
PeopleSoft eBill Payment 9.1 PeopleBook

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Oracle's PeopleSoft eBill Payment Preface

This preface discusses:

- Oracle's PeopleSoft products.
- PeopleSoft application fundamentals.
- Common elements in this PeopleBook.
- Pages with deferred processing.

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

Oracle's PeopleSoft Products

This PeopleBook refers to these products:

- PeopleSoft Billing.
- PeopleSoft Accounts Receivable.

PeopleSoft Application Fundamentals

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

These companion PeopleBooks contain information that applies specifically to PeopleSoft eBill Payment.

- *PeopleSoft Application Fundamentals 9.1 PeopleBook.*
- *PeopleSoft Global Options and Reports 9.1 PeopleBook.*
- *PeopleSoft Order to Cash Common Information 9.1 PeopleBook.*
- *PeopleSoft Bank Setup and Processing 9.1 PeopleBook.*
- *PeopleSoft Commitment Control 9.1 PeopleBook.*
- *PeopleSoft Managing Procurement PeopleBook.*
- *PeopleSoft Managing Items 9.1 PeopleBook.*

- *PeopleSoft Supply Chain Management Integration 9.1 PeopleBook.*
- *PeopleSoft Setting Up and Using Engagement Planning PeopleBook.*
- *PeopleSoft Billing 9.1 PeopleBook*

Pages With Deferred Processing

Several pages in PeopleSoft eBill Payment 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.

See Also

PeopleTools PeopleBook: PeopleSoft Application Designer

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

As of Date	The last date for which a report or process includes data.
Add to Payment Cart	<p>If the bill or item is eligible for payment, a button or link appears to enable a customer to add the corresponding item or bill to the payment cart, and navigate to the Payment Cart page, where they can view the content and update the items or bills in the payment cart.</p> <p>When a customer adds a consolidated bill to the payment cart, the system displays each of the attached bills separately on the Payment Cart page.</p> <p>The contents of the payment cart will be saved when the user clicks the Add to Payment Cart button. Hence, the user can log out and log in again later to continue working with the payment cart.</p>
Add to Schedule Payment Cart	<p>If the bill or item is eligible for payment, a button or link appears to enable a customer to add the corresponding item or bill to the schedule payment cart, and navigate to the Schedule Payment Cart page, where they can view the content and update the items or bills in the schedule payment cart.</p> <p>When a customer adds a consolidated bill to the schedule payment cart, the system displays each of the attached bills separately on the Schedule Payment Cart page.</p> <p>The contents of the schedule payment cart will be saved when the user clicks the Add to Schedule Payment Cart button. Hence, the user can log out and log in again later to continue working with the schedule payment cart.</p>
Bill Search	A customer can click to access the Bill Search page where they can enter search criteria to display a specific bill.
Business Unit	An identification code that represents a high-level organization of business information. You can use a business unit to define regional or departmental units within a larger organization.
Current Balance	The total amount of the invoice reduced by any payments paid toward the invoice. The system calculates the balance by summing the BAL_AMT value of all items for the invoice in the PS_ITEM table, reduced by any credit card payments that are in process. If the item has not yet been created in PeopleSoft Receivables, the system retrieves the balance from the BI_HDR Invoice Amount field.
Description	Descriptive text up to 30 characters.

Due Date	The date on which payment is due. The system calculates due date by taking the minimum due date of all open items for the invoice from the PS_ITEM table. If the item has not yet been created in PeopleSoft Receivables, the system retrieves the date from the BI_HDR due date.
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.
EmplID (employee ID)	Unique identification code for an individual associated with an organization.
Subtotal	Total line amount before discounts and surcharges.
Invoice Amount	Total amount owed for the bill.
Invoice Date	Date on which the bill was invoiced.
Item ID	<p>ID of the item. For example, if the item is an invoice, this value represents the invoice number.</p> <p>When searching for a specific Item ID, customers can search for a specific item ID, or enter a partial Item ID to display a list of all possible values.</p>
Item Status	If the item has a balance of zero, the status is <i>Closed</i> . Otherwise, the status is <i>Open</i> .
Language and Language Code	<p>The language in which you want the field labels and report headings of reports to print. The field values appear as you enter them.</p> <p>Language also refers to the language spoken by an employee, applicant, or non-employee.</p>
Net Extended Amt (net extended amount)	The total gross amount, plus all surcharges, reduced by all applicable reductions for the bill.
Quantity	The quantity of the description item billed on the corresponding bill line.
Return to Bill List	From the Bills - Bill Summary page, a customer can click to return to the Bills - Bill List page. From the Consolidated Bills - Consolidated Bill Summary page, a customer can click to return to the Consolidated Bills - Bill List page.
User ID	The system identifier for the individual who generates a transaction.
SetID	An identification code that represents a set of control table information or TableSets. A TableSet is a group of tables (records) necessary to define an organization's structure and processing options.
Total Discounts	The total discounts associated with the bill.

Total Surcharges	The total surcharges associated with the bill.
Type	The item type—for example, an invoice, debit memo, or credit memo.
UOM (unit of measure)	The unit of measure code that represents the unit used to quantify the item on the corresponding bill line.
Unit Price	The price billed for each item on the corresponding bill line.

Chapter 1

Getting Started with PeopleSoft eBill Payment

This chapter discusses PeopleSoft eBill Payment:

- Business processes.
- Integrations.
- Implementation tasks.

See Also

"Oracle's PeopleSoft eBill Payment Preface," page vii

PeopleSoft eBill Payment Business Processes

PeopleSoft eBill Payment enables a customer to initiate these business processes:

- View bills.
- Edit account information.
- Pay bills.
- View payment information.
- Create customer conversations.
- Choose invoice delivery options.

PeopleSoft eBill Payment Integrations

PeopleSoft eBill Payment sits on top of PeopleSoft Billing and PeopleSoft Receivables, so there is no effort required to integrate an electronic bill. PeopleSoft eBill Payment enables faster collection of receivables with less opportunity for errors, and it is easy to implement. Customers need not wait for an invoice, and invoices can be paid anytime, from anywhere. With PeopleSoft eBill Payment integration, you can:

- Facilitate paperless invoicing.

- Receive invoice information from PeopleSoft Billing.
- Apply payments to PeopleSoft Receivables.
- Enable your customers to view additional information that is not on paper invoices.
- Allow customers to update their contact information, like billing address, phone number and credit card information.

PeopleSoft eBill Payment Implementation

PeopleSoft eBill Payment does not require implementation steps. In the planning phase of 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.

Chapter 2

Preparing to Implement PeopleSoft eBill Payment

PeopleSoft eBill Payment self-service applications enable customers to receive invoices, access supporting information and make payments using the internet. Self-service applications are an improved alternative to automated telephone prompting systems, and reduce the workload for internal support staff and customer service representatives.

This chapter discusses how to:

- Set up PeopleSoft eBill Payment security.
- Configure PeopleSoft eBill Payment.
- Set up paperless invoicing.

Note. To implement PeopleSoft eBill Payment, you must first set up PeopleSoft Billing and PeopleSoft Receivables applications.

Setting Up PeopleSoft eBill Payment Security

The PeopleSoft eBill Payment transactions are set up to secure the information that is accessible to customers. In order for customers to use the PeopleSoft eBill Payment transactions, you must first grant those customers access to the transactions and set up appropriate row-level security for their user IDs.

To enable customers to access PeopleSoft eBill Payment pages:

1. Set up the user profile for the customer contact that requires access to eBill Payment.
 - a. Select Customers, Contact Information and edit the customer contact needing access to eBill Payment (or create a new contact, as appropriate).
 - b. Click the User Profile link at the bottom of the Contact Information page.
 - c. Enter a User ID and Password. The customer contact will use these values to log into the eBill Payment application.
 - d. Verify that the Locked Out? box is not selected.
 - e. Assign the appropriate permission lists and Contact Roles to allow the user to run PeopleSoft eBill Payment processes.

For example, you could assign the EPEB1000 permission list, which enables the user to run the Email me and Invoice Copy process. The roles that you assign to the contact determine which self-service transactions the contact has access to. You could, for example, assign the *Customer* role to customer contacts. If you are using the *Customer* role and PeopleSoft Billing is not installed, remove the permission list EPEB4000 from the *Customer* role. This prevents the PeopleSoft Billing links from appearing in PeopleSoft eBill Payment.

- f. Save.
2. Click the Contact Customer Information link to access the Contact Customer page.

Enter the customers that are associated with the contact. The Contact Customer page contains a grid that is used to enter the customers that are associated with the contact.

3. Click the Self Service Security tab.

Select the Bill To option to designate which customer data is accessible from PeopleSoft eBill Payment. When a customer contact accesses PeopleSoft eBill Payment, the system displays data for only the customers that have the bill to option selected on the Self Service Security page. Row-level security is maintained in this manner for PeopleSoft eBill Payment users.

4. To set up invoice delivery and notification options, click the Documentation link on the Customer tab for each customer.
 - a. Create a row in the Documentation grid with a document code of *INVC* (invoice).
 - b. Select the preferred communication method for invoices. The value chosen will be used to derive the default value of the Invoice Media setting when a new bill is created online or through the Billing Interface. If you want paperless invoicing, you can select *Email Notification* to have the official invoice delivered as an email which contains a link to view the invoice in eBill Payment.

Note. You can create the user profile on the Contact User Profile page, or you can use the PeopleTools User Profiles component. If you use the User Profiles component, select *Customer Contact* for the ID type, and then assign the appropriate contact ID to the attribute value.

See Also

PeopleTools PeopleBook: Security Administration

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Maintaining Contacts"

Configuring PeopleSoft eBill Payment

PeopleSoft eBill Payment uses the CUSTOMERDEF_SWAN style sheet. This style sheet is intended for externally facing applications. You can change styles and colors through PeopleSoft Application Designer and the Style Sheet object. The use of a different style sheet from PSSTYLEDFF_SWAN (used for internally facing applications) enables you to create a unique-looking external application.

Note. Configure the look of PeopleSoft eBill Payment only if you have in-depth knowledge of PeopleTools and Application Designer.

Setting Up Paperless Invoicing

In paperless invoicing, a physical invoice is not printed. Instead, an email notification is sent to the customer and the invoice is presented through eBill Payment.

The Invoice Media setting of an invoice determines whether an invoice is printed, transmitted using EDI, or whether an email notification is sent. In all cases, the invoice will appear in eBill Payment. The BIIVCEMAIL process will send an email for each finalized invoice with an Invoice Media setting of *Email Notification* for which an email has not been already sent.

The Invoice Media setting is populated according to the customer contact's communication preference. When a billing contact has a communication preference setting of *Email Notification* for the document code *INVC*, then new bills created online or through the Billing Interface will be created with an Invoice Media setting of *Email Notification*.

If an invoice contact does not have an email address or does not have access to the eBill Payment application, an error will be noted by the Finalization process and the invoice will not be generated.

See Also

PeopleSoft Billing 9.1 PeopleBook, "Managing PeopleSoft Billing Utilities," Running the Email Notification Process

Chapter 3

PeopleSoft eBill Payment Self-Service Transactions

This chapter provides an overview of PeopleSoft eBill Payment self-service transactions and discusses how to:

- Access eBill Payment transactions.
- Establish eBill Payment user experience.
- View bills.
- View consolidated bills.
- View supporting documentation attached to a bill.
- Make payments.
- View account information.
- View payment history.
- View balance details.
- Converse with customers.
- Allow self service administrators to create additional users.
- View the customer hierarchy.

Understanding PeopleSoft eBill Payment Self-Service Transactions

PeopleSoft eBill Payment consists of several self-service transactions that are designed for the casual, untrained user. These self-service transactions enable customers to view account information and pay invoices online, even if they have very little internet or PeopleSoft application experience. Customers sign in to the PeopleSoft application with a user name that is linked to a contact ID, which in turn links to their customer identification, so that only information that is relevant to the contact customer ID is accessible.

Because every organization has its own business needs, these self-service transactions should be considered starter kits that you can configure to meet the organization's specific business requirements. For example, on the Bills page, an organization may prefer to display the line identifier as opposed to the line description when displaying bill line details. Also, depending on the tax solution that the organization implements, you may prefer to display tax code rather than tax authority when displaying line tax details.

Accessing eBill Payment Transactions

When your customers access the PeopleSoft CUSTOMER registry, the system displays a link to the eBill Payment Functional Area Navigation (FAN) page. From the FAN page, your customers can access all PeopleSoft eBill Payment transactions.

Using the eBill Payment FAN page

Customers can click these links on the eBill Payment FAN page:

<i>Links</i>	<i>Usage</i>
Bills	Access the Bills - Bills List page. After selecting an invoice, customers can view summary information pertaining to the invoice and add this bill to the payment cart. This link appears only if PeopleSoft Billing is installed.
Consolidated Bills	Access the Consolidated Bills - Bill List page. After selecting a consolidated invoice, the customer can view summary information pertaining to the consolidated invoice, view the details of any attached invoice, and add any of the attached bills to the payment cart. This link appears only if PeopleSoft Billing is installed.
Account Balance	Access the Account Balance page. Customers can view account balance information.
Balance Detail	Access the Balance Detail page. Customers can search and view any item in Accounts Receivable.
Payment History	Access the Payment History page. Customers can view payment information.
Payment Cart	Access the Payment Cart page. Customers can view the invoices or items that were added to the Payment Cart for payment. Also, customers can initiate the Make Payment process from here.
Schedule Payment Cart	Access the Schedule Payment Cart page. Customers can view the invoices or items that were added to the Schedule Payment Cart for payment. Also, customers can initiate the Make Payment process from here.

Links	Usage
Scheduled Payments	Access the Scheduled Payments page. Items scheduled for payment can be viewed and updated from the Scheduled Payments page.
Statements	<p>Access the Statements page. This page displays a printable image of the most recent statements. This allows the user to print the statement from the browser. The statements will be displayed only for Customer defined with the Bill To option and View Statement selected on the Self Service Security tab.</p> <p>Open Balance Statements and Balance Forward Statements will be displayed as a printable image. The Statement page displays the Statement ID, Statement date and an icon to display the Statement rendered image.</p> <p>The user is allowed to select a statement from the Statement page and add all the items listed in this statement to the Payment Cart or Schedule Payment Cart. If the item is already in the payment cart, it will not be added again. If the item belongs to multiple statements that have been selected to be added, there will be only one line for this item in the Payment Cart. If the user wants to have only items from that specific statement in the Cart, the user should go the Cart and press Empty button first, and then go the Statement page to add the desired statement. Only the items of the customer logged will be listed in the Statement image. The items of customers that have the logged customer as their Correspondence Customer will not be displayed.</p>
My Preferences	Access the Preferences page. Customers can modify their preferences to personalize their user experiences with the PeopleSoft eBill Payment transactions.
Profile	Access the Profile - Contact Information page. Customers can review or update information about themselves, update Billing address information, and modify their credit card profiles.
Contact Us	Access the Send us an Email page. Customers can initiate two-way conversations with customer service representatives. If prior conversations were initiated through the Contact Us page, then a Review Prior Notes link appears.

Links	Usage
Customers	Access the Customers page. Users who represent more than one customer can conduct business on behalf of only one customer at a time in eBill Payment. Representatives can select the active customer on the Customers page.

Establishing eBill Payment User Experience

When your customers log in to eBill Payment, they can determine how they interact with the site and which customer's transactions to work with while viewing account information. Users can also update information about themselves, such as name, phone number, billing address and credit card information. This section discusses how to:

- Modify default preferences.
- Select customers.
- Modify the user profile.

Pages Used to Establish PeopleSoft eBill Payment Preferences

Page Name	Definition Name	Navigation	Usage
My Preferences	EB_USER_PREF_SS	Click the My Preferences link from the FAN page or the navigation menu.	Modify default preferences for PeopleSoft eBill Payment.
Customer	BI_LOGIN_SS	Click the Customers link from the FAN page or the navigation menu.	Select a different customer to represent.
Profile - Contact Information	BI_CONTACT_SS_PHN	Click the Profile link from the FAN page or the navigation menu.	Update current effective-dated billing contact information, such as name, email address, phone number, and invoice delivery options.
Profile - Billing Address	BI_CUST_ADDRESS_SS	Click the Billing Address link on the Profile - Contact Information page.	Review all current billing address information that is on file.
Profile - Edit Address	BI_CUST_ADDRCHG_SS	Click the Edit Address button on the Profile - Billing Address page.	Edit customer billing address information.

Page Name	Definition Name	Navigation	Usage
Profile - Add a Billing Address	BI_CUST_ADDRCHG_SS	Click the Add a Billing Address button on the Profile - Billing Address page.	Add a billing address.
Profile - Credit Card Data	BI_CR_CARD_LIST_SS	Click the Credit Card Data link on the Profile - Contact Information page. This link appears only if there is credit card information on file for the customer contact.	List all the credit cards on file. Click the Edit or Remove button to update the credit card information.
Profile - Add a Credit Card	BI_CR_CARD_CHG_SS	Click the Add a Credit Card button on the Profile - Credit Card Data page.	For adding new credit card information.

Modifying Default Preferences

Access the My Preferences page (click the My Preferences link from the FAN page).

My Preferences for eBill Payment

Default Bill To Customer:

Default Payment Method:

View Bill Defaults

The default options entered below will be used when you are viewing bills.

Bills in Last (Days):

Manage my focus to include: ☐ Order Information ☐ Contract Information

Payment Search Options

The default Payment Search Options entered below will be used each time you enter the Payment History transaction.

Payments in Last (Days):

Payment Applied:

Sort payments by: *Sort Order:

Item Search Options

The default Item Search Options entered below will be used each time you enter the Balance Detail transaction.

Items Due in Last (Days):

Type:

Item Status:

In Dispute:

In Collection:

Deduction:

Sort items by: Sort Order:

Preferred Currency

The Preferred Currency entered below is used for the Account Balance transaction when open items are in multiple currencies.

Preferred Currency:

Exchange Rate Type:

My Preferences page

Default Bill-To Customer

Appears only for users who represent multiple bill-to customers. These users can select the default bill-to customer that they want to represent when they first sign in.

Default Payment Method Change the default payment method. The method that the customer selects appears by default on the Payment Cart page.

Note. If you select Direct Debit as the Default Payment Method and the status of the prenote on the Bill To Options page (Customers, Customer Information, General Information) is *New*, *Pending* or *Rejected*, a warning displays informing the user that direct debit transactions will not be processed until the prenote is confirmed.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Adding General Customer Information.

View Bill Defaults

Bills in Last (Days) Customers can use this field to view invoices that are generated in a specified time period, such as the last 30 or 60 days on the Bills - Bill List page and the Consolidated Bills - Bill List page.

Manage my focus to include Customers select the Order Information check box to view and search for bills by order number, contract number, and purchase order number. Customers select the Contract Information check box to view and search for bills by contract number, purchase order number, and project ID. Selecting these options enables customers to view corresponding source-data details at the bill line level on the Bills - Bill Line Details page.

Payment Search Options

Payments in Last (Days) Customers elect to view payments made in a specified time period, such as the last 30 or 60 days. The default is 365 days.

Payment Applied Customers can elect to view payments that have been applied on the Account Balance and Payment History page. They can select *Yes* to search only payments that have been applied, or leave this field blank to search both.

Sort payments by Customers specify a default payment sorting order, in *Ascending* or *Descending* order.

Item Search Options

Customers can specify the default search criteria for the Balance Detail transaction using these fields:

Items Due in Last (Days) Enter the number of days that items due should be displayed on the Balance Detail page.

Type Select *Credit Memo*, *Debit Memo*, or *Invoice*.

Item Status	Select <i>Open</i> or <i>Closed</i> .
Deduction	Select <i>Yes</i> or <i>No</i> .
In Dispute	Displays items that are in dispute only if <i>Yes</i> is selected.
In Collection	Displays items that are in collection only if <i>Yes</i> is selected.
Sort items by	Customer can specify default item sorting orders: <i>Ascending</i> or <i>Descending</i> .

Preferred Currency Options

When you enter an item into accounts receivable, an entry currency is associated with the amount. By default, the system uses this currency to display the amounts on the Amount Balance transaction. The Account Balance transaction displays total amounts; if the total amount is made up of items with different entry currencies, the total is meaningless. The Account Balance page displays *****Multiple Currencies***** in the amount and total fields if multiple currencies are used.

Preferred Currency	Customers can select preferred currencies into which the system converts all amounts for display. The currency that they select here is used to display Account Balance transactions only. They must select a corresponding rate type.
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Selecting Customers

When a user first accesses the PeopleSoft eBill Payment application, a global customer variable is established which stores the customer ID for the user who is signed in. This global variable is used throughout PeopleSoft eBill Payment transactions to track the customer that the user is currently working with.

Your customers can use the Customer link to change the customer that is currently represented. Users who represent multiple bill-to customers can select only one customer at a time while working with PeopleSoft eBill Payment transactions. When the user first signs in, the initial customer that is represented is the customer that is defined as the default customer on the My Preferences page. Selecting a different customer from the Customer Selection page updates the global variable to the new customer.

If you have not previously set up row-level security for the user ID that the customer specifies when signing in, the system displays a page stating that the customer sign-in is not set up to access the requested transaction. You can modify this message to suit the business procedures that you would like customers to follow in this situation on the Message Catalog Text that is associated with this message.

Modifying the User Profile

Your customers can use PeopleSoft eBill Payment Profile pages to update address information; update billing contact information, such as name and email; choose invoice delivery options; and update credit card information. The user has the option to add, edit or remove a billing address. The user is not allowed to remove an address, if there is only one active billing address on file. Similarly the user can add, edit or remove credit card data. A checkbox is available in the Credit Card Data page which allows the user to save a new credit card as their primary card.

Note. If a customer's primary contact address differs from the primary bill-to address, the system uses the primary contact address as the primary bill to address when new invoices are created.

Whenever a change is made to the profile of a contact from an eBill Payment page and saved, an email is sent to the contact for security purposes. The following changes will trigger an email notification:

- Update to billing address.
- Update to credit card data.
- Change in contact name.
- Change in contact email address.
- Change in contact telephone number.
- Change in invoice delivery option.

The text in the email notification (for example, Company information) can be customized by changing the message catalog entry.

The message catalogs entries that needs to be edited for any customization in the email are the following:

- 12505,140 - Change in Customer Profile.
- 12505,141 - Changes required in contact name, contact email address, contact telephone number or invoice delivery option.
- 12505,142 - Changes to the billing address.
- 12505,143 - Change in company name.
- 12505,144 - Change in company phone number.
- 12505,145 - Change in company email address for correspondence.
- 12505,163 - Changes to credit card data.

Invoice Delivery Options

A customer contact can choose either *Print Copy* or *Email Notification* as their invoice delivery method. When a customer chooses *Print Copy*, the Billing invoice processes generate an invoice for printing. When a customer chooses *Email Notification*, the Billing invoice processes do not print an invoice, but instead send an email notification. In both cases, the invoice and supporting information can be viewed in the eBill Payment application. EDI (electronic data interchange) customers cannot change to an alternate invoice-delivery method, nor can non-EDI customers choose EDI as the delivery method. Similarly for the Email Invoice as Attachment delivery method, the customers cannot choose *Email Invoice as Attachment* from within eBill Payment. The customers have to choose the *Email Notification* option.

Viewing Bills

This section discusses how to:

- Review nonconsolidated invoiced bills.
- Search for nonconsolidated bills.
- Review invoice details.
- View item activity and credit card payments in progress.
- Review bill line details.
- Review discounts and surcharges.
- Review tax details.
- Email an invoice copy.

Pages Used to View Bills

Page Name	Definition Name	Navigation	Usage
Bills - Bill List	BI_BILL_LIST_SS	Click the Bills link from the FAN page or from the left navigation menu.	Review the most recent nonconsolidated invoiced bills.
Bill Search	BI_SRCH_SS	Click the Bill Search link on the Bills - Bill List page or Consolidated Bills - Bill List page.	Display a list of all possible invoices that meet specified search criteria. Leave search criteria fields blank to display all possible values for these fields.
Bills - Bill Summary	BI_SUMMARY_SS	Click an Invoice Number on the Bills - Bill List page.	Review invoice details and add eligible invoices to the payment cart.
Bills - Item Activity	AR_EBP_ACT_SEC	Click the Show Details link in the Current Balance column on the Bills - Bill Summary page, or click the Activities link from the Balance Detail - Item Detail or Payment History - Item Detail pages.	Review item activity and credit card payments that are in progress.
Bills - Bill Line Details	BI_LINE_SS	Click the link in the Line Description column on the Bills - Bill Summary page.	Review details for the corresponding bill line. The fields that appear on this page are determined by the options that a customer selected on the My Preferences page.
Bills - Shipping Address	BI_ADDRESS_SS	Click View Shipping Address on the Bills - Bill Line Details page.	Review the shipping address.

Page Name	Definition Name	Navigation	Usage
Bill Line Discount and Surcharge Details	BI_LINE_DS_SS	Click the discount/surcharge amount link in the Bill Details group box on the Bills - Bill Summary page.	Review all discounts and surcharges that are associated with a specified invoice line.
Bill Line Tax Details	BI_LINE_TAX_SS	Click the tax amount link in the Bill Details group box on the Bills - Bill Summary page.	Review all value-added tax and sales or use tax that is associated with a specified invoice line.
Email me an Invoice Copy	BI_IVC_EMAIL_SS	Click the Email me an Invoice Copy link on the Bills - Bill Summary page.	Email a copy of the invoice in PDF format to the Email address entered.

Reviewing Nonconsolidated Invoiced Bills

Access the Bills - Bill List page (click the Bills link from the FAN page or from the left navigation menu).

Invoice Number Displays all invoiced nonconsolidated bills for this customer. The system displays invoices by order of invoice date, from the most recent to the oldest. Customers can click an invoice number to access the Bills - Bill Summary page, where they can view invoice details and pay bills.

Pay Method Displays the scheduled payment method for the invoice.

Order Number, Contract Number, and Purchase Order If the customer selected the Order Information check box on the My Preferences page, these fields appear here.

Searching for Nonconsolidated Bills

Access the Bill Search page (click the Bill Search link on the Bills - Bill List page or Consolidated Bills - Bill List page).

Invoice Customers can search for specific invoices, or enter a partial invoice number to display a list of all possible values.

From Invoice Date A customer can enter a date or select a date from the available options to display all invoices that are generated on or after the specified date.

In the To Invoice Date field, a customer can enter a date or select a date from the available options to display all invoices that were generated on or prior to the date specified.

Calendar A customer can click the calendar button to select the month, day, and year parameters by which to filter the From Invoice Date or To Invoice Date search.

From Amount	<p>Customers enter search parameters for minimum invoice amounts. The system displays all invoices with total amounts that are greater than or equal to the amount that the customer specifies.</p> <p>In the To Amount field, customers enter search parameters for maximum invoice amounts. The system displays all invoices with total amounts that are less than or equal to the amount that a customer specifies.</p>
Order Number, Contract Number, and Purchase Order	<p>If customers select the Order Information check box on the My Preferences page, they can view and search for bills at the header and line level by order number, contract number, and purchase order number. If customers select the Contract Information check box on the My Preferences page, they can view and search for bills at the header and line level by contract number, purchase order number, and project ID.</p>
Sort By	<p>Customers select the criteria by which they want to sort the results of their search. They can sort results in <i>Ascending</i> or <i>Descending</i> order. For example, a customer wants to search for all invoices that were generated since December 31, 2000 and view the results with most recent invoices displayed first. The customer enters <i>12/31/2000</i> in the From Invoice Date field, selects <i>Invoice Date</i> as the sort by criteria, and sorts the results in descending order.</p>
Search	<p>After customers have defined filters, they click this button to access the Bills page, where they can view the results of search queries that are sorted in the order specified.</p>

Reviewing Invoice Details

Access the Bills - Bill Summary page (click an Invoice Number on the Bills - Bill List page).

Bill Summary

Current Balance	<p>The total amount of the invoice, reduced by any payments that are paid toward the invoice. The system calculates the balance by summing the BAL_AMT value of all items for the invoice in the PS_ITEM table, reduced by any credit card payments in process. If the item is not created in PeopleSoft Receivables, the balance appears by default from the BI_HDR Invoice Amount field. Customers can click any link in this column to access the Bills - Item Activity page, where they can view PeopleSoft Receivables details for the invoice, such as the item status, balance, and activity for the specified invoice. If the item has not been created in PeopleSoft Receivables, this link is disabled.</p>
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Note. If in your business practices you associate prepayments with invoices in PeopleSoft Billing, you should run PeopleSoft Billing and Receivables batch processes in a timely manner to enable the system to calculate the current balance with up-to-date information. If the current balance amount does not reflect a prepayment towards an invoice, you may need to run the Load AR process (BILDAR01), the Receivable Update process (AR_UPDATE), the Payment Predictor process (AR_PREDICT), and the Receivables Update process again to apply the prepayment to the invoice. If you choose to manually apply payments, you need to balance the payment worksheet rather than run the Payment Predictor process.

Total Invoice Amount	The total amount of the invoice, equal to the sum of the net extended amount, the total value added tax amount, and the total sales and use tax of the bill.
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Bill Details

Line	A bill line number that you use to reference specific information that is contained on the corresponding bill line.
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Description	A short description of the item that is billed on the corresponding bill line. Customers can click any link in this column to access the Bills - Bill Line Details page, where they can review the source-level details for the corresponding bill line.
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Disc/Surch (discounts/surcharges)	The combined amount of discounts and surcharges that are applied to the corresponding bill line. Customers can click any link in this column to access the Bill Line Discount and Surcharge Details page, where they can view detailed information about the discounts and surcharges that are applied to the specified bill line.
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Tax Amount	The total amount of sales and use tax and value-added tax that is applied to the corresponding bill line. Customers can click any link in this column to access the Bill Line Tax Details Page, where they can view detailed information about the taxes that are applied to the corresponding bill line.
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Total Amount	The product quantity and unit price minus total discounts and plus surcharges and taxes for the corresponding bill line.
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See Also

PeopleSoft Billing 9.1 PeopleBook, "Calculating VAT in PeopleSoft Billing"

PeopleSoft Billing 9.1 PeopleBook, "Entering Bills Online," Entering Bill Line Discount and Surcharge Information

Viewing Item Activity and Credit Card Payments in Progress

Access the Bills - Item Activity page (click the Show Details link in the Current Balance column on the Bills - Bill Summary page).

Customer Balance The item balance.

Item Activity

Accounting Date The date of the invoice or payment transaction against the item.

Credit Card Payments In Progress

Authorization Date The date that the credit card payment was authorized.

Authorization Code The authorization code that the bank assigns to authorize the credit card transaction.

Amount The authorized transaction amount.

Reviewing Bill Line Details

Access the Bills - Bill Line Details page (click the link in the Line Description column on the Bills - Bill Summary page).

Invoice Number The identifier for the invoice on which the corresponding line is billed.

Invoice Line The number of the corresponding bill line.

Description A description of the item that is billed on the corresponding line.

Order Number The identifier that is assigned to the order.

Order Date The date that the sales order is created.

Shipping ID The shipment's unique identification.

RMA Number (return material authorization number) The order number of the returned material authorization.

Sold To Customer The name of the customer that ordered the product.

Order Line The order line number.

Ship Date The date that the order is shipped.

View Shipping Address Customers click this link to navigate to the Bills - Shipping Address page, where they can review the ship-to address. This link appears only if the customer has chosen on the My Preferences page to view order information.

RMA Line Number The line number of the returned material authorization.

Contract Number	The contract number that is associated with the corresponding bill line.
Purchase Order	The purchase order number that is associated with the corresponding bill line.
Project ID	The project ID that is associated with the corresponding bill line.
From Date/Through Date	Indicates the date range of the billing activity for the corresponding bill line.
Contract Line Number	The specific line of the contract number that is associated with the corresponding bill line. Contract offerings appear on the contract as distinct contract line numbers.
Purchase Order Line	The specific line of the purchase order that is associated with the corresponding bill line.
Employee Name	The name of the employee that is associated with the corresponding bill line for example, the name of the employee that performed the service for which you are billing.
Return to Bill Summary link	Customers click to return to the Bills - Bill Summary page.

Reviewing Discounts and Surcharges

Access the Bill Line Discount and Surcharge Details page (click the discount/surcharge amount link in the Bill Details group box on the Bills - Bill Summary page).

Invoice Line	The bill line number that carries the listed discounts and surcharges. The invoice line number appears by default from the Bills - Bill Summary Page.
Description	A short description of the bill line item. The description appears by default from the Bills - Bill Summary page.
Return to Bill Summary link	The customer can click to return to the Bills - Bill Summary page.

Reviewing Tax Details

Access the Bill Line Tax Details page (click the tax amount link in the Bill Details group box on the Bills - Bill Summary page).

Invoice Line	The bill line number that carries the listed taxes. The invoice line number appears by default from the Bills - Bill Summary page.
Description	A short description of the bill line item. The description appears by default from the Bills - Bill Summary page.

Return to Bill Summary link The customer can click to return to the Bills - Bill Summary page.

Note. If sales and use taxes are associated with the selected bill line, the Sales/Use Taxes grid displays the tax amount and tax percent for the specified line.

Emailing an Invoice Copy

Access the Email me an Invoice Copy page (click the Email me an Invoice Copy link on the Bills - Bill Summary page).

Email Address	Customers enter a valid email address, then click the Send button to send the copy of the invoice in PDF format. If the message is successfully sent, the system displays the message, "Your request for an invoice copy was successful."
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Note. If an invoice contains lines that have summarization templates, the system emails a copy in summarized format only.

Viewing an Invoice Image

Access the View Invoice Image page (click the View Invoice Image link on the Bills - Bill Summary page).

The user can view an online rendering of the actual invoice that was mailed to the customer. The user can view the invoice in a PDF format.

The View Invoice Image link is available only if the Attach Invoice Image Option was selected for the Business Unit and the invoice image attachment process (BI_XMLPBURST) has been run.

Viewing Consolidated Bills

Customers click the Consolidated Bills link to access the Consolidated Bills - Bill List page. This page displays recent invoices, ordered by invoice date, that are linked to the user ID that is used to sign in to the system.

This section discusses how to:

- Review recent consolidated bills.
- Review attached invoice details.

See Also

PeopleSoft Billing 9.1 PeopleBook, "Entering Bills Online," Entering Consolidated Bill Information

Pages Used to View Consolidated Bills

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Consolidated Bills - Bill List	BI_BILL_LIST_C_SS	Click the Consolidated Bills link from the FAN page or from the left side navigation menu.	Review a list of consolidated invoices.
Consolidated Bills - Consolidated Bill Summary	BI_SUMMARY_C_SS	Click an invoice number on the Consolidated Bills - Bill List page.	Review details about the attached invoices, and add all of the attached invoices to the payment cart.

Reviewing Recent Consolidated Bills

Access the Consolidated Bills - Bill List page (click the Consolidated Bills link from the FAN page or from the left side navigation menu).

Invoice Number

The latest consolidated invoices for the corresponding customer. Invoices that were generated more recently appear first. The customer can click a specific invoice number to access the Consolidated Bills - Consolidated Bill Summary page, where they can view details about the attached invoices and pay the attached bills.

Reviewing Attached Invoice Details

Access the Consolidated Bills - Consolidated Bill Summary page (click an invoice number on the Consolidated Bills - Bill List page).

Bill Summary

Bill Summary

Information that appears in this group box refers to the consolidated invoice.

Total Consolidated Invoice Amt (total consolidated invoice amount)

The sum invoice amount of all attached invoices.

Current Balance

The total consolidated invoice amount reduced by any previous or partial payments that are paid toward the bill or attached bills. The system calculates the balance by summing the BAL_AMT value in the PS_ITEM table for each attached bill. If any of the attached bills do not have an item that was previously created in PeopleSoft Receivables, then the balance for that attached bill appears by default from the invoice amount of the attached bill.

Summary of Invoices

Summary of Invoices	Displays invoices that are attached to the consolidated invoice that the customer selects from the Consolidated Bills - Bill List page. The consolidated invoice implies row-level security for the attached invoices. If the user has authority to view invoices for a particular bill-to customer, then he automatically has access to any attached invoices regardless of the bill-to customer. For example, if user ID VP1 has row-level security for customer 1001 (Apex Systems) only, and if Apex Systems has a consolidated invoice that lists two attached invoices, each for different bill-to customers, then user VP1 can automatically view the two attached invoices when using the Consolidated Bills feature.
Invoice Number	All attached invoices for the consolidated bill. Invoices are ordered by invoice number. The customer can click a specific invoice number to access the Bills - Bill Summary page and view details about the corresponding attached invoice, adding that invoice to the payment cart separately. To pay the total consolidated invoice amount, the customer can click the Add to Payment Cart button or the Add to Schedule Payment Cart button.

Note. If the customer chooses to add a consolidated bill to the payment cart, the system lists each of the attached bills on the Payment Cart page. The Payment Cart does not display the consolidated invoice number.

Bill To	Name of the person or organization that is billed on the attached bill.
Invoice Amount	The total amount due for the corresponding attached invoice. The sum of all invoice amounts in the Summary of Invoices grid equals the total consolidated invoice amount that is in the Bill Summary group box.
Make Payment	Customers can click this link to navigate to the Make Payment page, where they can select payment methods and begin the payment process.

Viewing Supporting Documentation Attached to a Bill

This section discusses how customers can view a supporting document. You can attach documents to a bill header or line using the Billing application.

Pages Used to View Supporting Documentation Attached to a Bill

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
View Supporting Documentation	BI_ATTACH_SS	<ul style="list-style-type: none"> eBill Payment, Bills Click an invoice number on the Bill List page, and then click the View Supporting Documentation link at the bottom of the Bill Summary page. eBill Payment, Consolidated Bills Click an invoice number on the Bill List page, and then click the View Supporting Documentation link at the bottom of the Bill Summary page. 	View a list of supporting documents that are attached to an invoice.

Viewing a Supporting Document

Access the View Supporting Documentation page (click the View Supporting Documentation link at the bottom of the Bill Summary page).


Note. The View Supporting Documentation link will appear only when there are documents attached to the invoice that are not marked as internal only.


Bills

View Supporting Documentation

Invoice Number: 0000678527

Select the document you wish to view.

Invoice Documents		Customize 
Document Description	File Type	
Invoice Image	PDF	View

Invoice Line Documents				Customize 
Line	Line Description	Document Description	File Type	

View Supporting Documentation page

Invoice Documents	Lists documents that are attached at the bill header level.
Invoice Line Documents	Lists documents that are attached to specific bill lines.
View	Click to open the document in a browser or associated application.

Note. If the Attach Invoice Image option is enabled in Billing, then the invoice image will also be visible from the View Supporting Documentation page.

Making Payments

This section provides an overview of the PeopleSoft eBill Payment process and discusses how to:

- Display the contents of the payment cart.
- Initiate the payment process.
- Review amount details.
- Enter credit card payment information.
- Verify credit card payments.
- Review credit card transaction results
- Review direct debit payment information.

Understanding the PeopleSoft eBill Payment Process

PeopleSoft eBill Payment features enable customers to pay invoices over the internet. After customers select an eligible invoice for payment, they can short pay the item (pay a partial amount of the invoice), or pay the entire balance of the invoice using either a credit card or a preestablished direct debit account.

The PeopleSoft Payment Cart feature is designed to integrate specifically with PeopleSoft Receivables. You cannot use this feature with a generic accounts receivable subsystem. Additionally, for you to add an item to the payment cart, the item must have:

- A status of open.
- A current balance not equal to 0.00 USD.
- A payment method of credit card or check.

To pay an invoice, the customer can select an invoice to view on either the Bills or Consolidated Bills - Bill List page to access the corresponding Bill Summary page. If the invoice meets the criteria for payment eligibility, the Add to Payment Cart button appears. The customer can click this button to access the Payment Cart page. The customer can use the payment cart to accumulate invoices before making the payment. The customer can also click the Add to Schedule Payment Cart button to access the Schedule Payment Cart page and make a payment.

The Payment Cart link enables the customer to go directly into the payment cart.

The payment cart can only hold items belonging to one customer at a time. When the customer attempts to add items for a second customer, the system prompts the customer that the items in the cart belonging to the first customer will be replaced.

To make the payment, the customer can access the Payment Cart link on the left navigation menu or on the Payment Cart page.

After a payment is successfully processed, the system removes paid items from the payment cart. If the customer chooses to short pay an item and adds comments, the system generates a conversation containing all reasons and comments that are provided. The customer can review the conversation on the Contact Us Notes transaction. All the tasks performed in the Payment Cart can also be performed in the Schedule Payment Cart. However, in the Schedule Payment Cart the user can update the payment date manually.

Pages Used to Make Payments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Payment Cart	AR_EBP_PCRT_SEC	Click the Add to Payment Cart button that is located on pages displaying invoices or items.	Display the contents of the payment cart and initiates the payment process.
Schedule Payment Cart	AR_EBP_SCHED_CART	Click the Add to Schedule Payment Cart button that is located on pages displaying invoices or items.	Display the contents of the Schedule payment cart and initiates the payment process.

Page Name	Definition Name	Navigation	Usage
Short Pay Reason	SH_PAY_RSN_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Short Pay Reason	Set up valid reason options that a customer can select when they elect to short pay. The options that you define here are available to customers on the Payment Cart page.
Make Payment	EBP_PAY_METHOD	Click the Make Payment link on the Payment Cart page.	Initiate the payment process.
Make Payment - Payment Amount Detail	AR_EBP_PITM_SEC	Click any link in the Payment Amount column on the Make Payment page.	Review details about the items for the corresponding amount.
Make Payment - Credit Card Payment	EBP_PAY_CRCARD	Select <i>Credit Card</i> as the Payment Method on the Make Payment page, and click the Pay This Amount button or the Pay All The Amounts button.	Enter credit card information to pay a bill.
Make Payment - Credit Card Payment Verification	EBP_PAY_VERF_CC	Enter credit card information on the Make Payment - Credit Card Payment page and click Next.	Review credit card information before submitting for payment.
Make Payment - Credit Card Payment Process Results	EBP_PAY_CONF_CC	Click Submit for Payment on the Make Payment - Credit Card Payment Verification page.	Review the transaction results, and if the results are successful, receive a credit card authorization number.
Make Payment - Direct Debit Payment Verification	EBP_PAY_VERF_DD	Select <i>Direct Debit</i> as the Payment Method on Make Payment page, and click the Pay This Amount button or the Pay All The Amounts button.	Review direct debit account information before submitting for payment.
Make Payment - Direct Debit Payment Confirmation	EBP_PAY_CONF_DD	Click Submit for Payment on the Make Payment - Direct Debit Payment Verification page.	Confirm that the payment transaction was successful.

Displaying the Contents of the Payment Cart

Access the Payment Cart page (click the Add to Payment Cart button that is located on pages displaying invoices or items).

Payment Method

The available options are *Credit Card* and *Direct Debit*. The system uses the payment method that is defined on the My Preference page as the default value.

Items in the Cart

Customers can select the corresponding check box to mark which items they want to pay.

Payment Amount

The system uses the value in the Customer Balance field as the default for this field. However, the customer can use the PeopleSoft eBill Payment Short Pay feature by overriding this value with an amount that is less than the customer balance.

If Customers choose to short pay the item, they must select a short pay reason and enter a comment in the Comments field. You set up the short pay reasons on the Short Pay Reason page. The system displays an error message and marks the payment line in error if a customer does not provide a short pay reason.

Note. Items with negative amounts can be added to the payment cart, but the total Payment Amount cannot be negative. An error message is displayed if the total Payment Amount for a currency in the cart is negative.



Click to view the partial payments done by Credit Cards for that specific item. This icon is displayed in both the Payment Cart and the Schedule Payment Cart page. Only partial payments done by Credit Cards will be displayed.

Note. When the system detects an error, the Make Payment link is not available.

Total Counts and Amounts by Currency**Currency**

The columns in this group box are all grouped by currency. The number of items in the cart appears in the Count column. The sum of the balances in the payment cart appears in the Customer Balance column. The number of items that are selected in the payment cart appears in the Selected column, and the sum of the payment amounts of the selected items appears in the Payment Amount column.

Comments

Customers can enter comments regarding any payments. They can edit comments that are entered on this page on the Make Payment page.

Update Cart

After changing an amount or a selection, the customer can click this button to update the changes. Customers can click any of the remaining buttons to update the payment cart to reflect any changes. All the relevant validation will be done and the Payment Cart will be saved when Update Cart is clicked.

Select All	Click to select all of the items in the cart. The customer can click the Deselect All button to deselect all of the selection check boxes in the payment cart. These items remain in the payment cart.
Empty Cart	Click to remove all of the items from the payment cart. The system prompts the customer for confirmation before removing the items from the payment cart. When Empty Cart button is clicked, the Comments field will be cleared, the Payment Method is changed to its default value and the Payment Cart is saved.
Make Payment	Click to navigate to the Make Payment page, where customers can initiate a payment transaction.
Return to	Click to return to the previous page.

Note. The fields Item Balance and Payment Amount will reflect the partial payment that has been done. An item will be removed from the Payment Cart after Make Payment steps only if the payment is fully paid.

Note. The Return to link does not appear when a customer navigates to the Payment Cart page using the Payment Cart link from the left navigation menu.

Displaying the Contents of the Schedule Payment Cart

Access the Schedule Payment Cart page (click the Add to Schedule Payment Cart button that is located on pages displaying invoices or items).

Payment Method	The available options are <i>Credit Card</i> and <i>Direct Debit</i> . The system uses the payment method that is defined on the My Preference page as the default value.
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Items in the Cart

Customers can select the corresponding check box to mark which items they want to pay.

Payment Amount	<p>The system uses the value in the Customer Balance field as the default for this field. However, the customer can use the PeopleSoft eBill Payment Short Pay feature by overriding this value with an amount that is less than the customer balance.</p> <p>If Customers choose to short pay the item, they must select a short pay reason and enter a comment in the Comments field. You set up the short pay reasons on the Short Pay Reason page. The system displays an error message and marks the payment line in error if a customer does not provide a short pay reason.</p>
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Note. When the system detects an error, the Make Payment link is not available.

Total Counts and Amounts by Currency

Currency	The columns in this group box are all grouped by currency. The number of items in the cart appears in the Count column. The sum of the balances in the payment cart appears in the Customer Balance column. The number of items that are selected in the schedule payment cart appears in the Selected column, and the sum of the payment amounts of the selected items appears in the Payment Amount column.
Update Cart	After changing an amount or a selection, the customer can click this button to update the changes. Customers can click any of the remaining buttons to update the schedule payment cart to reflect any changes. All the relevant validation will be done and the Schedule Payment Cart will be saved when Update Cart is clicked.
Empty Cart	Click to remove all of the items from the schedule payment cart. The system prompts the customer for confirmation before removing the items from the schedule payment cart. When Empty Cart button is clicked, the Comments field will be cleared, the Payment Method is changed to its default value and the Schedule Payment Cart is saved.
Make Payment	Click to navigate to the Make Payment page, where customers can initiate a payment transaction.
Return to	Click to return to the previous page.

Initiating the Payment Process

Access the Make Payment page (click the Make Payment link on the Payment Cart page).

Note. To access this page, the customer must have security access for both the Payment Cart page and the Make Payment page.

Payment Method	Displays the Payment Method used. The system uses the payment method that is defined on the My Preference page as the default value.
Comments	If customers short pay an item, they can enter or modify the text in this field. If customers short pay an item and enter nothing in this field, the system generates an error message when they click any of the pay buttons.

Payment Amounts by Currency

Currency	The payments are grouped by currency. The customer can make a payment in a currency only if the total payment amount is greater than 0.00 USD.
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Pay This Amount

The customer can click to initiate a payment for a particular currency, or click Pay All The Amounts to make payments for all the currencies.

When customers select *Credit Card* as the payment method and click either of these buttons, they navigate to the Make Payment - Credit Card Payment page, where they can enter the credit card information that is needed to pay the bill. The system creates separate credit card transactions for each currency to be paid.

When customers select *Direct Debit* as the payment method and click either of these buttons, they navigate to the Make Payment - Direct Debit Payment Verification page, where they can verify that the direct debit and banking information is correct.

Payment Amount

Click any link in this column to navigate to the Make Payment - Payment Amount Detail page, where customers can review details about the items for the corresponding amount.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Managing Direct Debits"

Reviewing Amount Details

Access the Make Payment - Payment Amount Detail page (click any link in the Payment Amount column on the Make Payment page).

Payment Amount

The sum of all items in the payment cart for the corresponding currency. The details of each of the items that is included in the payment amount total for the corresponding currency appear in the Items in the Payment Cart group box.

Entering Credit Card Payment Information

Access the Make Payment - Credit Card Payment page (select *Pay This Amount* on the Make Payment page).

Payment Amounts by Currency**Payment Amount**

The customer can click any link in this column to navigate to the Make Payment - Payment Amount Details page, where they can review the item details for the corresponding currency.

Note. When a customer chooses to pay bills with a credit card, the system creates a separate credit card transaction and separate payments for each currency.

Credit Card Data

Credit Card Data

This group box contains fields that are generally required by third-party credit-card software vendors. All of the information in this group box is required. The system retrieves default values for all credit card information from the primary credit card that is defined on the Contact Addl Info (contact additional information) page for the contact that is currently signed in. If the system does not find default credit card information, the customer must supply values for the required fields.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Contacts," Entering Contact Credit Card Information.

Note. The customer can overwrite any information that appears by default in the Credit Card Data and Credit Card Verification group boxes. However, the system does not write back to the contact's credit card profile on the Contact Addl Info page any credit card data that is entered in either of these group boxes. The system uses the information that the customer enters on this page for the current transaction only.

Credit Card Type

You set up these codes on the Credit Card Type page. Card types are available to customers if you designated them as active when you set them up.

Credit Card Number

If customers enter a value that does not match the parameters that you set up for the card type on the Credit Card Type page, an error message appears, and they cannot proceed until correcting the error.

Select another credit card

If the contact has multiple credit cards on file, then the *Select another credit card* link will appear which will allow the user to choose another credit card that is on file. When the *Select another credit card* link is clicked, a page will appear displaying all credit cards on file and allowing the customer to select any one of them.

The validation is against:

- The number of digits.

For example, a customer cannot enter a card number of 17 digits for a card type that requires 16.

- The prefix of the credit card number.

For example, a customer cannot enter a card number with a prefix of 1234 for a card type that requires a prefix of 5678.

Note. The Card Expiration Year field (CR_CARD_EXPYR) contains translate values for valid expiration years. You must periodically review and update this field with valid expiration year values.

Credit Card Verification

Your Email Address and Telephone	Both fields are required.
Country	If the country that corresponds to the credit card's billing address is incorrect, the customer can click Change Country to access the Lookup Country Basic Search page and search for a billing address country by name or by its three-character country code.
Address 1, Address 2, and Address 3	The customer can use these fields to enter the billing address for the credit card that is specified.
Lookup	The customer can click the Lookup detail button to access the Lookup State Basic Search page and search for and select a two-character state code.
Next	The customer can click to access the Make Payment - Credit Card Payment Verification page and review credit card information and submit this information for payment.

Note. The Credit Card Verification group box displays fields that are specifically required for the third-party credit-card software vendors. If the installation integrates with a different third-party software, you may need to configure this page to contain only those fields that are necessary for the third-party software integration. Additionally, you may need to configure the Credit Card Verification group box such that the fields that are required by the third-party credit-card software vendor are marked with an asterisk.

See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Processing Credit Cards"

PeopleTools PeopleBook: PeopleSoft Business Interlinks for Application Developers

Verifying Credit Card Payments

Access the Make Payment - Credit Card Payment Verification page (click Next on the Make Payment - Credit Card Payment page).

Payment Amounts by Currency

Payment Amount	The customer can click any link in this column to navigate to the Make Payment - Payment Amount Detail page and review the item details for the corresponding currency.
-----------------------	---

Verification Information

Submit for Payment	The customer clicks if the verification information is correct to proceed with the payment transaction. The system calls the credit card interface that sends the credit card transaction to the third-party credit card authorization and payment application.
Submit for Schedule	The Submit for Schedule button is displayed instead of the Submit for Payment button if the payment has been started from Schedule Payment Cart.

Receiving a Successful Authorization

If the credit card authorization is successful:

1. The system changes the payment method for all open items that are in the payment cart to credit card.

The system enters a row for the credit card transmission into the PeopleSoft Receivables Credit Card History table (PS_CRCARD_AR_HST).
2. The system enters a row into the Credit Card Payments table (PS_CRCARD_PAYMENT) for each item that is in the payment cart.

PeopleSoft Receivables uses the Credit Card Payments table for payment processing.
3. The Make Payment - Credit Card Payment Process Results page appears.

Note. The system enters one row into the Credit Card Payments table for each item in the payment cart. However, only one transmission per currency is made to the third-party credit card authorization and payment application.

Receiving an Unsuccessful Authorization

If the credit card authorization was not successful:

1. The system enters a row for the credit card transmission into the PeopleSoft Receivables Credit Card History table (PS_CRCARD_AR_HST).

Only errors that are found during a transmission are written to the history table. Errors that are detected prior to transmission are not logged to the history table.
2. The Make Payment - Credit Card Payment Process Results page appears with a description of the failure.

Reviewing Credit Card Transaction Results

Access the Make Payment - Credit Card Payment Process Results page (click Submit for Payment on the Make Payment - Credit Card Payment Verification page).

Payment Amounts by Currency

Currency	The customer can review the payment-process transaction results for the corresponding currency.
Authorization Code	The approval code that is assigned to this transaction upon authorization, and appears automatically after a successful processing call to the third-party credit card authorization and payment application.

Note. If all of the payment transactions fail, the system displays a link to enable the customer to return to the Make Payment - Credit Card Payment page to change the credit card information.

Return to Make Payment	The customer can click to return to the Make Payment page. The customer may, for example, want to return to this page to process any remaining currencies.
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See Also

PeopleSoft Order to Cash Common Information 9.1 PeopleBook, "Processing Credit Cards"

Reviewing Direct Debit Payment Information

Access the Make Payment - Direct Debit Payment Verification page (select *Direct Debit* as the Payment Method on Make Payment page).

Note. All direct debit information must be previously set up with the customer service representative.

Submit for Payment	A customer can click if the verification information is correct to proceed with the payment transaction. The system changes the payment method for all open items in the payment cart to direct debit, and sets the direct debit profile ID to the customer's profile ID.
Submit for Schedule	The Submit for Schedule button is displayed instead of the Submit for Payment button if the payment has been started from Schedule Payment Cart.

Note. The customer cannot modify direct-debit bank-account information through PeopleSoft eBill Payment.

See Also

PeopleSoft Receivables 9.1 PeopleBook, "Managing Direct Debits"

Viewing Account Information

This section discusses how to:

- Review account summary, recent activity, and aging information.
- View open item balance detail.

Pages Used to View Account Summary Information

Page Name	Definition Name	Navigation	Usage
Account Balance	AR_SUMBAL_SS	Click the Account Balance link from the home page or the side navigation menu.	Review account summary, recent activity, and aging information.
Account Balance Detail	AR_ACCBAL_DET	Click the amount in the Customer Account Summary or Customer Account - Most Recent Activity lists on the Account Balance page.	Review open items that make up the balance.

Reviewing Account Summary, Recent Activity, and Aging Information

Access the Account Balance page (click the Account Balance link from the home page or the side navigation menu).

Division

If you have account balance information that is separated by division, a customer can click this link to access the Division Selection page and select a division.

Preferred Currency

A customer can click to display in the Amount field the preferred currency that is selected on the My Preferences page. The preferred currency appears in place of *****Multiple Currencies*****, and the Preferred Currency link is replaced by an Invoice Currency link. The customer can click the Invoice Currency link to display the multiple currencies again.

Customer Account Summary

The Customer Account Summary list is a summary of the account balance and overdue balance totals. It will display a customer's credit limit if it has been set up.

Amount Description

Type of amount in the Amount field.

Amount	The total balance or overdue balance amount. This field can display multiple currencies. Use the Amount link to view open items that make up the balance on the Account Balance Detail page. The as of date reflects the effective date of the amount.
---------------	--

Customer Account - Most Recent Activity

The Customer Account - Most Recent Activity list displays the most recently posted payments or most recent invoice, as well as any credit card payments in progress.

Transaction Type	A description of the most recent transactions.
Transaction ID	Identifies the transaction. It can be either an Item ID or Payment ID, depending on the transaction type. The Amount column displays the most recent transaction amount, and the Accounting Date column displays the date of the most recent transaction.

Aging Information

Days Overdue	Overdue categories, such as <i>Future, Current, 31-60, 61-90, 91-120</i> , and <i>121+</i> days. These categories may be different depending on what you define for the aging ID during setup.
Aging Amount	Overdue amounts for each overdue aging category; Aging Count lists the number of items in each aging category. The as of date is the date that AR_AGING was last run.

Viewing Open Item Balance Detail

Access the Account Balance Detail page (click the amount in the Customer Account Summary or Customer Account - Most Recent Activity lists on the Account Balance page).

Division	Appears if the detail is for a specific division.
Days Overdue	Indicates the category if this detail is for an aging category.
Payment Terms	The time increment for calculating the item due date. For example, <i>Net30</i> .
In Dispute	Select if the item is in dispute.
In Collection	Select if the items are in collection.
Add to Payment Cart	A customer can click the Add to Payment Cart link to add all eligible items on the page to the payment cart.

Add to Schedule Payment Cart	Click the Add to Schedule Payment Cart button to schedule to pay on a future date.
Return to Account Balance Summary	A customer can click to return to the Account Balance page.

Viewing Payment History

Customers can view payments that have been received and determine which items the payment was applied to. For example, credit, customer service, and sales people can review payment information with a customer while they are on the telephone, essentially looking at the same page for all balance and payment information.

This section discusses how to:

- Review payments.
- View payment history detail information.
- View payment history item details.

Pages Used to View Payment History

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Payment History	AR_SSREV_PAYMENTS	Click the Payment History link from the home page or the side navigation menu.	Review payments.
Payment History Search	AR_SSSRCH_PAYMENTS	Click the Payment Search link on the Payment History page.	Search for payments that are not listed on the Payment List page.
Payment History - Payment Detail	AR_EBP_PAY_SEC	Click a Payment ID link on the Payment History List page, or click the Transaction ID link on the Account Balance page.	Review payment detail information.
Payment History - Item Detail	AR_EBP_ITEM_SEC	Click an Item ID link on the Payment History - Payment Detail page, or anywhere an item ID is displayed as a link in PeopleSoft eBill Payment pages, to view payment history details.	Review details of each item.

Reviewing Payments

Access the Payment History page (click the Payment History link from the home page or the side navigation menu).

Payment List

Payment Search

A customer can click to search for payments that are not listed on the page.

Payment ID

Identifies the payment that is received. A customer can click a Payment ID link to view the payment detail on the Payment Detail page. The Payment Applied field indicates whether the payment is applied. The date received is the date that the payment is received from the payee, and payment amount indicates the amount that is received.

Viewing Payment History Detail Information

Access the Payment History - Payment Detail Page (click a Payment ID link on the Payment History List page).

Payment Detail

Payment ID

Identifies the payment. For example, this field may display a check number.

Date Received

The date that the payment is received from the payee.

Payment Applied

Indicates whether the payment is applied.

Date Applied

The date that the payment is posted to the account.

Return to Payment List

A customer can click to return to the Payment List or Account Balance page.

Payment Activity

The Payment Activity list lists the items that the payment is applied to.

Item ID

A customer can click to access the Payment History - Payment Detail page to view payment history details.

Viewing Payment History Item Details

Access the Payment History - Item Detail page (click an Item ID link on the Payment History - Payment Detail page).

Customer Balance	The item balance.
Activities	A customer can click to access the Item Activity page and view payment details.
Invoice	If the item is loaded from PeopleSoft Billing, this link appears to enable customers to access the Bill Summary page.
Division	Division, or a cross-section of a business.
Customer	The customer to which the item belongs.
Payment Terms	The time increment for calculating the item due date and discount terms.
Payment Method	Payment methods can be <i>CC</i> (credit card), <i>DD</i> (direct debit), or <i>Check</i> .
Dispute Status	The dispute status code that was defined on the Dispute Status page.
Collection Status	The collection status for the item that you define on the Item Maintenance page.

Viewing Balance Details

This section discusses how to:

- Review and pay items in PeopleSoft Receivables.
- Schedule to pay on a future date.
- Search for items.

Pages Used to View Balance Details

Page Name	Definition Name	Navigation	Usage
Balance Detail	AR_EBP_VIEWITEM	Click the Balance Detail link from the home page or the left navigation link to access the Balance Detail page.	Review and pay any items in Receivables.
Balance Detail - Schedule Payment Cart	AR_EBP_SCHED_CART	Click the Add to Schedule Payment Cart button on the Balance Detail page to view the Balance Detail - Schedule Payment Cart page.	Display the contents of the Schedule payment cart.

Page Name	Definition Name	Navigation	Usage
Balance Detail - Item Search	AR_EBP_ITEM_SRCH	Click the Item Search link on the Balance Detail page to view the Balance Detail - Item Search page.	Search for items that do not appear on the Balance Detail page list.

Reviewing and Paying Items in PeopleSoft Receivables

Access the Balance Detail page (click the Balance Detail link from the home page or the left navigation link).

Item ID	A customer can click any link in this column to access the Item Detail page.
In Dispute	The item's dispute status.
In Collection	The item's collection status.
Due Date	The item due date.
Item Balance	The balance for the item.
Add to Payment Cart	Click the Add to Payment Cart button to add the items selected to the Payment Cart.
Add to Schedule Payment Cart	Click the Add to Schedule Payment Cart button to schedule to pay on a future date.

Note. Partial payment of one or more items in the payment cart with *Credit Card* or *Direct Debit* payment method is allowed.

Scheduling to pay on a future date

Access the Balance Detail - Schedule Payment Cart page (click the Add to Schedule Payment Cart button on the Balance Detail page).

Payment Method	The available options are <i>Credit Card</i> and <i>Direct Debit</i> . The system uses the payment method that is defined on the My Preference page as the default value.
Payment Date	The item Due Date will be the default value if the Due Date is greater than or equal to the current date plus the applicable lead time. Else, the current date plus the applicable lead time is displayed as the default Payment Date.
Payment Amount	The default value is the Item Balance amount. The default Payment Amount can be changed but it must not be more than the Item Balance amount.

Reason	The default value is blank. Reason is a required field if the Payment Amount is less than the Item Balance.
---------------	---

Searching for Items

Access the Balance Detail - Item Search page (click the Item Search link on the Balance Detail page).

From Due Date	A customer can enter or select a due date from the available options to display all invoices that are generated on or after the specified date. The customer can also enter or select a to due date from the available options to display all invoices that are generated on or prior to the date specified.
Calendar	Click this button to select the month, day, and year parameters by which to filter the from due date or to due date search.
From Amount	A customer can enter a search parameter for a minimum item amount. The system displays all items with balance amounts that are greater than or equal to the amount that the customer specifies. In the To Amount field, the customer can enter a search parameter for a maximum item amount. The system displays all items with a total balance that is less than or equal to the amount that the customer specifies.
Currency	The system returns only items whose entry currency matches the specified currency.
Sort Items by	A customer can sort the search results by the available options in ascending or descending order. For example, the customer wants to search for all invoices that were generated since December 31, 2000 and view the results with the most recent invoices displayed first. The customer enters <i>12/31/2000</i> in the From Due Date field, selects <i>Item ID</i> as the sort by criteria, and sorts the results in descending order.
Search	After customers have defined the filters, they click this button to view the results on the Balance Detail page.

Conversing with Customers

A customer can submit notes to service representatives regarding PeopleSoft eBill Payment issues.

This section discusses how to:

- Create and submit conversations.
- View conversation notes.
- Search for conversations.
- Review and respond to customer notes.

Pages Used to Converse with Customers

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Contact Us	SS_CONTACT_US	Click the Contact Us Notes link from the FAN page.	Create, submit, and review conversations to resolve customer issues.
Contact Us Notes	AR_CONVR_LIST_SS	Click the Review Previous Notes button on the Contact Us page.	Review a list of notes that are initiated from the Contact Us page.
Contact Us Notes - Notes Search	AR_SSSRCH_CONVR	Click the Notes Search link on the Contact Us Notes page.	Search for conversations that are older than 90 days.
Contact Us Notes Detail	CONVER_DATA4_SS	Click the Detail link from the Contact Us Notes page.	Review and respond to conversations that customers initiate from the Contact Us page.

Creating and Submitting Conversations

Access the Contact Us page (click the Contact Us Notes link from the FAN page).

Name and Email Address Customers can enter this information if they want to receive confirmation emails. Name and email address values initially appear by default from the Profile page.

Subject A customer can select a subject and topic from the available options, which administrators must previously set up on the Conversation Subject page. Both of these fields are used to route notes to the appropriate person in an organization.

Note. On the Conversation Subject page, select the Logged In option for the corresponding subject.

Message An open text field in which the customer can enter a message. This field cannot be left blank.

Viewing Conversation Notes

Access the Contact Us Notes page (click the Review Previous Notes button on the Contact Us page).

Your customers, brokers, and salespersons can review responses from conversations that are initiated from the Contact Us page. Customers can select a note link to review a note and enter a response. The list displays notes that were initiated within the last three months. You can view notes that are older than 90 days by using the Notes Search link.

Searching for Conversations

Access the Contact Us Notes - Notes Search page (click the Notes Search link on the Contact Us Notes page).

Customers can use these option to define their searches:

From Date	A customer can enter or select a date from the available options to display notes that are generated on or after the specified date. In the To Date field, the customer can enter or select a date from the available options to display notes that are generated on or prior to the specified date.
Subject	Customers search by subject from the available options, which are set up by the administrator.
Subject Topic	Customers search by subject topic from the available options, which are set up by the administrator.
Status	Indicates the conversation status.

Reviewing and Responding to Customer Notes

Access the Contact Us Notes Detail page (click the Detail link from the Contact Us Notes page). The routing of the note is based on the role name that is identified within the subject setup table.

Respond	A customer can click to display the Contact Us Notes group box and enter a response, and then click the Save button to send the message.
Return to Note List	A customer can click or enter another response. Click View All in the Contact Us Notes header to arrange the display of responses.

Allowing self service administrators to create additional users

External administrators can create new user IDs for additional users without having to request AR or BI administrators (internal administrators).

The Customer Registration Setup component allows internal administrators to define a template User ID which will be used when external administrators add new users in the system. All properties from the template User ID will be copied over to the new user added. Any common role security that eBill Payment external users will need should be defined in the template User ID definition.

Administer Users component allows the external administrator to add and modify/update user profiles. Users who are granted security permission can perform various actions (based on their security profile) such as viewing and paying invoices, viewing and paying down account balance and so on.

This section discusses how to:

- Add a new permission list to give access to Administer Users.
- Add a new role for the external administrators.
- Add a new user profile for an external administrator.
- Add a user profile to be used as a template profile.
- Setup Customer Registration Setup component to define the template user id and default SETID.
- Setup Administer Users component to add a new user or to update an existing user.

Pages used to create additional users

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Permission Lists	ACL_GENERAL	PeopleTools, Security, Permissions & Roles, Permission Lists	Add a permission list to give access to users.
Roles	ROLEDEFN	PeopleTools, Security, Permissions & Roles, Roles	Add a role for the new user and associate the new role with a permission list.
User Profiles	USER_GENERAL	PeopleTools, Security, User Profiles, User Profiles	Add a new user profile.
Customer Registration Setup	CUST_REG_SETUP	Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Registration Setup	Define the template user id and default SETID to be used when a customer contact is added.
Administer Users	EB_CONTACT_SRCH_SS	eBill Payment, Administer Users	Add a new user or update an existing user.

Adding a new permission list

Access the Permissions list page (PeopleTools, Security, Permissions & Roles, Permission Lists). The permission list (EPEB5000) shown in the following screenshot is just an example.

GeneralPagesPeopleToolsProcessSign-on TimesComponent Interfaces

Permission List: EPEB5000

Description: eBill Payment External Admin

Permission List General

Navigator Homepage:

☐ Can Start Application Server?

☐ Allow Password to be Emailed?

Time-out Minutes

☒ Never Time-out

☐ Specific Time-out (minutes)

Permission Lists - General tab

Add a permission list to give access to Administer Users (EB_CNCT_USER_ADMIN) component pages in Customer (ROLE_CUSTOMER) menu. The new permission list must have full access to CONTACT_INFO, CUSTOMER_CONTACT, and USER_PROFILE component interfaces.

GeneralPagesPeopleToolsProcessSign-on TimesComponent Interfaces

Permission List: EPEB5000

Description: eBill Payment External Admin

Mobile Page Permissions

Menus

PersonalizeFindView AllFirst1 of 1Last

Menu Name	Menu Label	Edit Components		
ROLE_CUSTOMER	Customer	Edit Components	+	-

Permission Lists - Pages tab

Permission List: EPEB5000

Description: eBill Payment External Admin

Component Interfaces			
Name	Edit		
CONTACT_INFO	Edit	+	-
CUSTOMER_CONTACT	Edit	+	-
USER_PROFILE	Edit	+	-

Permission Lists - Component Interfaces tab

Adding a new role for the external administrators

Access the Roles page (PeopleTools, Security, Permissions & Roles, Roles). Use the Roles page to add a new role for the external administrator. The role name (Customer Admin - External) shown in the following screenshot is just an example.

General | **Permission Lists** | Members | Dynamic Members | Workflow | Role Grant | Links | Role Queries | Audit

Role Name: Customer Admin - External

*Description: Sample- Customer Adm(External)

Long Description

Customer Administrator - External. This role is usually giving to an external customer who can add a new customer contact/user profile and update an existing customer contact/user profile

Roles - General tab

Access the Permission Lists tab to link the new role to the permission list created for the external administrator.

General | **Permission Lists** | Members | Dynamic Members | Workflow | Role Grant | Links | Role Queries | Audit

Role Name: Customer Admin - External

Description: Sample- Customer Adm(External)

Permission Lists			
*Permission List	Description	View Definition	
EPEB5000	eBill Payment External Admin	View Definition	+

Roles - Permission Lists tab

The Members list will be automatically populated when the user profile gets associated with the role.

General | Permission Lists | **Members** | Dynamic Members | Workflow | Role Grant | Links | Role Queries | Audit

Role Name: Customer Admin - External
Description: Sample- Customer Adm(External)

User ID: Search:

Members		
User ID	Name	View Definition
EB_ADMIN	Customer Admin - External	View Definition

Roles - Members tab

Associate the new role with other roles that can be granted by this role and the role that can grant this new role.

General | Permission Lists | Members | Dynamic Members | Workflow | **Role Grant** | Links | Role Queries | Audit

Role Name: Customer Admin - External
Description: Sample- Customer Adm(External)

Roles That Can Be Granted By This Role			
Role Name	Description	View Definition	
Broker	Sample - Broker	View Definition	<input type="button" value="+"/> <input type="button" value="-"/>
Customer	Sample - Customer	View Definition	<input type="button" value="+"/> <input type="button" value="-"/>
Customer Admin - External	Sample- Customer Adm(External)	View Definition	<input type="button" value="+"/> <input type="button" value="-"/>

Roles That Can Grant This Role			
Role Name	Description	View Definition	
Customer Admin - External	Sample- Customer Adm(External)	View Definition	<input type="button" value="+"/> <input type="button" value="-"/>

Roles - Role Grant tab

Adding a new user profile for an external administrator

Access the User Profile page (PeopleTools, Security, User Profiles, User Profiles). Add a new user profile for the external administrator. The User ID (EB_ADMIN) shown in the following screenshot is just an example.

General ID Roles Workflow Audit Links User ID Queries

User ID: EB_ADMIN

Description: Customer Admin - External ☐ Account Locked Out?

Logon Information

Symbolic ID: SYSADM

Password: ☐ Password Expired?

Confirm Password:

User ID Alias:

[Edit Email Addresses](#) [Instant Messaging Information](#)

General Attributes

Language Code: English ☐ Enable Expert Entry

Currency Code: US Dollar

Default Mobile Page:

Permission Lists

Navigator Homepage: EPEB1000 Primary: EPEB1000

Process Profile: EPEB1000 Row Security: EPEB1000

User Profiles - General tab

Assign permission list to the user profile and the ID Type Customer Contact. Also, associate the new user with a customer contact.

General ID Roles Workflow Audit Links User ID Queries

User ID: EB_ADMIN

Description: Customer Admin - External

ID Types and Values [Find](#) | [View All](#) | First **1 of 1** Last

*ID Type: Customer Contact

Attribute Name	Attribute Value	Description
SetID	SHARE	CORPORATE SETID
Contact ID	BI_CNTCT	Anna Anderson

User Description

Description: Customer Admin - External

[Set Description](#) or type in User Description.

User Profiles - ID tab

Access the Roles tab to assign role(s) to the new user.

User ID: EB_ADMIN
Description: Customer Admin - External

Dynamic Role Rule

Execute on Server:
[Test Rule\(s\)](#) [Refresh](#)
[Execute Rule\(s\)](#)
[Process Monitor](#)
[Service Monitor](#)

User Roles

Role Name	Description	Dynamic	View Definition
Customer	Sample - Customer	<input type="checkbox"/>	Route Control View Definition + -
Customer Admin - External	Sample- Customer Adm (External)	<input type="checkbox"/>	Route Control View Definition + -
EOPP_USER	Common Portal User	<input type="checkbox"/>	Route Control View Definition + -
PAPP_USER	Enterprise Portal User	<input type="checkbox"/>	Route Control View Definition + -

User Profile - Roles tab

Adding a template user profile

Access the User Profile page (PeopleTools, Security, User Profiles, User Profiles).

Add a user profile to be used as a template profile. All properties of this template user profile will be copied over to the new user/contact that is created by the external administrator.

Setting up Customer Registration Setup component

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

Customer Registration Setup

Select a userid and setid from the prompts below. Selected user's settings will be used as the default values when creating a new customer contact user. (The roles and permissions assigned to this user will be used as default roles for any subsequent users.) Selected setid will be used to key in the new customer contact.

*User ID:

*SetID:

Customer Registration Setup page

Define the template User ID and default SETID to be used when a customer contact/user is created by the external administrator.

Setting up Administer Users component

Access the Administer User page (eBill Payment, Administer Users). Administer Users page is used to add a new user or to update an existing user.

Administer Users

Select Contact

Enter search criteria and click on Search to find an existing contact. Leave blank for all values.
Alternatively, you can choose to add a new contact that is not already in the system.

Add a New Contact

▼ Search Existing Contacts

Name:

User ID:

Email Address:

Phone Number:

☐ Case Sensitive

Search

Clear

Administer Users page

The Administer User page allows the external administrator to add new user accounts. The administrator will have the option to either add a new contact, or perform a search to see if the contact is already defined in the system.

If the administrator chooses to add a new customer contact/user, a page will be displayed where the admin can populate the contact information and the security roles for the new customer contact/user. A grid will be displayed which shows all bill-to customers that the administrator has security for. The admin would select the customer ID that the new contact should be able to access data for. The prompt on role would only display roles the external administrator is allowed to grant.

Administer Users

User Registration

Enter or correct user information below, then press the Save button.

▼ Contact Information

*Name:

Title:

*Email Address:

*Phone Number:

International Prefix:

Phone Extension:

► User Profile

Customers

Personalize | Find | First 1 of 1 Last

Allow Access	Customer ID	Name	*Address
<input type="checkbox"/>	EBILL101	Johnson Utilities	1010 Northeast Blvd

Contact Roles

Personalize | Find | First 1-4 of 4 Last

Role Name	Description	Remove
Customer	Sample - Customer	
Customer Admin - External	Sample- Customer Adm(External)	
EOPP_USER	Common Portal User	
PAPP_USER	Enterprise Portal User	

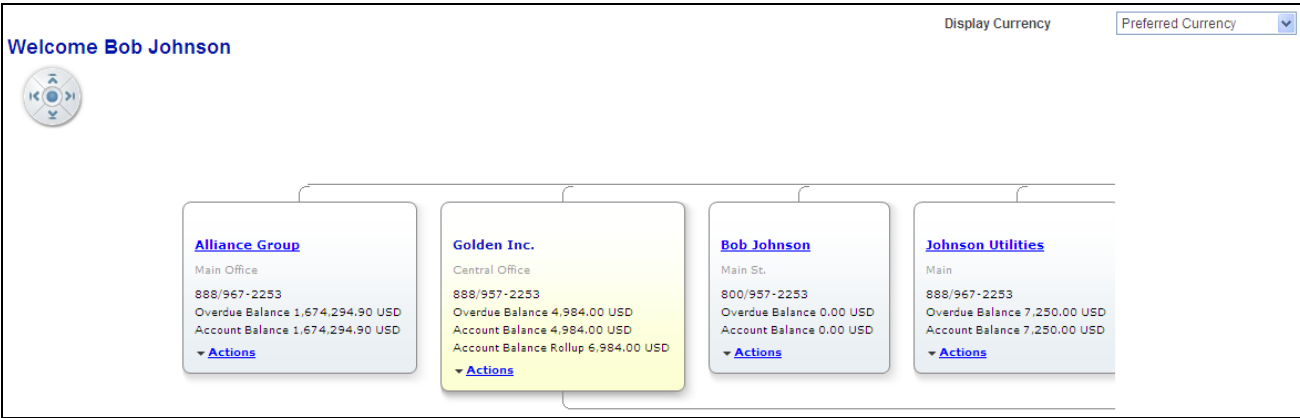
Add Role

Administer Users - User Registration page

If the customer contact/user already exists in the system, then the system will display the Manage User Profile page with the fields filled out in update mode. The administrator can make updates if required. Select the Inactivate Contact check box to inactivate the customer's contact. The User ID field is display-only and cannot be updated. Select the Lock Out User ID check box to lock the user profile. This checkbox corresponds to the locked out checkbox on the Tools User Profile page. Selecting this check box will prevent the user from logging into the system.

Viewing the customer hierarchy

Access the Customer Hierarchy page (eBill Payment, Customer Hierarchy). The Customer Hierarchy can also be initiated from a hyperlink located on the eBill payment Quick Links Pagelet.



Customer Hierarchy page (1 of 2)

Related Information					
Customer Information					
Overdue Balance Detail					
Account Balance Detail					
Account Balance Rollup Detail					
Customer ID	1005	Golden Inc.			
Preferred Communication	Call				
Status	Active				
Since	01/01/1900				
	Billing Address				
Address	1175 Research Blvd				
	Bldg G, 5th Floor				
	Austin	TX	78759		

Customer Hierarchy page (2 of 2)

The Customer Hierarchy chart once initiated allows the user to navigate to each customer to view current balances, related information, and to perform certain actions for that customer.

Click on the Customer Hierarchy folder to display the customer hierarchy chart. The customer hierarchy chart will be built based on the broker that is signed on. All customers that do not have parent customers represented by the broker will be displayed as child nodes of the broker on the chart. All customers represented by the broker that have a parent represented by the broker will be displayed as a child node of the represented parent.

The customer hierarchy chart is built using row level security for the broker. Customers setup to be represented by the broker will only be displayed in the chart. A break in the hierarchy chain would be caused by the broker not having row level security for the child that is represented but has row level security for a grandchild. In this case, the grandchild is displayed as a child node of the broker.

A drop down list of related actions is defined to allow the user to navigate to different eBill Payment components in order to perform actions for a customer. Users will not be restricted to selecting actions for the chart in focus. A user may select an action from any node on the chart. This allows the user to process payments for any customer in the hierarchy. The drop down options for related actions are Invoices, Account Balance, Payment Cart and Statements. Click any of the options in the drop down list to navigate to the corresponding eBill Payment component.

Below the hierarchy chart, related information is displayed using tabs. Four tabs are used to display the different related information. Tabs are present for Customer Information, Overdue Balance Detail, Account Balance Detail, and Account Balance Roll-up Detail. On the Customer Information tab, there is an Edit Address Information link that will allow the broker to update the displayed address information. The Account Balance Roll-up Detail tab will not be visible if the focus node has no Account Balance Roll-up amount displayed on the node. The account balance roll-up is the account balance for that customer, their children and grandchildren in the hierarchy. The only exception is when there is a break in the hierarchy chain. A grandchild with no parent represented will not be included in the roll-up. This grandchild will be displayed directly below the broker node. To display currency amounts in the transaction currency, the user can select invoice currency from the Display Currency drop down list on the chart page. This will change the currency that is displayed on all of the chart nodes, as well as the related information pages below the chart. By default, the amounts will be displayed in preferred currency. If all currencies are not the same for summarized amounts, when transaction currency is displayed, the description Multiple Currencies will be displayed.

Chapter 4

Using PeopleSoft eBill Payment Pagelets

This chapter provides an overview of PeopleSoft eBill Payment pagelets and discusses how to view these pagelets.

Understanding PeopleSoft eBill Payment Pagelets

PeopleSoft eBill Payment provides portal pagelets for corporate intranet or extranet home pages. These pagelets provide access to key data and transactions within PeopleSoft eBill Payment for use in customer portal registries.

You can personalize the portal home page by adding the pagelets that users need. Standard PeopleSoft role-based security ensures that users can access only the pagelets appropriate to their roles.

You can configure the portal home page with three narrow columns or one narrow and one wide column. Some pagelets have both a narrow and a wide version, each with its own object name. When you see two object names for a pagelet, the first one refers to the narrow version.

Some pagelets support personalization; the Personalize button in the pagelet title bar alerts you to this capability. Click the button to access the personalization page.

You can also design your own pagelets when your installation includes PeopleSoft Applications Portal.

Pagelet Security

Similar to page access, you control pagelet security at the component level by associating it with a permission list (which is then associated with a role); each pagelet has its own component to enable more granular access. (You can ascertain a pagelet's component name in PeopleSoft Application Designer by searching for definition references to the page's system, or object name).

PeopleSoft groups pagelets into functional roles as an example of how to organize access. You must create the proper permission lists and associate them with actual role definitions before users can access them, or use the permission list definitions that PeopleSoft provides its delivered sample data. PeopleSoft delivers sample data security objects (roles and permission lists) that you can use as an example of how to set up pagelet access.

Sample Pagelet Organization

We provide these role groupings as examples of how to organize pagelet access by function.

We organize pagelets by these sample roles:

- Broker.

- Customer.
- Customer service representative.
- Customer service manager.
- Salesperson.

Viewing PeopleSoft eBill Payment Pagelets

This section lists the PeopleSoft eBill Payment pagelets that your customers can use to view billing and account information.

Pagelets Used to View Billing and Account Information

This table lists the PeopleSoft eBill Payment pagelets that your customers can use to view billing and account information:

<i>Pagelet Name</i>	<i>Roles</i>	<i>Audience</i>	<i>Usage</i>	<i>Enabling Applications</i>	<i>For More Information</i>
Most Recent Consolidated Bills	Broker, Customer	Customer	Review invoice information for the most recently generated consolidated bills. Customers can click View All Consolidated Bills to access the Consolidated Bills - Bill List page, where they can review details of their most recent consolidated invoiced bills.	PeopleSoft eBill Payment and PeopleSoft Billing	See <i>PeopleSoft Billing 9.1 PeopleBook</i> , "Entering Bills Online."

<i>Pagelet Name</i>	<i>Roles</i>	<i>Audience</i>	<i>Usage</i>	<i>Enabling Applications</i>	<i>For More Information</i>
Most Recent Bills	Broker, Customer	Customer	Review the invoice number, balance, and currency of the most recently generated bills. Customers can click View All Bills to access the Bills - Bill List page, where they can review details for their most recent nonconsolidated invoiced bills.	PeopleSoft eBill Payment and PeopleSoft Billing	See <i>PeopleSoft Billing 9.1 PeopleBook</i> , "Entering Bills Online."

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