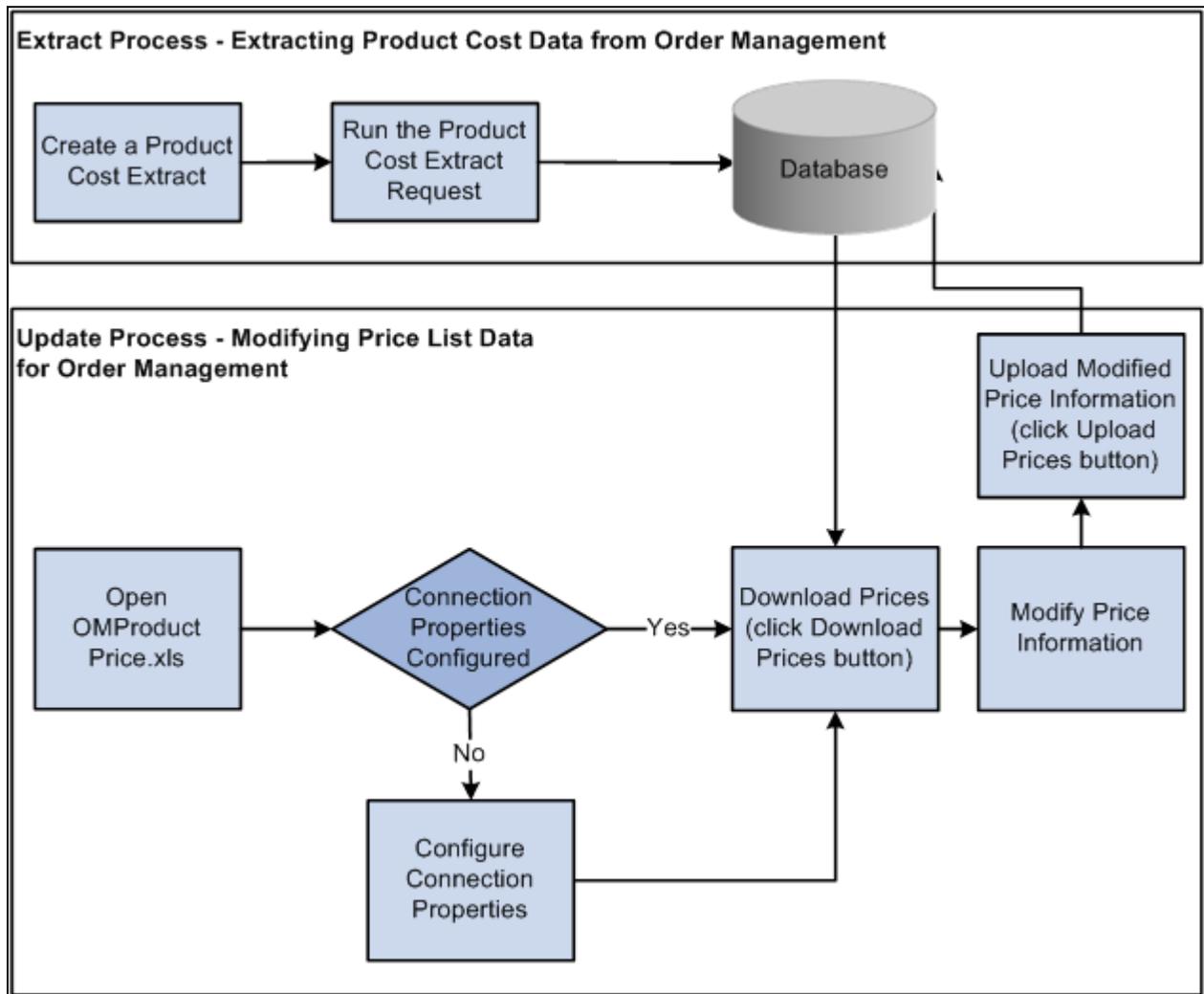
Product price mass maintenance process

1. On the Product Price Extract page, create a request for data by specifying the exact search criteria and then submit the job for processing.

   The application extracts the selected data and stores it in an extract record.

2. Launch the Order Management Product Price Microsoft Excel file (OMProductPrice.XLS).

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   Note. The Excel spreadsheet OMProductPrice.XLS must be able to run macros in order to function properly. If the macro security in Microsoft Excel is set to High, the spreadsheet will not operate properly. Verify that the security setting is at Medium or below by selecting Tools, Macro, Security and selecting Medium or Low as the Macro security setting for the machine.

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3. If this is your first time working with the OMProductPrice.XLS file, you will need to set the connection properties by clicking the Connection Properties button.

4. Request the extracted data by selecting the Download Prices button and supplying logon data.

   Microsoft Excel loads and formats the received data.

5. Modify the list prices as necessary using the Price Maintenance dialog box or by directly modifying the spreadsheet.

   Modify the data as follows:

   • Adjust the price for all items in the spreadsheet by amount or percent. When choosing which rows to modify, you can specify criteria such as current dated rows, future dated rows, or all rows. In addition, you can apply the changes to visible, hidden, or all rows, as needed. You can also specify the rounding decimals for the newly created prices.

   • Adjust the start and end dates for the product price. When choosing which rows to modify, you can specify criteria such as current dated rows, future dated rows, or all rows. In addition, you can apply the changes to visible, hidden, or all rows, as needed.

   • Set the Protect flag for all items in the spreadsheet. When choosing which rows to modify, you can specify criteria such as current dated rows, future dated rows, or all rows. In addition, you can apply the changes to visible, hidden, or all rows, as needed.

6. Upload the changes made to the product prices to PeopleSoft by clicking the Upload Prices button and providing logon data.

   Confirmation of the update is sent back to Microsoft Excel. For each row that successfully applies, the status column turns green and reads Uploaded. If the a row in the spreadsheet does not post properly, the column turns red and reads Failed.

7. Modify any rows that failed to post and resubmit the rows. To do so, click the Upload Prices button again.

Note. Keep in mind that you can alter prices on the Product Price page between the export and import of pricing data. Those changes will be overridden when new pricing information is imported from Microsoft Excel.

Common Elements Used in This Chapter

Apply To   Apply changes to the Visible data on the spreadsheet (if you entered filtering criteria), to the Hidden rows (the complementary records that are hidden if you applied a filter criteria), or to All records in the spreadsheet.

Note. You can view only 30–50 rows of the spreadsheet at one time. *Visible* refers to rows listed on the spreadsheet and not rows that are visible on the current screen. If you download 1,000 list prices and apply a filter that selects 300 of those 1,000 records, then 300 records will be visible.

Running the Product Price Extract Process

This section provides an overview of product prices and discusses how to run the product price extract process.

Note. The process must be run before product list prices can be updated using the list price maintenance functionality.

Understanding Product Prices

Depending on the cost method used for the item cost of the product, the costs are retrieved from separate tables. This table outlines where item costs are stored. If the item is noncosted, then any product ID associated with that item is not downloaded.

Cost Method	Table Where Data is Stored
Actual	CM_ACTUAL_COST
Periodic	CM_PERDAVG_COST
Perpetual	CM_PERPAVG_COST
Standard	CM_PRODCOST
Retroactive Perpetual Average	CM_PERRAVG_COST

The Product Price Extract stores the product list price and cost information in the OM_PROD_COST table. The extract performs a unit of measure and a currency conversion. Cost data is stored in a standard unit of measure for that item. The products can have ordering units of measure that are different than the stocking units of measure. Cost data is adjusted according to the unit of measure conversion rate. You can determine the unit of measure/conversion rate of an item that can be ordered by querying view INV_ORDR_UOM_VW, or you can view the item Unit of Measure page. In addition, products can be ordered in multiple currencies different than that of the item's cost, which is stored in the base currency of the PeopleSoft Inventory Business Unit. To have cost data that is meaningful, it is converted to the product list price currency. The product list price currency is stored in the PROD_PRICE table, or you can view it on the Product Price page.

For a product ID and its associated costs to be downloaded, these relationships must be present:

1. The product ID must have a product list price specified, and the price must fall within the Product Price As of Date supplied on the Product Price Extract page.

2. If the product ID is associated with an item, then that item must have a cost specified and the cost must fall within the Product Cost Effective Date supplied on the Product Price Extract page.

   Note. Noncosted products are downloaded with a zero cost.

3. If the product ID is not associated with an item, then the product ID must have a product price with both a list price and unit cost specified, and it must fall within the Product Price As of Date supplied in the Product Price Extract page.

Example: Effective-Dated Price Records

Product 10001 has five active price records with these effective dates:

1. 1/01/2001

2. 1/01/2002

3. 7/01/2002

4. 1/01/2004

5. 7/01/2004

The current date is used as the default. The system exports the price with the maximum effective date that is less than or equal to the Product Price As Of Date. In this case, it would be price number 3 (7/01/2002). If you want to export price number 4 (1/01/2004), you must change the Product Price As Of Date to any value between 1/012004 and 6/30/2004.

Note. You will never be able to export prices in the first and second scenario because the selected date must be greater than or equal to the current date.

Page Used to Run the Product Price Extract Process

Page Name	Definition Name	Navigation	Usage
Product Price Extract	OM_PPRC_RCNTL_PNL	Products, Request Processes, Product Price Extract	Establish the selection criteria and the effective dates for exporting price data, and the currency and unit of measure conversions. These values are needed to support product prices in multiple currencies and orderable units of measure when using price maintenance.

Running the Product Price Extract Process

Access the Product Price Extract page (Products, Request Processes, Product Price Extract).

All Inventory BUs (all Inventory business units)   Choose to update the prices for products in all warehouses. The system downloads price information for non-inventory products, such as services and product kits, in addition to those products stocked in warehouses.

Select Inventory BU (select Inventory business unit)   If you choose to run the process for individual business units, enter or click the Search button to select them.

Select Pricing Product Group Use to further restrict the data downloaded by specifying a product group after selecting the option. The only groups available are those designated as *Pricing* product groups. Select All Products to include products assigned to product groups as well as those that are not.

Note. Products may belong to multiple pricing product groups. You can only update the price of the product as part of a single product group, that is, the one that appears in bold on the spreadsheet. The system uses the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, then the system uses the first one it encounters.

Product Cost Effective Date Select the date to use as the effective date for the new updated prices. The comparison of product cost to product price is a critical consideration when you update price information. If you are updating prices that will take effect at a future date, they should be compared to commensurate cost information. Consider the following example.

The current date is 8/08/03. You want to download the current list prices as the basis for the calculation of new prices that will become effective on 1/01/04. To determine what those prices will be, you want to compare them to the product cost as of 1/01/03. You will enter a Product Cost Effective Date of 1/01/03. The system downloads current price information along with the product cost in effect on 1/01/03.

Note. The system uploads rows with changes in the price, cost (non-inventory products only), MSRP (Manufacturers Suggested Retail Price), and effective date. Because the minimum New Eff. Date (new effective date) allowed on the price maintenance spreadsheet is the current date plus one day, selecting the current date as the Product Cost Effective date requires a new effective date for any rows in the spreadsheet that you want uploaded.

Product Price As Of Date The current date is the default. You must select a date that is greater than or equal to the current date. Only prices with a status of *Active* may be exported. You can maintain several sets of list prices in the system keyed by effective date.

Note. List prices will not be downloaded if an item cost and its associated product price record do not exist. In the case of a nonstock item, only a product price record must exist. The most common reasons for a nonexistent record are incorrect selection criteria or the record was not established in the database.

Rate Type Established on the Market Rates Type page.

Currency Effective Date The current date is the default. This date will determine what currency values to use when converting cost prices from their default value to the currency of the product list prices.

| Run | Click the Run button after establishing selection criteria. After the cost extract has run successfully, product price information can be updated using the list price maintenance spreadsheet in Microsoft Excel. |

Updating Product Prices

This section discuss how to:

- Update list price and cost information in Microsoft Excel.

- Filter data.

- Use mass maintenance.

- Reset list price data.

- Customize display options.

- Print list price changes.

- Display list price data in a chart format.

- Upload product price data.

Updating List Price and Cost Information in Microsoft Excel

The Calculator button acts directly on the data in the spreadsheet. The other buttons open dialog boxes wherein you make additional selections.

You are limited to one list price maintenance spreadsheet on your hard drive. If you have an existing spreadsheet from a previous maintenance session, then the system will prompt you to override it with the current download or not.

You can access the price maintenance spreadsheet you are working on by opening it directly in Microsoft Excel. Downloaded information appears in Microsoft Excel in three sections on the spreadsheet delineated by different column colors:

- Key fields that identify the product appear in gray columns.

- Fields that can be edited, such as New Cost, New Price, New MSRP, and New Eff. Date (new effective date), appear in light green columns. All other cells on the spreadsheet are locked.

- Current price and cost information appears in beige columns.

 Product Price Maintenance spreadsheet

Download Prices	Click the Download Prices button to view product information in the spreadsheet.
Toggle Display	Click the Calculator button to toggle between the two views using the Price Maintenance toolbar. Differences are not uploaded, but the view affects the mass maintenance changes that are available when changes are based on the differences in values.
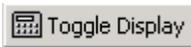
Key Field Columns

Prod ID (product ID) and **Prd Grp** (product group)	A product may be included in more than one product group. If this is the case, and you have downloaded data that encompasses more than one group, the product will appear multiple times on the spreadsheet. The only data changes that are uploaded are those made in rows where the key fields appear in bold. The system emphasizes the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.
Inv BU (inventory business unit)	If the product is not stocked in a warehouse (a service or product kit, for example), the value in the column will be *Non Inv* (non-inventory) and the Item ID field will be blank.

Editable Columns

These editable columns are affected by pricing, costing, and effective date changes. The data in these columns is uploaded to update PeopleSoft tables. You can edit each cell individually or apply Mass Maintenance.

New Cost	The spreadsheet displays only information for inventory products that are actual, periodic, perpetual, standard-costed, retroactive perpetual average, and non-inventory products. This column does not contain a value for other products. The system retrieves product costs for standard-costed stocked products from PeopleSoft Inventory, and the cost cannot be changed here. Unit costs for non-stocked products are established on the Product Price page in PeopleSoft Order Management, where you can update the cost. The data that appears preceding any changes reflects the costs as of the Product Cost Effective Date selected on the Product Price Maintenance page.

Note. Stocked products that are not costed in PeopleSoft Inventory are not downloaded.

New Price	Matches the Active Price values until you make changes. These prices are active for the Product Price As Of Date selected in Product Price Maintenance changes.
New Eff. Date (new effective date)	Matches the Product Cost Effective Date selected on the Product Price Maintenance page until you make changes. To prevent inconsistent pricing for the current date, the minimum new effective date value allowed for uploaded rows is the current date plus one day.

Note. If you selected the current date as the Product Cost Effective date on the Product Price Maintenance page, then change the value of New Eff. Date here for any rows you want uploaded.

New Diff. (new difference) and **Diff. abs.** (difference percent)	View the difference between the New Cost and the New Price as an absolute amount (New Diff. = New Price-New Cost) or as a percentage (New Diff. = (price − cost) / cost * 100).

Current Price and Cost Information Columns

The Active Cost, Active Price, Diff % (difference percent), MSRP (Manufacturer's Suggested Retail Price) and Eff. Date (effective date) reflect the status of the data at download. They are available for comparison, but you cannot change the values in these columns. The toggle between the two differences affects both the New Diff. column and the Diff % column.

Filtering Data

The spreadsheet provides auto filtering for all columns, which enables you to select criteria in one or more columns that limits the product rows that will appear to a subset of those downloaded. After selecting a subset of the data, you can apply changes just to that subset. This capability enables you to apply different adjustments to separate subsets of the downloaded data.

Click the arrow in the heading row for a column and select a value from the drop-down list to filter the parameters. When filtering criteria are in effect, the color of the arrow changes from black to blue.

In addition to the values in the column, you can apply five additional options to each column:

*   *(All):* After applying filters, this value resets the column to display all the data from the download.

- *Top 10:* This standard Microsoft Excel filtering option is not used in price maintenance.

- *Custom:* Set a particular range for column values.

- *Blanks:* Displays only those rows without a value.

- *Non-Blanks:* Displays only those rows with a value.

Using Mass Maintenance

Access the Price Maintenance dialog box to apply changes to multiple products in the editable columns:

Price Maintenance dialog box
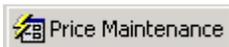
    Click the Mass Maintenance button to access the Mass Maintenance dialog box.

Type   The selection options and the label of the first field change depending on the type of change you are making. Options are unavailable when the selection criteria does not apply. You can make a Percent change, an Amount change, or a change to the Eff. Date.

Based On	You can base a change on the: List Price (New Price column), Differences between the cost and list price (New Diff. column), Non-Inv Cost (New Cost column for non-inventory products only), and MSRP (New MSRP column).
	Note. The display mode for differences on the spreadsheet affects the selection criteria for changes. If differences appear as percentages, the Type must be *Percent.* If differences appear as absolute amounts, the Type must be Amount.
Preview	Click the Preview button to view an example of the current change before you apply it to the data. Keep in mind that prices are not limited to positive values.
Number of decimals for rounding	When a pricing change is applied, you can alter the number of decimals that the system uses to round to the new price or cost by changing the value in this field. Values are *0* to *4.* You can round to a different number of decimals without changing any other data by keeping the default of *0* in the first field in the dialog box and altering the Number of decimals for rounding field.
	Note. The default value that appears in the Number of decimals for rounding field is determined by the settings on the computer. To change the default, select Control Page, Regional Settings, Currency.

Resetting List Price Data

Access the Reset Data dialog box to reset the data to the original data from the download:
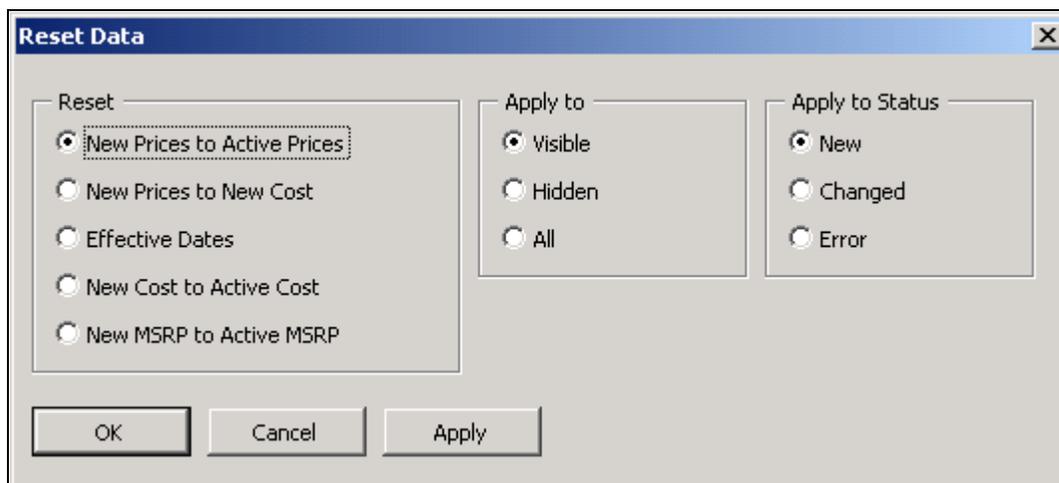
Reset Data dialog box

	Click the Reset Data button on the Price Maintenance toolbar to reset the columns to the original settings from the download. You can apply resets selectively using the filtering function.
New Prices to Active Prices	Resets values in the New Price column to those that were downloaded. These are the same values as those in the Active Price column.
New Prices to New Cost	Resets values in the New price column to match the values in the New Cost column.
Effective Dates	Resets values in New Eff. Date column to those that were downloaded.
New Cost to Orig. Value (reset new cost to original value)	Resets the values in the New Cost column for non-inventory products to those that were downloaded. These values might not match those in the Active cost column if the Product Price As Of Date is different from the Product Cost Effective Date.
New MSRP to Active MSRP	Resets values in the New MSRP column to those that were downloaded. These values are the same as those in the Active MSRP column.

Customizing Display Options

Access the Customize Sheet dialog box:

Customize Sheet dialog box
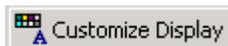
	Click the Customize Sheet button.
Current Settings	Select each column from the drop-down list box, and enter a New Heading and or a New Width if you prefer different headings or column widths.
Adjust Column Width to Best Fit	Select this option to set column widths to display the values entered and override any manually entered column widths.
Reset all Data Filters	Select this option to display all the downloaded data if you previously restricted the display of spreadsheet rows by using the filtering option on one or more columns.
Display primary pricing rows only	Select this option to view only the bold rows on the spreadsheet. To view all rows, deselect this option.
Display marked for upload rows only	Select this option to view only changed rows. To view all rows, deselect this option.
Redisplay this page when finished	Select this option if you change the heading or width of columns.
Apply	Click the Apply button to apply changes to each column one at a time.

Printing List Price Changes

Use this page to print the spreadsheet. The system includes auto-filter settings and prints only changed rows.
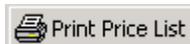
                                              Click the Print button to print the spreadsheet data.

Displaying List Price Data in Chart Format

Click the View Charts button to create graphical charts of the list prices.

To change the display properties of the chart, use the standard Microsoft Excel menu Format options.
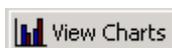
                                              Click the View Charts button to create charts based on prices, differences, or both.

Uploading Product Pricing Data from Microsoft Excel

The system uploads only rows with changes (where the key fields appear in bold) in the New Price, New Cost (non-inventory products only), New MSRP, and New Eff. Date columns.

If you changed the new effective date, the system inserts a new row in the product price table. This action is comparable to entering a new row in the product price table for the price by inventory business unit with a new effective date. When the effective date of the spreadsheet row is unchanged, but you have altered the price, the current row in the product price table is updated.

Note. Keep in mind that at download the New Eff. Date column is populated with the Product Cost Effective Date you selected on the Product Price Maintenance page. Because the minimum new effective date allowed for upload is the current date plus one day, selecting the current date as the Product Cost Effective Date requires that you change the new effective date for all rows you want to upload.

Uploading Modified Product Price Data

Click the Upload Prices button on the price maintenance toolbar.
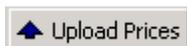
                                              The prices are uploaded into the PeopleSoft system. If the row is applied successfully, the status in the row Status column changes to Uploaded. If the row is not applied successfully, the status in the Status column changes to Failed. Correct the errors for the row and click the Upload Prices button.

Setting Up Price Maintenance

This section discusses:

- PeopleSoft Order Management workstation setup requirements.

- How to configure connection properties.

- List Price Maintenance user security requirements.

Workstation Setup Requirements

You must install several supporting applications to enable Microsoft Excel and the PeopleSoft system to communicate with one another. Additionally, these minimum system requirements must be met for the download and upload of data between Excel and the PeopleSoft system to function properly:

- IBM Compatible PC running Windows Operating System.

- Microsoft Office 2000 - Excel.

- Microsoft XML Parser (MSXML.dll) Version 3.0 SP2 or greater.

- Visual Basic 6.0 SP5: Run-Time Redistribution Pack.

- Microsoft Office 9.0 Object Library or greater.

The system administrator should confirm these settings.

PeopleSoft Connection Configuration

Before downloading any data from a PeopleSoft database, you must enter connection information for the PeopleSoft system with which they want to communicate. If this spreadsheet is used on only one system, then you only need to complete this configuration step once. The information provided is saved to the spreadsheet for further connection attempts. We suggest that the system administrator fill in this information on a master copy of the OMProductPrice.xls file and distribute the modified spreadsheet to all users.
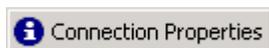
Connection Properties	Click the Connection Properties button to set up the OMProductPrice.xls file to communicate with PeopleSoft Order Management.
Web Server Machine Name	Enter the name of the PeopleSoft web server.
Protocol	Enter the web server protocol, either http or https.
HTTP Port	Enter the port the web server is using.
Portal	Enter the name of the portal to be used.
Site Name	Enter the site name that was defined when PeopleSoft Pure Internet Architecture was set up.
Node Name	Enter the node name of the PeopleSoft system.
Language Code	Enter the PeopleSoft Language Code to specify the data download language.

Chunking Factor	If data is uploaded and processed by a component interface, enter the number of transactions sent at a time to be processed by the component interface.

Security Requirements

The modified product price data is downloaded and uploaded using the OM_SOAPTOCIXML link (Security, Permission & Roles, Permission Lists, WEBLIB_OM:SOAPTOCI.FieldFormula.iScript_Connect). You must have permission for this web library if you plan to use the OMProductPrice.xls file to perform mass product price maintenance for Order Management.

See *PeopleBook: Security Administration, "Setting Up Permission Lists."*

Chapter 11

Managing Returned Material

This chapter provides an overview of returned material management and discusses how to:

*   Establish return type codes and restocking fees.

*   Manage returned material for sales orders.

*   Override returned material address (RMA) information.

*   Associate notes and attachments with returned material headers and lines.

*   Manage returned material for material stock requests.

*   Manage returned material from third-party systems.

Understanding Returned Material Management

This section discusses:

*   Returns in PeopleSoft Order Management.

*   RMA process flow.

*   Business unit setup for RMA processing.

*   Business unit defaults for returned material.

*   RMA defaults.

*   Order groups with RMAs.

*   RMA line pricing.

Managing Returned Material for Sales Order

Returns in PeopleSoft Order Management

Using the RMA Form (returned material authorization) component, you can manage returns for sales orders and material stock requests. To process returns for sales orders, use the RMA Form component in the Customer Returns menu. For material stock requests, use the RMA Form component in the Inventory menu. Before you begin setting up return processing options for sales orders, revisit the business unit structure. This section provides examples of business unit setup for RMA (returned material authorization) processing and an RMA process flow diagram to help you decide on a business unit structure to process returns for the company.

You can create replacement sales orders or issue credit requests automatically, either immediately or when you receive the returned goods. Replacement sales orders are created in a Pending status. You can set up charges for which the customer must pay as either a flat amount for restocking fees or as a percentage of the value of the goods returned; do so on the Restock Fees page. On the Return Type Codes page, set up the processing options for the different types of returns. For example, for an RMA replacement order, you can have the replacement order sent out before the customer returns the item. You can also use Order Groups to supply default order information for replacement sales orders. You can view information for the replacement sales orders on the Replace Sales Orders page.

After you set up RMA processing options, enter returned material information on the RMA Form (returned material authorization form) pages. Three primary pages are RMA Form (PeopleSoft Order Management component), RMA Line, and Revenue Distribution Accounts.

Note. Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

To populate the RMA Form page, select shipped lines on the Customer Shipment History page. If the product is ship serial, serial numbered or lot controlled, you can select the specific serial number or lot returned from the Serial/Lot Selection page (Serial ID) or the Serial/Lot Selection page (Lot ID). From Review RMA Information, you can view shipment history by header, line, and schedule.

In addition to being able to select from shipment history, the user can choose to select the data directly from the invoice to populate the RMA line.

If the original shipment or invoice was paid by credit card, the credit card information will be displayed in the RMA line by default. The CSR can edit this information. The credit card information is then passed to Billing if a credit memo needs to be created.

Set up attachments and notes with RMAs to further help you communicate information about the returns. This chapter reviews associating attachments and standard or custom notes on the RMA Header Notes/Attachments (returned material authorization header notes and attachments) page. You can also use attachments and notes with RMA line information.

PeopleSoft delivers three standard reports to help manage RMA activity. Use the Print RMA page to generate RMA acknowledgments to send to customers. You can view RMAs and overdue RMAs after setting up the RMA Register page and Overdue RMAs page, respectively.

If Customer Shipment History is used to create the RMA Line, the RMA Adjustment process will retrieve applicable VAT or US tax information from the original sales order or invoice.

Note. The tax information will not be visible on the RMA form. If the RMA is for a VAT customer, the VAT information will be passed to Billing for credit processing. Similarly for US customer, the US tax information will be passed to Billing for credit processing.

RMAs that have been fully received and/or fully canceled for the selected OM business unit will be automatically closed by RMA Close process (OM_CLOSE).

RMA Process Flow

The following diagram illustrates the process flow for returned materials.
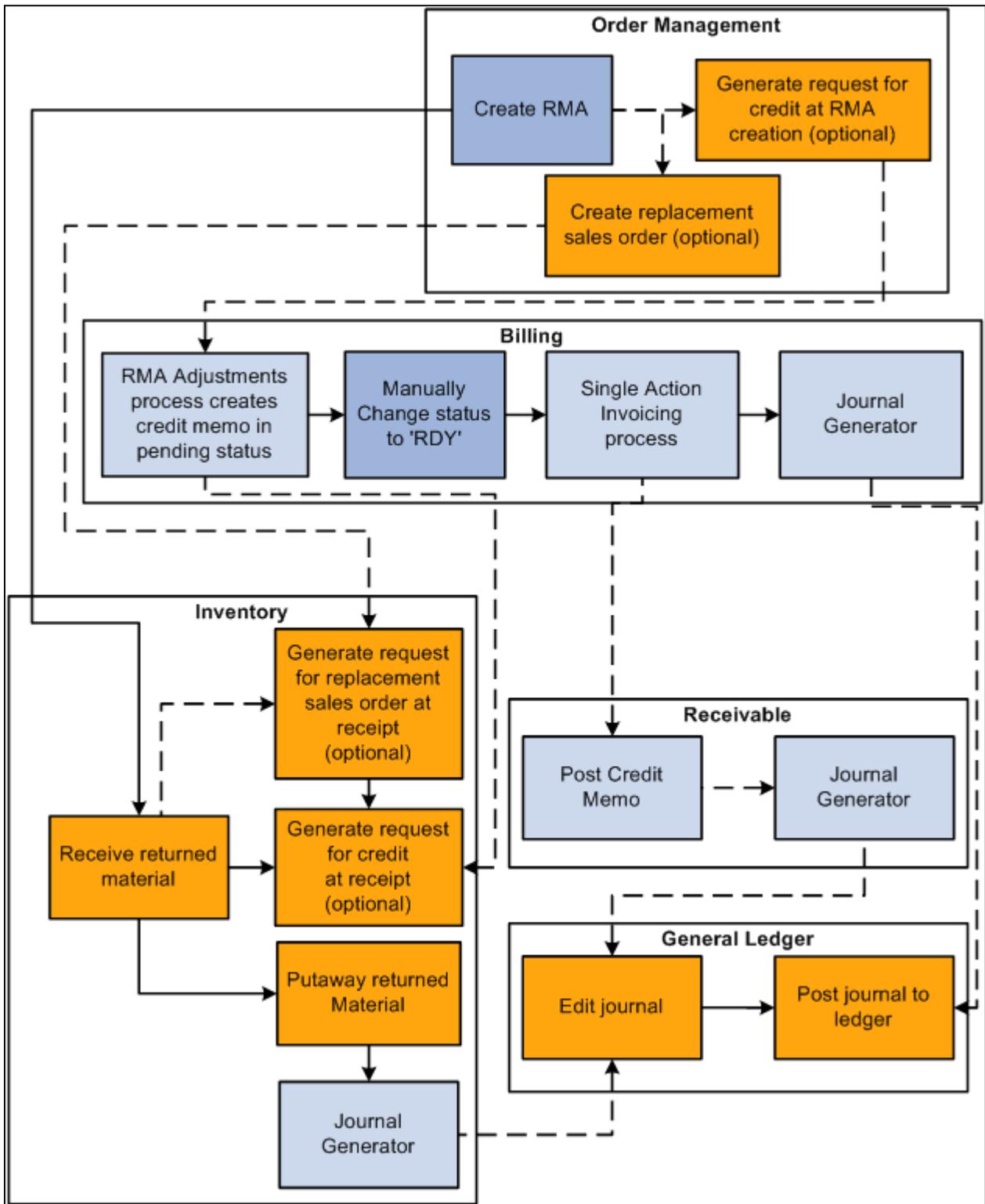
RMA process flow

Note. You run Journal Generator from either PeopleSoft Billing or Receivables, not both.

You must have PeopleSoft Order Management installed to request credit upon returned material receipt in PeopleSoft Inventory.

Business Unit Setup for RMA Processing

If you have a separate facility for processing returns, it may make sense to set up the facility as a separate PeopleSoft Order Management Business Unit for the entry of RMAs that is distinct from the business unit for entering sales orders.

You must make the correct PeopleSoft Billing Business Unit links to record sales order activity and returns in the same PeopleSoft Billing Business Unit because you can bill by PeopleSoft Inventory Business Unit instead of PeopleSoft Order Management Business Unit. Link the PeopleSoft Inventory Business Unit and the PeopleSoft Order Management RMA Business Unit to the same PeopleSoft Billing Business Unit.
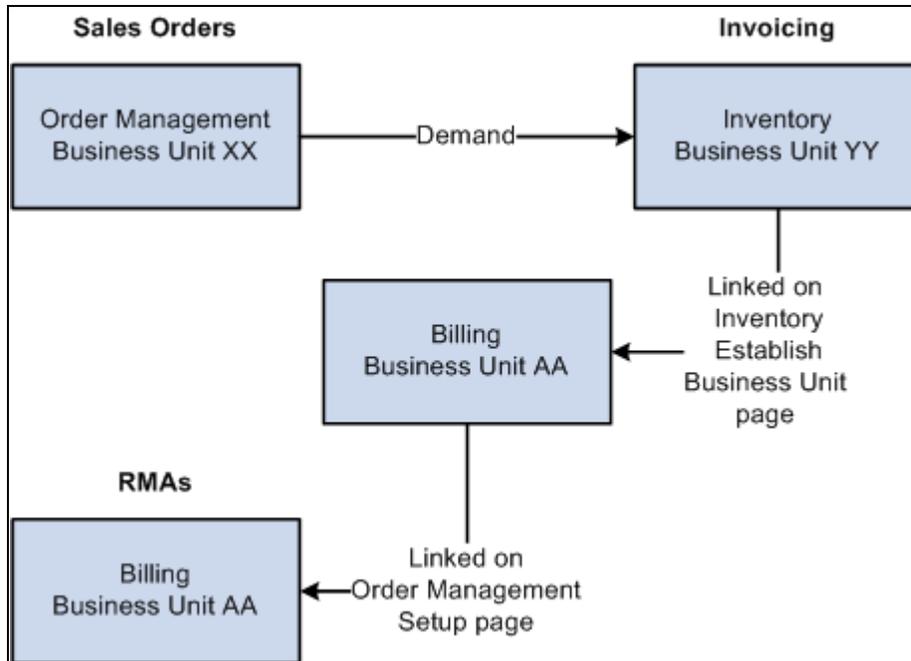
Billing RMA activity by Order Management Business Unit

Example 1

You create sales orders in PeopleSoft Order Management Business Unit *XX* but have chosen to bill sales activity by Inventory business unit *YY*. To do this, you associated Inventory business unit *YY* with Billing business unit *AA* on the Inventory Definition - Business Unit Definition page. It is not necessary to link Order Management business unit *XX* to Billing business unit *AA*. If you do link *XX* to *AA,* the system still uses the Inventory business unit billing defaults that you record on the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.

You have a separate location (Order Management business unit *ZZ*) where you enter RMAs, sell spare parts, and perform other service-related activities. You must link business unit *ZZ* with Billing business unit *AA*.

Keep in mind that the RMA adjustments process in PeopleSoft Billing uses the restock product ID, bill type ID, and bill source ID that you record on the Accounting and Billing page. Therefore, you must link the Order Management business unit where you are entering RMAs to a Billing business unit on the Order Management Definition - Order Management Setup page. If you are billing by Inventory business unit and select the Inventory business unit in the RMA Adjustments Billing Source field on the Accounting and Billing page, you'll use the restock ID for the Inventory business unit. Similarly, if you are billing by Order Management business unit and you select the Order Management business unit in the RMA Adjustments Billing Source field on the Accounting and Billing page, you'll use the restock ID for the Order Management business unit.

Note. If the RMA Adjustments Billing Source field is set to *No RMAs,* you can not enter RMAs in the Order Management Business Unit.

This diagram illustrates how Order Management business units are linked to RMAs:

Example 2

You enter sales orders and RMAs in the same Order Management business unit *QQ,* but you bill sales activity by Inventory business unit *TT.* You linked Inventory business unit *TT* to Billing business unit *BB.* You must also link Order Management business unit *QQ* to a Billing business unit; use *BB* to track sales orders and return transactions in the same Billing business unit.

The following diagram illustrates the linkage between RMAs and Billing business units.
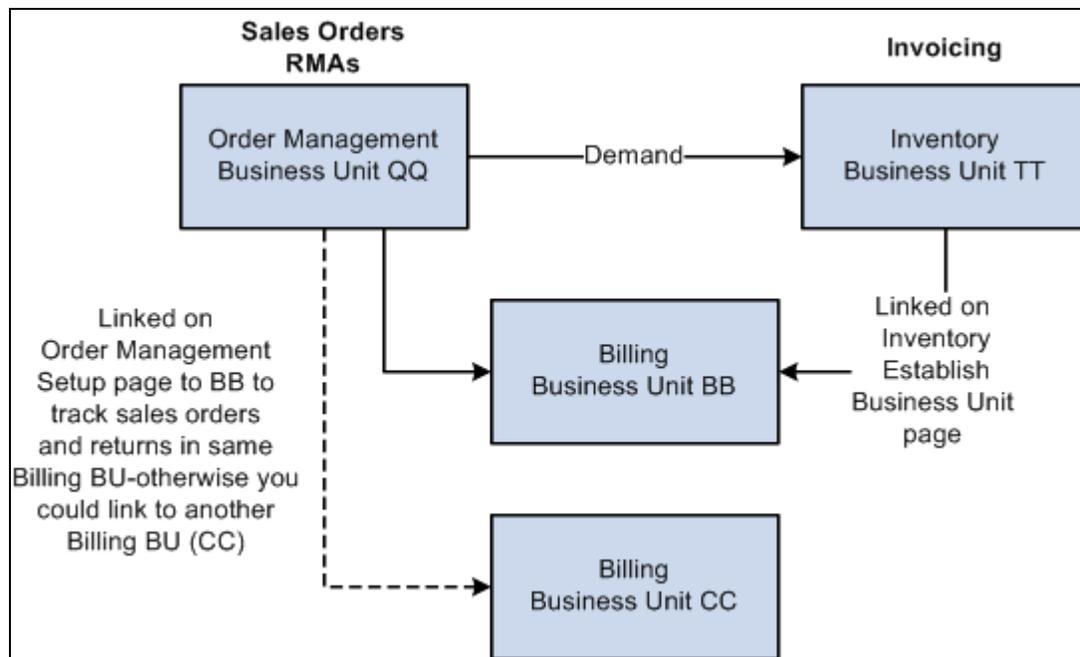
Billing RMA activity by Inventory Business Unit

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Setting Up PeopleSoft Order Management Business Units"

Business Unit Defaults for Returned Material

This section discusses defining business unit defaults for returned material.

You can establish processing criteria for returned material at the business unit level. This information is used by default on all the RMAs that are issued for the selected business unit. Define this information on the Shipping and Returns page in the Order Management Definition component.

Select a return type code and order group that apply to the majority of returned material for the Order Management business unit.

Identify a Return To IBU (Return to Inventory business unit) if you use a central area for receiving and inspecting returned material.

The Ship History for RMAs (Months) field value determines the default date range for the customer shipment history that is available for populating RMA lines.

See Also

PeopleSoft Inventory 9.1 PeopleBook, "Receiving and Putting Away Stock," Staging Interunit Transfer and RMA Receipts

RMA Defaults

This table lists the default logic for RMA distribution codes:

What	*Defaults From*
Manual RMA Line	RMA line distribution set Return to Inventory business unit RMA business unit
RMA Line from Shipping History	RMA line distribution set Sales order schedule
Credit Memo Restocking Fee	RMA line distribution set (using restock product ID) Business unit that corresponds to the RMA business unit Billing Adjustment Source

This table lists the default logic for return to Inventory business units:

What	Defaults From
Header	Order Management RMA business unit Sold to customer distribution network code
Manual RMA Line	RMA header Order Management RMA business unit Sold to customer distribution network code
RMA Line from Shipping History	RMA header Order Management RMA business unit Schedule Ship from Inventory business unit

Order Groups With RMAs

This section discusses how to use order groups with RMAs.

Order groups link order terms that appear on sales orders and quotes by default when you select an order group code. You can define order groups that apply exclusively to the replacement sales orders that are created for returned material. One possible RMA-specific order group would define *no charge* terms for replacement orders. Use the Order Groups page to define an order group for RMAs.

To define a no-charge order group for RMAs, select the code that you set up as a no-charge terms code for the payment terms. For example, you may set up *NOCHG* payment terms in PeopleSoft Receivables on the Defining Payment Terms PeopleSoft Receivables page. In addition, you may enter a standard discount of 100 percent, which is applied to all lines on the replacement sales order. This will render all lines on the sales order chargeable at zero.

Use the Order Group Terms page to include shipping criteria that applies to replacement orders.

The ship via, carrier ID, and freight terms code appear by default on the replacement sales order.

You can choose a carrier in the Carrier ID field that has a shorter transit lead time than normal shipments. You can also waive freight charges that customers pay for regular orders for replacement orders by selecting a different freight terms code for this order group or place a higher priority on replacement orders by selecting an appropriate priority code.

See Also

PeopleSoft Order Management 9.1 PeopleBook, "Implementing PeopleSoft Order Management Options," Establishing Order Groups

RMA Line Pricing

When you create an RMA line manually, enter the product ID and the quantity to be returned. When the page is refreshed, the unit of measure defaults from the product definition, and the return-to Inventory Business Unit defaults to the return-to Inventory Business Unit defined on the Order Management Business Unit. The system defaults the list price for a non-kit product or for the component of a product kit from the list price defined for the return-to Inventory Business Unit. For a product kit, the list price defaults from the list price defined for the top-level product list price defined for the return-to Inventory Business Unit.

When you create an RMA line automatically from shipping history, the system defaults the product, the unit of measure and the net unit price from the selected schedule or from the invoice if the shipment has been billed. The RMA line will automatically be set to Price Protected, but it can be changed if you want to manually enter a price or recalculate the price. When selecting from shipping history for lines that were originally shipped as product kits, you must choose the individual product kit components. The price for each component defaults to zero. You can manually override any price that is defaulted.

When you create an RMA line without using shipment history or if you choose to override the price returned from Shipping History, you can either enter the net price manually or allow the system to calculate the price for you. The RMA uses Enterprise Pricer arbitration plans and rules to determine the RMA credit price if the RMA line is not created from shipment history. RMA price adjustment audit records are created to capture the derivation of an RMA price. The CSR can review these price adjustment audit records. If tiered pricing is used, the RMA line's price will be set to the weighted average of the pricing schedules for the line. Any order level adjustments will be prorated to the RMA lines being priced.

When an RMA line matches a Product Add price rule, a separate page will display the products to add. The user can optionally select to add them to the RMA.

Establishing Return Type Codes and Restocking Fees

To define return type codes and restocking fees, use the Return Type Codes and Restock Fees components.

This section discusses how to:

* Define return type codes.

* Define restocking fees.

Pages Used to Define Return Type Codes and Restocking Fees

Page Name	Definition Name	Navigation	Usage
Return Type Codes	RMA_RETURN_TYPE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Return Type Codes	Define the actions that returned goods initiate.

Page Name	Definition Name	Navigation	Usage
Restock Fees	RMA_RSTK_SET	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Restock Fees by Reason, Restock Fees	Define restocking fees.

Defining Return Type Codes

Access the Return Type Codes page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Return Type Codes).

Material returns necessitate a variety of follow-up actions depending on the reason for the return and the condition of the returned goods. You may want to immediately replace the order if the product is damaged in shipment or credit the customer for goods that were sent in error.

Sales Order Action

You can have RMAs automatically initiate creation of a replacement sales order for goods that are returned. To determine if the RMAs referencing the return type will initiate the replacement sales order process, select a sales order action:

Note. Replacement sales orders are created in a Pending status.

Replace Prior to Receipt: A replacement sales order is automatically created upon completion of the RMA if the RMA line is saved with a status of *Open.* The order is created for the same product, unit of measure (UOM), and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable.

Replace After Receipt: A replacement sales order is automatically created upon receipt of the returned goods. The order is created for the same product, UOM, and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable.

Unknown: When you enter the RMA, you have not decided the sales order action. You can change the action later.

No Action: The returned goods are not replaced. No replacement sales order is created.

Order Group

Select an order group to associate with the replacement sales order if you choose to have one created. The standard discount that is associated with the order group, if one exists, is used as the price of the replacement goods. If you select *Unknown* or *No Action,* this field is unavailable. You can use order groups to create a no-charge replacement order.

Note. To price the replacement order, priced, click the Calculate Price button from the order header, line, or schedule or save the order.

Credit Action	RMAs can also initiate the creation of a credit memo for the customer who is returning merchandise. Select an action for this return type. All RMAs that reference this return type will handle returned material credits in the manner that you indicate here:

Issue Credit Now: The system generates a credit memo upon completion of the RMA, if the RMA line is saved with a status of *Open.*

Issue Credit Upon Receipt: The system generates a credit memo upon receipt of the returned goods.

Unknown: When you enter the RMA, you have not decided whether to request credit. You can change the credit action later.

No Action: The customer is not credited at any time for the returned goods.

Ship Via, Carrier ID, and **Freight Terms Code**	The values that you select are the defaults that an RMA uses when it references the return type code.

See Also

Defining Restocking Fees

Access the Restock Fees page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Restock Fees by Reason, Restock Fees).

In addition to issuing a credit memo or replacing returned goods, you may want to charge customers for return restocking fees. The restocking fees are either a flat amount per return or a percentage of the returned material selling price. These fees are associated with a reason code in a one-to-one relationship. You can determine which customers are normally charged restocking fees on the General Information - Sold To Options page.

Reason Code	You must already define reason codes with a *Returned Material Authorization* type on the Reason Code page.
Start Date	Enter the date on which the restock fees first become effective. You can apply multiple fees per reason code for a given period.
Percent/Amount Type	You can charge a flat amount for a returned quantity or base restocking fees on a percent of the returned material's value. Enter the appropriate value in the field to the right of the Percent option.
Currency Code	If you select Amount, you can select a currency code.

Total Flag   Select to have the flat amount or percentage of the restocking fee applied against the total order, not the fee applied to each RMA line individually. You can apply only one total order restocking fee per RMA. Restocking fees are passed to PeopleSoft Billing, where the system adjusts the credit memo by the amount of the restocking charges.

Note. You must associate an Order Management business unit with a PeopleSoft Billing Business Unit (on the Order Management Definition - Order Management Setup page) and define a restocking product ID (on the Accounting and Billing page) for PeopleSoft Billing to process restocking fees. If you are returning to an Inventory business unit and have the business unit definition set up, the system uses the defaults from the Inventory business unit.

See Also

Managing Returned Material for Sales Orders

PeopleSoft Order Management provides a quick entry format to process RMAs for sales orders.

Note. Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

This section discusses how to:

- Enter RMAs for sales orders.

- Populate RMA lines from shipment history.

- Select serial numbers to return.

- Select lot IDs to return.

- Enter or change RMA line details.

- Modify serial numbers and lot IDs for a line.

- Select revenue accounts for the RMA.

- Review promotion details for the RMA.

- Process refunds for credit card transactions.

Pages Used to Process RMAs for Sales Orders

Page Name	Definition Name	Navigation	Usage
RMA Form	RMA_FORM2	Customer Returns, Create/Update RMA, RMA Form	Capture return information from a customer and assign an RMA ID to the order.
Close RMA	RUN_OM_CLOSE_RMA	Customer Returns, Close RMA	RMAs that have been fully received and/or fully canceled for the selected OM business unit can be automatically closed.
Customer Shipment History	RMA_CUST_SHIP_HIST	• Customer Returns, Review RMA Information, Customer Shipment History • Click the Customer Shipment History link on the RMA Form page.	Review shipment and invoice history, and select order lines to populate the RMA lines.
Serial/Lot Selection	RMA_SHPHS_SERIALOM	Click the Serial Number Selection button next to the order number on the Customer Shipment History page.	Select the serial number that is returned.
Serial/Lot Selection	RMA_SHPHS_LOTOM	Click the Serial/Lot Selection link on the Customer Shipment History page.	Select the lot and serial IDs that are returned.
Conversations	CONVER_DATA1_SS	Click the Customer Conversations link on the RMA Form page.	Add or view conversations for the customer.
RMA Line	RMA_LINE	Click the RMA Line link on the RMA Form page.	Enter or change RMA line details.
RMA Header Projects (returned material authorization header projects)	RMA_HDR_PROJ	Select *RMA Header Project* on the RMA Form page.	View or enter information for PeopleSoft Project Costing at the header level.

Page Name	Definition Name	Navigation	Usage
Configuration Code Entry	RMA_LINE_CONFIG	Click the Select Configuration Code link on the RMA Line page.	Display the configuration code for a product. See *PeopleSoft Product Configurator 9.1 PeopleBook*, "Using PeopleSoft Product Configurator," Creating Configured Product Sales Orders.
RMA Serial/Lot IDs (returned material authorization serial and lot IDs)	RMA_SERIAL_LOT	Click the Serials/Lots link on the RMA Line page.	View, delete, or change serial and lot IDs for a line.
RMA Line Projects (returned material authorization line projects)	RMA_LINE_PROJ	Click the RMA Line Project link on the RMA Line page.	Enter information for PeopleSoft Project Costing at the line level.
Replace Sales Orders	RMA_LINE4	Click the View Replacement Sales Orders link on the RMA Line page.	View the replacement sales orders that are generated from the RMA when the RMA is either entered or received.
Revenue Distribution Accounts	RMA_LINE3	Click the Revenue Distribution Accounts link on the RMA Line page.	Select revenue accounts for the RMA.
Price Detail	RMA_LN_PRCAUDIT	Click the Price Detail link on the RMA Line page.	Displays the pricing details for an RMA line.
Price Adjustment Detail	RMA_LN_PRCDTL_SEC	Click the Detail link on the Price Detail page.	Displays the conditions that cause the price rule to be applied.
Refund Payment Groups	RMA_PAY_GROUP	Click the Refund Payment Groups link on the RMA Form page. Click the Refund Payment Groups link on the RMA Line page.	Displays the refund payment groups for the RMA or the RMA line.
Promotion Details	RMA_LINE_PROMO	Click the Promotion Details link on the RMA Line page.	Review and update promotion details for the RMA line.
OM Shipment History (Header)	ORD_SHIP_HDR_VW	Customer Returns, Review RMA Information, OM Shipment History-Header	View shipment history at the header level.

Page Name	Definition Name	Navigation	Usage
OM Shipment History (Line)	ORD_SHIP_LINE_VW	Customer Returns, Review RMA Information, OM Shipment History-Line	View shipment history at the line level.
Shipments by Schedule	ORD_SHIP_SCHED_VW	Customer Returns, Review RMA Information, OM Shipment History-Schedule	View shipment history at the schedule level.
Return Material Authorization	RUN_OMS3000	Customer Returns, Reports, RMA, Return Material Authorization	Specify parameters for the Return Material Authorization report. You have the option to include canceled order lines in the report run.
RMA Register	RUN_OMS7100	Customer Returns, Reports, RMA Register	Specify parameters for the RMA Register report.
Overdue RMAs	RUN_OMS7110	Customer Returns, Reports, Overdue RMAs	Specify parameters for the Overdue RMAs report.

Entering RMAs for Sales Orders

Access the RMA Form page (Customer Returns, Create/Update RMA, RMA Form).

Note. All navigation links will be available for input even if the RMA form is in display-only or inquiry mode.

RMA Form page

Note. You can assign an RMA number in Add mode. For example, you can assign an RMA Number that uses the same number as the original sales order. Alternatively, you can have the system automatically assign a number.

RMA Date   View the current date, but you can change this value.

RMA Status	Select a value:
	Pending: RMA is not complete. The system cannot receive goods that are referenced on RMAs with a status of *Pending* or create replacement sales orders and credit memos until the status is changed to *Open.* This is the default value.
	Open: RMA is complete and ready for processing. This means that the system can receive returned goods, create replacement sales orders, and request credits. Status remains *Open* until the last line of the RMA is received.
	Canceled: RMA is no longer valid. No receipts are expected for it, no credit memo is issued, and no replacement orders are generated. You cannot change the RMA status in the header to *Canceled* if there are receipts against any of the RMA lines, and you cannot change an RMA line status to *Canceled* if there are any receipts against the line.
	Closed: All RMA lines are received.
	Note. You can change the status to *Closed:* for non-inventory items.
Reason Code and **Return Type Code**	Enter values that are the defaults for all the RMA lines. You can change them as needed.
	Note. Reason codes with a reason type of *RMA Cancel* must exist in the system.
Sold To	Enter a customer ID.
Contact	Enter the primary contact who is associated with the sold to customer defaults.
Display	Click to view the customer sold to, bill to, or return from address.
Override	Click to override the address for the sold to or return from customer.
	Note. If you click Override, the next time you click Display you will access the new address for the override.
Location, Sold To, Bill To, Return From, and **Currency**	You can define any number of location addresses for customers. The location that you identified as primary for each customer role appears by default, but you can select another location from the available options. The currency code that is associated with the sold to customer is the default currency value.
Intrastat Transaction Flag	Select if the items that are returned are eligible for intrastat reporting. The system passes this flag to PeopleSoft Billing for products that are returned for credit only as well as for credit and replacement.

Bill To, Contact, Return From, Pay Method, and **Return To**	The Bill To ID, Contact, and Return From ID (the Priority 1 Ship To customer ID) fields appear by default from the sold to customer, but you can change them as needed. If you specified a distribution network code on the General Information - Ship To Options page for the Return From customer, the priority 1 ship from business unit defaults to the Return To field.
	Select the payment method. If you have not set up a distribution network code for the customer, the PeopleSoft Inventory Business Unit (if one exists) that you define on the Shipping and Returns page defaults to the Return To field on the RMA Form page. You can select a different PeopleSoft Inventory Business Unit.
Estimated Return Date and **Estimated Return Time**	(Optional) Enter a date and time. If the Return To business unit requires closure calendar validation and processing for receiving activities as defined on the Closure Calendar page, the Estimated Return Date is validated against the calendar. If the system encounters an exception date, you will receive a warning message. You can either click No to accept the exception date or click Yes to reschedule. If you click Yes, the system returns the first future valid date for receiving operations.
Pay Method (payment method)	Specifies the payment method for the RMA line.
RMA Pricing Date	Enter a date. This date will be used as the effective date instead of the RMA Date when the pricer is called. The default value is null, and if no value is entered, the RMA Date will be used as the effective date when the pricer is called.
RMA Arbitration Plan	Specifies the arbitration plan used during RMA pricing calculation.
Restocking Fee	Selected by default if you indicated on the General Information - Sold To Options page that the sold to customer is normally charged restocking fees. You can deselect this check box.
Approval Required	You can create a workflow that uses this option in conjunction with the Virtual Approver in PeopleSoft Workflow to route the RMA to the appropriate person for approval. Select this check box to keep the status of the RMA at *Pending*.
Header Notes/Attachments	Click the Header Notes/Attachments link to access the RMA Header Notes/Attachments page.
Refund Payment Groups	Click the Refund Payment Groups link to access the Refund Payment Groups page where you can edit the credit card information and refund method.
RMA Header Project	Click the RMA Header Project link to access the RMA Header Projects page.
Change Currency Display	Click to toggle between the base currency and the transaction currency.

Customer Shipment History	Click the Customer Shipment History link to transfer to the Customer Shipment History page.
Customer Conversations	Click the Customer Conversations link to transfer to the Conversations page.
Calculate Price	Click the Calculate Price button to trigger the price calculation manually.
View Product Add	Click the View Product Add link to open the Product Add page. This link is available only if there are Product Adds. However, if the pricing calculation results in Product Adds, the Product Add page will be automatically displayed after the price calculation.

RMA Lines

Line	View the starting sequence number for RMA line numbering that you establish in the line numbering parameters on the Order Management Definition - Order Management Setup page and increments by those parameters.
Product Source	View a default value from the General Information - Sold To Options page and indicates if you are choosing to enter RMA line information by customer part number or system number (product ID).
Product ID	Enter a product ID or use the default from the shipping history line that you selected.
Related Links	Click the button to view Search for products or View Projects information.
Quantity Returned	View an amount from the Customer Shipment History page. If you enter RMA lines manually, you must enter the quantity returned, and it is not validated against customer shipment history.
Quantity Base	View the quantity in the standard UOM for the returned item. For example, suppose that the standard UOM is *EA* and the customer returns one box that contains 12 items. If the UOM returned is *BOX,* and the quantity is *1,* the quantity base is *12*.

UOM and **Net Unit Price**	View the product default UOM (established on the Product Attributes by UOM page) when you enter the product ID. The product list price appears in the Net Unit Price field. If you are populating lines automatically from shipping history, the system takes the UOM and net unit price from the shipment history or invoice history line. You can change the net unit price for the product ID that is returned from the shipment history line.
	If the quantity that is returned from the customer is in a different UOM than the one for the original order, it is validated against inventory UOMs instead of sales UOMs, but the system cannot automatically create a replacement sales order in the returned UOM. For example, suppose that a customer returns a product in eaches that is sold only in cases but is stocked in eaches and cases. The return is validated against the inventory UOMs that include eaches. The system cannot automatically create a replacement sales order for the return in eaches because it is not a valid sales UOM. Thus the RMA is saved, but you must manually enter a replacement sales order for the return using a valid sales UOM.
Return To	View the PeopleSoft Inventory Business Unit that you defined at the business unit level on the Shipping and Returns page. You can change this value for each line. If you have not defined a business unit level Inventory business unit, the Return To IBU defaults to the ship from on the original order when you populate the line from shipment history. If you populate RMA lines manually and have not defined a Return To IBU, the Inventory business unit that you selected at the header defaults.
	Warning! You can return product to an inventory location that does not carry stock, for example you may want the product returned to a repair center instead of the warehouse. If this is a case, you will receive a warning message and a red error box next to each line which has a invalid item/return to business unit combination. You must either change the product ID or the return to business unit to a valid combination. If you leave the invalid combination, this causes problems in receiving.
	When entering RMAs from the Inventory menu, you cannot enter an invalid combination. If you do so, you will not able to save the RMA.
Ext Net Amount (extended net amount)	Displays the extended net price for the RMA line.
Currency	Displays the currency for extended net amount.
RMA Line	Click to access a specific RMA line.

See Also

Chapter 11, "Managing Returned Material," Defining Return Type Codes, page 386

PeopleSoft Global Options and Reports 9.1 PeopleBook, "Setting Up and Running Intrastat Reports"

Populating RMA Lines From the Shipment History

Access the Customer Shipment History page (click the Customer Shipment History link on the RMA Form page).

Customer Shipment History page

An easy way to populate RMA lines is to review customer shipment and invoice history and select the order lines that reflect the returned merchandise.

If Customer Shipment History is used to populate the RMA lines, the system will retrieve the net price from the originating schedules or invoices.

Note. You can view the Customer Shipment History page from Review RMA Information; however, you must access the page from the RMA Form page to automatically populate RMA lines.

Note. Use the inquiries in the Control Inventory menu to view internal and external issues.

Source Bus Unit	Enter the Source Business Unit.

Ship Bus Unit	Enter the Ship Business Unit.
Product Source	Select the Product Source. The available options are: *Customer,System, UPC* and *Universal.*
ID	Select the Product ID.
Source Unit, Order No., Line, Sched (order number, line, schedule), **Product Source, Product ID, Description, Quantity Shipped, Quantity Returned, UOM** and **Customer PO** (customer purchase order)	The order number, customer PO (purchase order) number, product ID, quantity shipped, quantity returned and UOM from the lines that you select are copied to the RMA lines, and you are returned to the RMA Form page. You can select lines to copy only if you accessed the page from the link on the RMA Form page.
	Note. Even though the unit price does not appear on the Customer Shipment History page, it is available for the system to copy to the RMA line.
Ship Unit, Shipping ID, Ship Date, Billing Unit, Invoice, Line and **Billing Status**	These fields from the lines that you select are copied to the RMA lines, and you are returned to the RMA Form page. You can select lines to copy only if you accessed the page from the link on the RMA Form page.
Select All Products and **Deselect All Products**	Click to select or deselect all of the lines on this page. This link is available only if you access the page from the RMA Form page.
Return to RMA	Click to return to the RMA Form page. This link is available only if you access the page from the RMA Form page.

Selecting Serial Numbers to Return

Access the Serial/Lot Selection page (click the Serial Number Selection button next to the order number on the Customer Shipment History page).

Quantity Shipped	View the original amount that was shipped.
Select/Deselect All IDs	Click to select or deselect all of the serial IDs. You can also select them individually.

Selecting Lot IDs to Return

Access the Serial/Lot Selection page (Lot ID) (click the Serial/Lot Selection link on the Customer Shipment History page).

Quantity Shipped	View the original amount that was shipped. If the item was a configured item, the configuration code also appears.

Select/Deselect All IDs   Click to select or deselect all of the serial IDs. You can also select them
                                    individually in the Serial/Lot group box.

Entering or Changing RMA Line Details

Access the RMA Line page (click the RMA Line link on the RMA Form page).

RMA Line page

The system populates many field values on this page from the RMA Form page. All of the fields are available
for editing except Unit, RMA Number, and Currency.

Change Currency Display   Click to toggle between the base currency and the transaction currency.

Location and **Return From**   View the default location that is associated with the return from customer
Customer   (from the RMA Form page). You can select an alternate location if
                                    required.

Return to Option	Select an option to specify whether the product should be returned to the warehouse, to the vendor, or return is not required. The available options are
	Return IBU: Return the product to the inventory business unit. This is the default value.
	Return Vdr: Return the product to the vendor directly. If this option is selected you must also enter a Vendor ID and Vendor Location and the address of the vendor will be printed on the RMA report.
	No Return: No need to return the product. This option is automatically selected if the product entered on the RMA line is not an inventory item.
Kit Product ID	Displays the parent/kit product ID if the product returned is from a kit.
Price Protected	Select this option to determine whether the price of the RMA line should be protected, either manually or automatically by the system. Selecting this option will cause the pricer to bypass the calculation of the RMA line. If this option is selected, the pricing input fields, such as price and pricing UOM, will be grayed out and not available for editing.
Pricing UOM	Displays the default value from the sales order and allows the pricer to use an UOM other than the Return UOM.
Extended Net Amount	Displays the extended net amount for the RMA line.
Pay Method (payment method)	Specifies the payment method for the RMA line.
Carrier ID	View default from the Return Type Codes page.
Tax Customer Group	View default from the General Information - Customer Group Info page.
Return Via, Freight Terms, Order Action, and **Credit Action**	View the return type code that is associated with the RMA Line. You can modify these values.
Distribution Type	View the business unit distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.
PO Number (purchase order number)	View and modify the PO number that is associated with the shipment that is referenced on the line.

Print Method	Select a print method. Values are:
	Printer: Print a hard copy of the RMA form.
	Fax: Fax the form to the customer.
	File: Send the form to a file.
	Note. PeopleSoft does not deliver the facility for printing, faxing, or creating a file for RMA acknowledgments. You must configure the system to do that.
	Note. You can also drill back from the replacement sales order to determine the RMA line that is associated with the order and to view all receipts for the RMA.
Calculate Price	Click the Calculate Price button to trigger the price calculation manually.
View Product Add	Click the View Product Add link to open the Product Add page. This link is available only if there are Product Adds. However, if the pricing calculation results in Product Adds, the Product Add page will be automatically displayed after the price calculation.
Line Notes/Attachments	Click the Line Notes/Attachments link to access the RMA Line Notes/Attachments page.
Price Detail	Click the Line Price Detail link to access the RMA Price Detail page.
Refund Payment Groups	Click the Refund Payment Groups link to access the Refund Payment Groups page where you can edit the credit card information and refund method.
	The Refund Payment Groups page is used to display the refund payment groups in the RMA. The page also displays the RMA lines belonging to the group and the total amounts for the group. If payment method is credit card, the credit card section of the page will be available to the user for editing.
Shipping Details	The Shipping Details link is displayed if the RMA line is created from Customer Shipment History. Click on the link to open the existing Shipments by Schedule page that display the schedule details.
	Links are present in Shipments by Schedule page to allow the user to drill to the original sales order for the schedule and to display the invoice details.
Invoice Details	The Invoice Details link is displayed if the RMA line is created from Customer Shipment History, and it has been billed. Click on the link to open invoice inquiry page to review the invoice details.
Serials/Lots	Click the Serials/Lots link to access the RMA Serial/Lot IDs page.
Select Configuration Code	Click the Select Configuration Code link to access the Configuration Code Entry page.
RMA Line Project	Click the RMA Line Project link to access the RMA Line Projects page.

View Replacement Sales Orders	Click the View Replacement Sales Orders link to access the Replace Sales Orders page.
Revenue Distribution Accounts	Click the Revenue Distributions Accounts link to access the Revenue Distribution Accounts page.

Modify Serial Numbers and Lot IDs for a Line

Access the RMA Serial/Lot IDs page (click the Serials/Lots link on the RMA Line page).

Unit, RMA Number, RMA Line, Product ID, Quantity Returned and **UOM**	View values from entries at the RMA line level.
Serial ID and **Lot ID**	View, delete, or change these fields manually.
Expiration Date	For lot-controlled items, the lot expiration date is assigned at the source business unit for the originally shipped lot. This field is read-only.
Quantity	View the quantity for the ship serial-, serial- or lot-controlled item.

Note. You can add multiple serial IDs manually by inserting new rows in the Serial/Lot group box. The serial ID, lot ID, and quantity shipped will appear for the ship serial-, serial-, or lot-controlled items that are returned.

Selecting Revenue Accounts for the RMA

Access the Revenue Distribution Accounts page (click the Revenue Distribution Accounts link on the RMA Line page).

Revenue Code	Select a code. You can have multiple revenue codes.
Percentage	Must total 100 percent.

Reviewing Promotion Details for the RMA

Access the Promotion Details page (click the Promotion Details link on the RMA Line page).

If the RMA was populated from Customer Shipment History, the promotion details will default from the original order. Otherwise you can update the options for the promotion.

Promotions Management Detail	Click the link to access the Promotions Management Detail page.
Refresh Promotions Detail	Click the link after making any changes to the promotion.

See Also

PeopleSoft Promotions Management 9.1 PeopleBook, "Defining Promotions"

Processing Refunds for Credit Card Transactions

Access the Refund Payment Groups page (click the Refund Payment Groups link on the RMA Form page).

RMA captures credit card information and passes to Billing for refund. To support multiple credit cards from multiple orders or invoices, grouping of RMA lines based on originating order or invoice will be used as a unit to specify the refund payment method and credit card information. This will also allow refunding to the same credit card that customer used to pay for the goods.

Payment Method	Select the payment method from the drop down list. The available options are: *Cash, Check, Credit Crd, DD, Draft, EFT,* and *Giro-EFT*
Product Source, Product ID, Quantity Returned, Quantity Base, UOM, and **Currency**	Displays the Product Source, Product ID, Quantity Returned, Quantity Base, UOM (unit of measure) and Currency.
Clear Credit Card Info	Click this button to clear all the credit card information.
Select Primary Card	Click this button to select the primary card for the customer and use it for credit.
Select Credit Card	Click this link to open the Credit Card Selection page to allow the user to select an existing credit card.
Copy from Bill To	Click this button to copy the bill-to address of the RMA.
Copy from Return From	Click this button to copy the return from address of the RMA.
Select Bill To Address	Click this link to select a Bill To address for the customer.

Overriding RMA Address Information

This section lists common elements and lists the pages used to override RMA address information.

Common Elements Used in This Section

Delete Address Override	If needed, you can subsequently reset the address, replacing the new address with the original from address by clicking the link to restore the original address.

Pages Used to Override RMA Address Information

Page Name	Definition Name	Navigation	Usage
RMA Header Return-From Address (returned material authorization header return from address)	RMA_ADDRSHP_HDR	Click the Override link next to the Return From Address field on the RMA Form page.	Override the RMA return from address information at the RMA header level.
RMA Sold-To Address (returned material authorization sold to address)	RMA_ADDRSLD	Click the Override link next to the Sold To Address field on the RMA Form page.	Change the RMA sold to address information.
RMA Customer Address (returned material authorization customer address)	RMA_CUST_ADDR	Click the Display links on the RMA Form page to view the sold to, bill to, and return from addresses for the header. Click the Display link on the RMA Line Page to access the return from address for the line.	View the address for the customer on the RMA.
Customer Address	CUST_ADDRESS	Customer Returns, Review RMA Information, Customer Addresses, Customer Address	View the address for the customer who returned the products.
RMA Line Return - From Address (returned material authorization line return from address)	RMA_ADDRSHP_LN	Click the Override link next to the Return From Address field on the RMA Line page.	Change the RMA return from address at the line level.

Associating Notes and Attachments With Returned Material Headers and Lines

This section discusses how to associate note and attachments with RMA headers.

Pages Used to Associate Notes and Attachments With RMAs

Page Name	Definition Name	Navigation	Usage
RMA Header Notes/Attachments (returned material authorization header notes and attachments)	RMA_HDR_NOTE	Click the Header Notes/Attachments link on RMA Form page.	Associate notes and attachments with RMAs at the header level.
RMA Line Notes/Attachments (returned material authorization header notes and attachments)	RMA_LINE_NOTE	Click the Line Notes/Attachments link on RMA Line page.	Associate notes and attachments with RMAs at the line level.

Associate Notes and Attachments With RMA Headers

Access the RMA Header Notes/Attachments page (click the Header Notes/Attachments link on RMA Form page).

Header Attachments

Add	Click the Add button to browse for and add an attachment.
View	After you upload an attachment, click the View button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a Description of the item that you're attaching.

Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Header Notes

Use Predefined Standard Note
Enable this option to attach a note already set up in the system on the Standard Notes page. Select a Standard Note Code from the available options and the rest of the fields established for the standard note code appear.

If this option is not checked, the note that is created is a unique note. Select a Note Type and enter the note in the Text field.

Documents to Print the Note On
For a custom note, you can select the Return Material Authorization.

Managing Returned Material for Material Stock Requests

This section discusses how to:

- Enter RMA transactions for material stock requests.

- Enter additional details for an RMA line that is entered on the RMA Form page.

- View internal material stock requests.

- Specify which serial IDs are returned.

- Specify which serial IDs or lot IDs are returned (internal requests).

- View external material stock requests.

- Specify which serial and lot IDs are returned (external requests).

- Specify which serial IDs or lot IDs are returned (external requests).

Use the PeopleSoft Inventory RMA Form component to enter RMA transactions for material stock requests, that is, demand from sources other than PeopleSoft Order Management.

In PeopleSoft Inventory, you can access internal and external shipment information from both the RMA Form page and the navigation. When you access the Internal Shipment History and External Shipment History pages from the RMA Form page, you can select Inventory shipment history lines to populate the RMA form.

Pages Used for Managing Returned Material for Material Stock Requests

Page Name	Definition Name	Navigation	Usage
RMA Form	RMA_FORM_INV	Inventory, Manage Returned Material, RMA, RMA Form	Enter RMA transactions for material stock requests and orders with demand sources other than PeopleSoft Order Management.
RMA Line	RMA_LINE_INV	Click the RMA Line link on the RMA Form page.	Change or enter detail for an RMA line that you entered on the RMA Form page.
RMA Return-From Location (returned material authorization return from location)	RMA_RET_FROM_LOC	Click the RMA Location Address link on the RMA Form page or the RMA Line page.	View the address for the location from which the material is returned.
ChartField Overrides	RMA_HDR_CF	Click the ChartField Edit Option link on the RMA Form page.	Update ChartFields for the RMA header.

Page Name	Definition Name	Navigation	Usage
ChartField Overrides	RMA_LINE_CF	Click the ChartField Edit Option link on the RMA Line page.	Update ChartFields for the RMA line.
Internal Shipment History	RMA_MSR_SHIP_HIST	Inventory, Manage Returned Material, Internal Cust Shipment History, Internal Shipment History	View material stock requests for an internal issue.
Serial/Lot Selection	RMA_SHPHS_SERIAL	Click the Serial/Lot Selection link on the Internal Shipment History page.	Specify which serial IDs are returned (internal requests).
Serial/Lot Selection	RMA_SHPHS_LOT	Click the Serial/Lot Selection link on the Internal Shipment History page.	Specify which serial or lot IDs are returned (internal requests).
External Shipment History	CUST_SHIP_HIST_INV	Inventory, Manage Returned Material, External Cust Shipment History, External Shipment History	View external material stock requests.
Serial/Lot Selection	RMA_SHPHS_SERIALEX	Click the Serial/Lot Selection link on the External Shipment History page.	Specify which serial and lot IDs are returned (external requests).
Serial/Lot Selection	RMA_SHPHS_LOTEX	Click the Serial/Lot Selection link on the External Shipment History page.	Specify which serial IDs or lot IDs are returned (external requests).
Return Material Authorization	RUN_INS3000	Inventory, Manage Returned Material, RMA Report, Return Material Authorization	Specify parameters for the Return Material Authorization Form. You have the option to include canceled order lines in the report run.

Entering RMA Transactions for Material Stock Requests

Access the RMA Form page (Inventory, Manage Returned Material, RMA, RMA Form).

RMA Form page

RMA Date	View the current date by default.
RMA Status	Select a value:
	Pending: RMA form is not complete. The system cannot receive items referenced on the RMA that have a status of *Pending* until the status is changed to *Open*.
	Open: RMA form is complete, ready for processing, and can receive returned items. The RMA status remains *Open* until the last line item of the RMA is received. This is the default value.
	Canceled: RMA is no longer valid and no receipts are expected for it. You cannot change RMA status in the header to *Canceled* if there are receipts against any of the RMA lines, and you cannot change RMA line status to *Canceled* if there are any receipts against the line. Change the RMA status to *Canceled* to access the RMA Cancel page and enter the date and the reason for the cancellations.
	Closed: All RMA lines are received. RMA lines are automatically set to *Closed* when the received quantity on the line is greater than or equal to the returned quantity.
Reason Code	Reason codes with an *RMA Cancel* type must exist on the Reason Codes page.

Return From Options

Option	Available Fields
Internal Location	Select a return from location for internal issues from PeopleSoft Inventory. Values include all locations.

Option	*Available Fields*
	Click the RMA Location Address link to access the RMA Return-From Location page, where you can view the internal location address from which the stock is returned.
External Customer	Select the return from customer and modify the return from location as necessary for external issues from PeopleSoft Inventory. If the installation does not include PeopleSoft Order Management, Billing, or Accounts Receivable, the system doesn't validate the entry.
	For external customers, you can view or change the return from address. Click the Display link to access the RMA Customer Address page and can view the current return from address. Click the Override link to access the RMA Header Return-From Address page and modify the address information.

Return To   The PeopleSoft Inventory Business Unit to which the material is returned.

Estimated Return Date and   View the current date and time. These are estimates only, and the planning
Estimated Return Time   system might use them as a potential source of supply.

                                   If the Return To business unit requires closure calendar validation for
                                   receiving activities (defined on the Closure Calendar page), the system
                                   validates the order's estimated return date and time against the calendar. If
                                   the estimated return date and time are not valid for receiving activities at
                                   the destination business unit, a warning message appears when you save the
                                   change. You can ignore the warning or reschedule the return date. If you
                                   reschedule, the system calculates and returns the next valid date for
                                   receiving operations at the destination business unit.

Distribution Type   View the business unit's distribution options. Distribution types define
                                   different departments or cost centers. While the transaction determines the
                                   debit and credit accounts for most transactions, distribution types are used
                                   when the account distribution depends on which department or cost center
                                   issued the product.

Approval Required   If selected (the default), you can save the RMA only as *Pending*.

You can use the links on this page to associate additional information with the RMA. You must save the
RMA Form page before transferring to ChartFields overrides and internal or external shipment history.

RMA Lines

Enter basic information for the RMA line. This information appears as default information on the RMA Line
page, where you can modify it.

Line   The default is *1* for the first return line. This value increments by one for
                                   each additional line.

Item ID	Enter the ID for the item that you are returning. Only items with a status of *Active, Hold, Discontinue,* or *Inactive* are values, and only these items appear in the prompt table.
Quantity Returned and **UOM**	Enter the quantity and UOM for the returned item. The UOM must be a valid stocking UOM for the item.
Quantity Base	The quantity returned, in the item's base UOM.
Return To	The Return To business unit that you defined at the header level becomes the default for all lines. You can change this value on a line-by-line basis.
Distribution Type	The distribution type that you selected at the header level becomes the default distribution type on all lines. You can change this value on a line-by-line basis.

See Also

PeopleSoft Managing Items 9.1 PeopleBook, "Working with Items," Managing Inventory by Item Status

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

Entering Additional Details for an RMA Line That Is Entered on the RMA Form Page

Access the RMA Line page (click the RMA Line link on the RMA Form page).

All of the fields on this page derive their default values from the RMA Form page and are available for editing except Unit and RMA Number.

PO Number	The default is the PO number that is associated with the shipment that is referenced on the line.
Carrier ID	The system retrieves the default value from the Return Type Codes page.

Viewing Internal Material Stock Requests

Access the Internal Shipment History page (Inventory, Manage Returned Material, Internal Cust Shipment History, Internal Shipment History).

Ship History for MSRs (months)	The system retrieves this value from the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the range that you specified appear.

Catalog Search Button	Click the Catalog Search button to select specific shipments or to change the date range of the orders.
Select All	Click to select all of the lines on this page.
Select	Click to select shipment history lines.
Return	Click to copy the Item ID, Qty Shipped, UOM, and Distribution Type field values from the selected lines to the RMA lines.

Note. Although ChartFields and Projects do not appear on this page, they are copied to the RMA line.

⚑   Click the Serial/Lot Selection button next to the shipment history line if the item is ship serial-, serial-, or lot-controlled. This opens the Serial/Lot Selection page (Internal Material Stock Requests - Serial ID) or the Serial/Lot Selection page (Internal Material Stock Requests - Lot ID) page, where you can select shipping serial-, serial-, or lot-controlled lines.

Specifying Which Serial IDs Are Returned (Internal Requests)

Access the Serial/Lot Selection page (click the Serial/Lot Selection link on the Internal Shipment History page).

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped. Select the serial ID that is returned. Click the Select/Deselect All IDs link to select or deselect all of the serial or lot rows.

Specifying Which Serial IDs or Lot IDs Are Returned (Internal Requests)

Access the Serial/Lot Selection page (click the Serial/Lot Selection link on the Internal Shipment History page).

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID and **Lot ID**	Select the serial or lot ID that is returned.
Select/Deselect All IDs	Click to select or deselect all of the serial or lot rows.
Expiration Date	View, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Viewing External Material Stock Requests

Access the External Shipment History page (Inventory, Manage Returned Material, External Cust Shipment History, External Shipment History).

Ship History for RMAs (months)	View the time period for the shipment history for RMAs that you establish on the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the specified range specified appear.
⊞	Click the Serial/Lot Selection button next to the shipment history line if the item is ship serial-, serial-, or lot controlled. This opens the Serial/Lot Selection page (External Material Stock Requests - Serial ID), where you specify serial IDs for the returned items, or the Serial/Lot Selection page (External Material Stock Requests - Lot ID), where you specify lot IDs for the returned items.
Select	Click to select shipment history lines.
Return to Search	Click to copy the Product ID, UOM, Qty Shipped, Unit Price, ChartField, and Project field values from the selected lines to the RMA lines.
	Note. Although Unit Price, ChartFields, and Projects do not appear on this page, they are available for the system to copy to the RMA line.

Specifying Which Serial IDs Are Returned (External Requests)

Access the Serial/Lot Selection page (external serials) page (click the Serial/Lot Selection link on the External Shipment History page).

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID	Select the serial ID that is returned.
Select/Deselect All IDs	Click to select or deselect all of the serial or lot rows that appear on this page.

Specifying Which Serial IDs or Lot IDs Are Returned (External Requests)

Access the Serial/Lot Selection page (External Material Stock Requests - Lot ID) (click the Serial/Lot Selection link on the External Shipment History page).

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID and **Lot ID**	Select the serial or lot ID that is returned.
Select/Deselect All IDs	Click to select or deselect all of the serial or lot rows.
Expiration Date	View, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Managing Returned Material From Third-Party Systems

The RMA Load EIP is an inbound asynchronous service operation that receives RMA receipts from a third-party system to create RMAs in PeopleSoft Inventory. Once the PeopleSoft system receives the transaction, the RMA Load process validates the data and inserts it into either the RMA table or, if errors are found, into the transaction error table. You can correct errors and resubmit the transaction using the RMA Load EIP Maintenance pages in the Maintain Data Definitions component.

See Also

PeopleSoft Inventory 9.1 PeopleBook, "Receiving and Putting Away Stock," Staging RMA Receipts Using an Electronic Data Collection System

PeopleSoft Supply Chain Management Integration 9.1 PeopleBook, "Understanding PeopleSoft Supply Chain Management Enterprise Integration Points," PeopleSoft SCM Inbound EIPs

Appendix A

PeopleSoft Working With Order to Cash Common Information Reports

This appendix provides an overview of the reports in this PeopleBook.

Note. For samples of these reports, see the Portable Document Format (PDF) files that are published with your online documentation.

See Also

PeopleTools PeopleBook: Introduction to PeopleSoft Reporting, "PeopleSoft Reporting Tools"

PeopleSoft Working With Order to Cash Common Information Reports: A to Z

This section lists the reports in this PeopleBook.

• Customer reports.

• Product reports.

• Product nVision reports.

• Return material authorization (RMA) reports.

• Cash drawer reports.

Note. nVision reports are run only from the PeopleTools window client.

Customer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
AR31001 TableSet Customers	Lists all customers by business unit for the setID.	Customers, Reports, Customers by SetID, TableSet Customers Accounts Receivable, Customer Accounts, Customer Reports, Customers by SetID, TableSet Customers	RUN_AR31001
AR31002 Business Unit Customers	Lists all customers for the business unit.	Accounts Receivable, Customer Accounts, Customer Reports, Customers by Unit, Business Unit Customers Customers, Reports, Customers by Unit, Business Unit Customers	RUN_AR31002
AR31003 TableSet Contacts	Lists customer contacts by SetID, including their title, phone, and fax numbers.	Customers, Reports, Contacts by SetID, TableSet Contacts Accounts Receivable, Customer Accounts, Customer Reports, Contacts by TableSet, TableSet Contacts	RUN_AR31003
AR31004 Business Unit Contacts	Lists customer contacts by business unit, including their title, phone, and fax numbers.	Accounts Receivable, Customer Accounts, Customer Reports, Contacts by Unit, Business Unit Contacts Customers, Reports, Contacts by Unit, Business Unit Contacts	RUN_AR31004
OMC3210 (Crystal) Sold-To Customer Master	Lists the address and the processing options for Sold To Customers for the selected setID. (Crystal)	Customers, Reports, Sold To Customer Master, Sold-To Customer Master	RUN_OMC3210
OMC3210 (XML format) Sold-To Customer Master	Lists the address and the processing options for Sold To Customers for the selected setID. (BI Publisher)	Customers, Reports, Sold To Customer Master, Sold-To Customer Master	RUN_OMC3210

Report ID and Report Name	Description	Navigation	Run Control Page
OMC3240 (Crystal) Sold To Customer Relationships	Lists each sold to customer, its status, and all associated ship to and bill to customers in order of priority for the selected SetID. (Crystal)	Customers, Reports, Sold To Cust Relationships, Sold-To Cust Relationships	RUN_OMC3240
OMC3240 (XML format) Sold To Customer Relationships	Lists each sold to customer, its status, and all associated ship to and bill to customers in order of priority for the selected SetID. (BI Publisher)	Customers, Reports, Sold To Cust Relationships, Sold-To Cust Relationships	RUN_OMC3240
OMC3220 (Crystal) Ship-To Customer Master	Lists the address and the processing options for Ship To Customers for the selected SetID. (Crystal)	Customers, Reports, Ship To Customer Master, Ship-To Customer Master	RUN_OMC3220
OMC3220 (XML format) Ship-To Customer Master	Lists the address and the processing options for Ship To Customers for the selected SetID. (BI Publisher)	Customers, Reports, Ship To Customer Master, Ship-To Customer Master	RUN_OMC3220
OMC3260 (Crystal) Ship To Customer Relationships	Lists each ship to customer, its status, and all associated customer relationships in order of priority for the selected setID. (Crystal)	Customers, Reports, Ship To Cust Relationships, Ship-To Cust Relationships	RUN_OMC3260
OMC3260 (XML format) Ship To Customer Relationships	Lists each ship to customer, its status, and all associated customer relationships in order of priority for the selected setID. (BI Publisher)	Customers, Reports, Ship To Cust Relationships, Ship-To Cust Relationships	RUN_OMC3260
OMC3230 (Crystal) Ship Date Exceptions	Lists both block and standing ship date exceptions by ship to customer for the selected SetID. (Crystal)	Customers, Reports, Ship Date Exceptions	RUN_OMC3230
OMC3230 (XML format) Ship Date Exceptions	Lists both block and standing ship date exceptions by ship to customer for the selected SetID. (BI Publisher)	Customers, Reports, Ship Date Exceptions	RUN_OMC3230

Product Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMC4100 (Crystal) Product Master	Lists all products by SetID. Identifies the item ID, status, and whether the product is a product kit, among other details (Crystal)	Products, Reports, Product Master	RUN_OMC4100
OMC4100 (XML format) Product Master	Lists all products by SetID. Identifies the item ID, status, and whether the product is a product kit, among other details. (BI Publisher)	Products, Reports, Product Master	RUN_OMC4100
OMC4200 (Crystal) Product Price List	View list prices for products, unit of measure, and ship from warehouses. (Crystal)	Products, Reports, Product Price List	RUN_OMC4200
OMC4200 (XML format) Product Price List	View list prices for products, unit of measure, and ship from warehouses. (BI Publisher)	Products, Reports, Product Price List	RUN_OMC4200
OMC4300 (Crystal) Product Catalogs	View which products and or product groups belong to a product catalog. (Crystal)	Products, Reports, Product Catalogs	RUN_OMC4300
OMC4300 (XML format) Product Catalogs	View which products and or product groups belong to a product catalog. (BI Publisher)	Products, Reports, Product Catalogs	RUN_OMC4300
CRCARDHST Credit Card History Report	This report lists credit card transmissions that have been performed from the PeopleSoft Order Management, Billing and Receivables modules. Search parameters allow you to search by business unit and transmission date range.	Set Up Financials/Supply Chain, Common Definitions, Credit Cards, Credit Card History Report	RUN_CRCARD_HST

Product nVision Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMBOOKP Product Booked by Product ID	Product bookings by business unit	Run from the PeopleTools window client.	OM_BOOKP.XLS
OMSALEP Product Sales by Product ID	Product sales by business unit	Run from the PeopleTools window client.	OM_SALEP.XLS
OMBOOKC Product Booked by Sold To Customer	Customer bookings by business unit.	Run from the PeopleTools window client.	OM_BOOKC.XLS
OMSALEC Product Sales by Sold To Customer	Customer sales by business unit	Run from the PeopleTools window client.	OM_SALEC.XLS
OMPRC Product Prices	Product Prices	Run from the PeopleTools window client.	OM_PRC.XLS

RMA Reports

Report ID and Report Name	Description	Navigation	Run Control Page
INS3000 Return Material Authorization	Lists RMA transactions for internal and external locations. Use this report to provide staff at the internal or external locations with an acknowledgment of a return request and direction on where to send the returned materials. You can also generate this report to aid receiving clerks in matching returned material at the receiving docks with an RMA in the PeopleSoft system. For each RMA, this report includes header and line information.	Inventory, Manage Returned Material, RMA Report, Returned Material Authorization	RUN_INS3000

Report ID and Report Name	Description	Navigation	Run Control Page
OMS3000 Print RMA	Lists the details of an authorized return for a customer. **Note.** Notes are printed on the RMA report without configuration.	Customer Returns, Reports, RMA, Print RMA	RUN_OMS3000
OMS7100 RMA Register	Lists RMAs by business unit.	Customer Returns, Reports, RMA Register, RMA Register	RUN_OMS7100
OMS7110 Overdue RMAs	Lists RMA line for products that are not returned by the estimated return date on the RMA Line page.	Customer Returns, Reports, Overdue RMAs, Overdue RMAs	RUN_OMS7110

Cash Drawer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
CDRDEPST Print Bank Deposit Slip	Print a bank deposit slip from the reconciliation. This slip lists cash to deposit, as well as a list of the checks (check number and amount) to deposit.	Accounts Receivable, Payments, Cash Drawer, Print Bank Slip Deposit	RUN_CDR_PRNTDEP

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