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# PeopleSoft Order Management 9.1 PeopleBook

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ORACLE

PeopleSoft Order Management 9.1 PeopleBook
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# PeopleSoft Order Management Preface

This preface discusses:

- PeopleSoft application fundamentals.
- Pages with deferred processing.
- Common elements used in this PeopleBook.

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**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.

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## PeopleSoft Application Fundamentals

The *PeopleSoft* Order Management *PeopleBook* provides you with implementation and processing information for your PeopleSoft Order Management system. However, additional, essential information describing the setup and design of your 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.

The companion PeopleBooks contain information that applies specifically to Oracle's PeopleSoft Order Management.

- *PeopleSoft Application Fundamentals PeopleBook*
- *PeopleSoft Setting Up Global Options and Reports*
- *PeopleSoft Order to Cash Common Information PeopleBook*
- *PeopleSoft Managing Items PeopleBook*
- *PeopleSoft Supply Chain Management Integration PeopleBook*
- *PeopleSoft Supply Chain Management Common Information PeopleBook*
- *PeopleSoft Enterprise Pricer PeopleBook*
- *PeopleSoft Source-to-Settle Common Information PeopleBook*

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## Pages With Deferred Processing

Several pages in PeopleSoft Order Management 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 that you enter before the system updates the page overrides the default. Another implication is that the system updates quantity balances or totals only when you save or refresh the page.

## PeopleBooks and the PeopleSoft Online Library

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

- Understanding the PeopleSoft online library and related documentation.
- How to send PeopleSoft documentation comments and suggestions to Oracle.
- How to access hosted PeopleBooks, downloadable HTML PeopleBooks, and downloadable PDF PeopleBooks as well as documentation updates.
- Understanding PeopleBook structure.
- Typographical conventions and visual cues used in PeopleBooks.
- ISO country codes and currency codes.
- PeopleBooks that are common across multiple applications.
- Common elements used in PeopleBooks.
- Navigating the PeopleBooks interface and searching the PeopleSoft online library.
- Displaying and printing screen shots and graphics in PeopleBooks.
- How to manage the locally installed PeopleSoft online library, including web site folders.
- Understanding documentation integration and how to integrate customized documentation into the library.
- Application abbreviations found in application fields.

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

## Common Elements Used in This PeopleBook

| | |
|---|---|
| **As of Date** | The last date for which a report or process includes data. |


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| | |
|---|---|
| **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. |
| **Description** | Free flow text up to 30 characters. |
| **Effective Date** | Date on which a table row becomes effective; the date when an action initiates. 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 your organization. |
| **Language or Language Code** | The language in which you want the field labels and report headings of your reports to print. The field values appear as you enter them.<br>Language also refers to the language spoken by an employee, applicant, or non-employee. |
| **Process Frequency group box** | Designates the appropriate frequency in the Process Frequency group box:<br>*Once* executes the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to *Don't Run.*<br>*Always* executes the request every time the batch process runs.<br>*Don't Run* ignores the request when the batch process runs. |
| **Process Monitor** | Takes you to the Process List page, where you can view the status of submitted process requests. |
| **Report ID** | The report identifier. |
| **Report Manager** | Takes you to the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list). |
| **Request ID** | A request identification that represents a set of selection criteria for a report or process. |
| **Run** | Takes you to the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format. |
| **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 your company's structure and processing options. |
| **Short Description** | Free flow text up to 15 characters. |

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| | |
|---|---|
| **Status** | Your options in this field are *Active* or *Inactive*. By linking status and effective date, you can retain historical information and plan future implementation. For auditing purposes, PeopleSoft encourages inactivating data that is no longer in use rather than deleting it. |
| **User ID** | The system identifier for the individual who generates a transaction. |


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Part 1

# Implementing PeopleSoft Order Management

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**Chapter 2**
**Navigating in PeopleSoft Order Management**

**Chapter 3**
**Setting Up PeopleSoft Order Management Business Units**

**Chapter 4**
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Chapter 1

# Getting Started with PeopleSoft Order Management

This chapter provides an overview of PeopleSoft Order Management business processes and discusses:

- PeopleSoft Order Management integrations.
- PeopleSoft Order Management implementation.

## PeopleSoft Order Management Business Processes

The PeopleSoft Order Management provides these business processes:

- Sales orders (regular and counter sales)
- Quotations
- Buying agreements
- Claimback contracts
- Returned material authorizations
- Rebate and penalties
- Direct shipments from vendors
- Order tracking
- Price and availability

We discuss these business processes in the business process chapters in this PeopleBook.

## PeopleSoft Order Management Integrations

PeopleSoft Promotions Management integrates with the these PeopleSoft applications and third-party applications:

- PeopleSoft Enterprise Pricer
- PeopleSoft Promotions Management

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- PeopleSoft Costing
- PeopleSoft Supply Planning
- PeopleSoft Product Configurator
- PeopleSoft Inventory
- PeopleSoft Billing
- PeopleSoft Manufacturing
- PeopleSoft Purchasing and PeopleSoft Payables
- PeopleSoft Receivables
- PeopleSoft Contracts
- PeopleSoft Project Costing
- PeopleSoft General Ledger
- PeopleSoft Treasury
- PeopleSoft Analytics Warehouse
- PeopleSoft Collaborative Selling Self-Service
- Third-Party Applications

We cover integration considerations in the implementation chapters in this PeopleBook.

Supplemental information about third-party application integrations is located on the My Oracle Support website.

### *PeopleSoft Enterprise Pricer*

Complex pricing functionality such as price rules, price lists, and arbitration plans are created in PeopleSoft Enterprise Pricer. The pricing information defines the pricing adjustments that are applied to an order during sales order entry. PeopleSoft Enterprise Pricer also enables you to test the pricing criteria by using a simulator.

### *PeopleSoft Promotions Management*

The price adjustments for promotions are either taken on the sales order at the time when the order is taken, or the promotion is assigned to the sales order through pricing and the adjustments are accrued and paid at a later date. Promotions can be tracked on the sales order at either the line or the schedule level. You can access the promotion information from the price adjustment page on the sales order. You can also manually assign a promotion to an order line.

### *PeopleSoft Cost Management*

PeopleSoft Order Management displays unit cost information using the various costing methods that Cost Management supports.


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### *PeopleSoft Supply Planning*

PeopleSoft Supply Planning uses PeopleSoft Order Management to determine how much demand to forecast. The information is used to plan production, process the production plan, and establish options for demand.

### *PeopleSoft Product Configurator*

PeopleSoft Product Configurator enables you to configure items from lists of available options or features. It also enables the system to dynamically bundle products when kits of components from a list of choices are assembled. It can also be used as a product advisor or product selector. In that case, the system prompts the user with a series of questions and, based on the answers, it presents a list of matching items from which to choose.

### *PeopleSoft Inventory*

PeopleSoft Order Management passes demand information to PeopleSoft Inventory and displays quantity available information. PeopleSoft Order Management processes the shipment of non-inventory (nonstock) items and passes shipping information to the inventory shipping history tables. Shipments of stocked items are processed in PeopleSoft Inventory. Order Management retrieves the inventory shipping information that appears on reports. In addition to handling fulfilment processing, integration with PeopleSoft Inventory offers:

- Soft allocation for critical orders, lot selection, and ATP processing.
- MSRs (interunit transfers) can be created in real-time to move goods from one warehouse to another from within the sales order.
- Load management.
- Deliveries and freight calculation at order entry time or at shipping time in both PeopleSoft Order Management and Inventory.
- Automatic creation of replacement sales orders upon receipt of returned material.
- Sophisticated order change processing to ensure that changes to orders are made in a timely manner.

VMI orders are staged in the Electronic Commerce staging tables for validation processing and loading into the order tables. Order completion runs to complete the order before you can view the order in PeopleSoft Order Management.

### *PeopleSoft Billing*

By using direct invoicing, you can meet the needs of customers that require time-sensitive invoicing based on shipment ID. Traditional cycle billing is also available. Since you can change the invoicing option by order as well as by customer, you can match variations in the customer's billing requirements. PeopleSoft Billing also enables you to:

- Group sales activity and invoice by buying agreement, PO number, sales order, or shipment ID.
- Trigger automatic credit memo creation for returned material.
- Bill customers based on shipments or orders.
- Indicate whether freight is billed to the customer.

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### PeopleSoft Manufacturing

You can peg existing production ids to the sales order. When goods are received into the warehouse and putaway has been completed, your order is reserved with the incoming supply.

### PeopleSoft Purchasing and PeopleSoft Payables

Purchase orders can be created in real-time from the sales order. You can also peg existing supply from purchase orders and requisitions to your sales order. When the goods are received and putaway has been completed, your order is reserved with the incoming supply. PeopleSoft Purchasing also handles shipments for those products that you routinely ship to customers directly from another vendor.

When PeopleSoft Payables receives the vendor's invoice, Order Management is able to invoice the customer for the goods that are received. You can select to control the billing of direct shipped items by using the matching feature in the Mark Lines for Billing Process. PeopleSoft Order Management is integrated to Payables to process claimback claims.

### PeopleSoft Receivables

You can easily determine if a customer's order matches their current credit position with the company by assessing the credit information that is maintained in PeopleSoft Receivables. You can elect to check credit at order entry or at a later date with a background credit process. PeopleSoft Order Management is integrated to Receivables to process claimback claims.

### PeopleSoft Contracts

Orders from PeopleSoft Contracts are staged in the Electronic Commerce staging tables for validation processing and loading into the order tables. Order completion runs to complete the order before you can view the order in PeopleSoft Order Management. PeopleSoft Contracts handles billing, pricing, VAT, and taxes for the orders. PeopleSoft Order Management and Contracts share the product definition component.

### PeopleSoft Project Costing

Project-related information can be tied directly to a sales order or a sales order schedule. Enter the projects business unit, source type, category, and subcategory.

### PeopleSoft General Ledger

No direct integration exists between PeopleSoft Order Management and General Ledger except for the Claimback functionality. Incurred Revenue transactions are created in Order Management and then those transactions are passed to General Ledger to create Journal Entries. PeopleSoft Inventory passes the cost details to PeopleSoft Billing and PeopleSoft Receivables, and from there the revenue is passed to General Ledger.

### PeopleSoft Treasury

You can view the treasury export letter of credit from the sales order. You can assign the export letter of credit to the sales order in the order header bill-to information. You must first define the letter of credit in PeopleSoft Treasury.


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### *PeopleSoft Analytics Warehouse*

PeopleSoft EPM is providing a number of sales order analytics so that you can perform various sales, shipment, and revenue queries on the EPM data warehouse. The source of the data is from PeopleSoft Order Management.

### *PeopleSoft Collaborative Selling Self-Service*

PeopleSoft Collaborative Selling and Order Management are integrated in a number of ways. PeopleSoft Order Management shares carrier, customer, customer group, contact, product, product group, pricing, and availability information with CRM. CRM Order Capture also sends Order Management its sales orders (new and changed) to process through the fulfillment process. The following are the integration points with PeopleSoft CRM:

- CRM Request for Quotation
- CRM Sales Order
- CRM Sales Order Change
- Sales Order Acknowledgement
- Sales Order Change Notice
- Sales Order/Quote Status

### *Third-Party Applications*

PeopleSoft Order Management uses a number of third-party applications to compliment the business processes:

- Taxware and Vertex are used for domestic sales tax processing.
- CyberSource handles credit card processing.

  Other third-party credit card applications can also be used to handle credit card processing.
- Third-Party Freight Applications

PeopleSoft Order Management uses these Enterprise Integration Points (EIPs) to process sales order data:

- Request for quotation
- Sales order
- Sales order acknowledgement
- Sales order change
- Sales order change notice
- Sales order/quote status
- Sales quote notice

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Additional EIPs that are used by PeopleSoft Order Management for customers, contacts, products, and pricing are discussed in other PeopleBooks.

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

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Setting Up Standard Notes.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Contacts," Setting Up Contacts.

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products," Working with Product Load EIPs.

See *PeopleSoft Enterprise Pricer 9.1 PeopleBook*, "Using Pricing Data Enterprise Integration Points."

## PeopleSoft Order Management Implementation

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

PeopleSoft Order Management also provides component interfaces to help you load data from the existing system into PeopleSoft Order Management tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables.

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

| ***Component*** | ***Component Interface*** | ***Reference*** |
|---|---|---|
| Competitor Codes | COMPETITOR_CD_CI | See Chapter 4, "Implementing PeopleSoft Order Management Options," page 57. |
| Team Member | MEMBER_COMM_CI | See Chapter 4, "Implementing PeopleSoft Order Management Options," page 57. |
| Member Quotas | MEMBER_QUOTAS_CI | See Chapter 4, "Implementing PeopleSoft Order Management Options," page 57. |
| Classification Setup | PM_CLASSIFICATE_CI | See Chapter 4, "Implementing PeopleSoft Order Management Options," page 57. |
| PM Territory Set Up | PM_TERRITORY_CI | See Chapter 4, "Implementing PeopleSoft Order Management Options," page 57. |

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Additional component interfaces that are used by PeopleSoft Order Management for common definitions, customers, contacts, and products are discussed in other PeopleBooks.

### *PeopleSoft Events and Notifications Framework*

As your organization processes the continuous stream of transactions within your PeopleSoft system, the events and notifications framework enables you to monitor the transaction flow and alert your organization to any errors, changes, and stalled transactions. The messages generated by the events and notifications framework can notify you of the problem, give you a detailed description of the issue, and provide a link to the PeopleSoft page where you can resolve it. One of the ways to use the events and notifications framework is to create PeopleSoft Queries on one or more PeopleSoft tables, add the alert using the Alert Setup component, and then complete the alert setup steps. This method enables you to monitor data within a PeopleSoft table; for example, searching for stalled transactions, instead of looking at the results of a PeopleSoft process. When the Alerts process (EOEN_ALERT) is run, the PeopleSoft table is queried and the alert messages can be generated. These messages can be routed to the appropriate person (PeopleSoft user or non-PeopleSoft user) using an email, a PeopleSoft worklist entry, an XML message, or the PeopleSoft Notification Dashboard.

For the PeopleSoft Order Management application, sample data includes the following PeopleSoft queries that have been setup to work with the events and notifications framework. These queries may require minor modifications to work in your environment. You can also copy and alter these queries to create new alert messages.

| *Query* | *Process Name* | *Process Category* | *Description* |
|---|---|---|---|
| OM_EDI_STUCK | OM_ALERTS | OM_EDI_UNPROCESS | Generates alert messages for incoming EDI transactions that have not been processed. These transactions include incoming sales orders, request for quotes, and changes to sales orders. |
| OM_PASTSHIP_ORD | OM_ALERTS | OM_PASTSHIP_ORD | Generates alert messages for sales orders with a status of Open or Pending that are past due. |
| RMA_REQUIRE_APPROVAL | OM_ALERTS | RMA_REQUIRE_APPROVAL | Generates alert messages for return material authorizations (RMAs) with a Pending status that have not been approved and are over a use-defined specified amount.<br><br>**Note.** The specified amount is delivered as 1.00 USD but should be changed by modifying the query. For your organization, determine what the line item amount should be and adjust the threshold in the query accordingly. |

### *Other Sources of Information*

In the planning phase of the 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 of the PeopleSoft Application Fundamentals for Financials, Enterprise Service Automation, and Supply Chain Management PeopleBook, with information about where to find the most current version of each.

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### *See Also*

*PeopleTools PeopleBook: PeopleSoft Setup Manager*

*PeopleTools PeopleBook: PeopleSoft Component Interfaces*

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Chapter 2

# Navigating in PeopleSoft Order Management

This chapter discusses how to navigate in PeopleSoft Order Management.

## Navigating in PeopleSoft Order Management

PeopleSoft Order Management provides custom functional area navigation pages that contain groupings of folders that support a specific business process, task, or user role.

**Note.** In addition to the PeopleSoft Order Management custom navigation pages, PeopleSoft provides menu navigation, standard navigation pages, and PeopleSoft Navigator.

### *See Also*

*PeopleTools PeopleBook: PeopleSoft Applications User's Guide*

## Pages Used to Navigate in PeopleSoft Order Management

This table lists the custom navigation pages that are used to navigate in PeopleSoft Order Management.

### *Customer Activities Center*

The Customer Activities Center custom navigation pages are customized to the person in the organization who is focused on the customer business process.

| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Customer Activities Center | Main Menu, Order Management | Access primary Customer Center menus and activities. |
| CSR Desktop | Click CSR Desktop on the Customer Activities Center page. | Access the CSR Desktop subpage. |
| Quote Processing | Click Quote Processing on the Customer Activities Center page. | Access the Print Quote and Quote Register report request pages. |

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| Page Name | Navigation | Usage |
|---|---|---|
| Order Processing | Click Order Processing on the Customer Activities Center page. | Access the Express Order Add/Edit, Create Order From Buying Agreement, Create Order from Quote, Processing Staged Orders/RFQs, Track Order, Print Sales Order, Sales Order Register, and Order Hold Workbench functions. |
| Customer Returns | Click Customer Returns on the Customer Activities Center page. | Access the Create/Update RMA, Print RMA, RMA Register, Overdue RMAs, and Create RMA Adjustment Invoices functions. |
| Analyze Order Activity | Click Analyze Order Activity on the Customer Activities Center page. | Access the Orders on Hold, Overdue Shipment, Order Changes, and Order Backlog report request pages. |

### Order Management Center

The Order Management Center custom navigation pages are customized to the person in the organization who is focused on all aspects of the order management, including business processes and data setup:

| Page Name | Navigation | Usage |
|---|---|---|
| Order Management Center | Main Menu, Order Management | Access primary Order Management Center menu menus and activities. |
| CSR Desktop | Click CSR Desktop on the Order Management Center page. | Access the CSR Desktop subpage. |
| Customers | Click Customers on the Order Management Center page. | Access the Contact Information, Customer Information, Conversations, Review Customer Information, and Reports functions. |
| Customer Information | Click Customer Information on the Customers page. | Access the Quick Customer Create, General Information, Dun & Bradstreet, Dun & Bradstreet Lookup/Order, MICR Information, Corporate Customer Tree, Corporate Tree Messages, Vendor Information, Electronic File Transfer Name, and Reimbursable Agreements functions. |
| Conversations | Click Conversations on the Customers page. | Access the Update Conversions, Associate Keywords, Define Follow-Up Action, Select Conversations to Review, and Need Supervisor Review functions. |


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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Review Customer Information | Click Review Customer Information on the Customers page. | Access the Attachments, Messages, Notes, and Credit Available functions. |
| Reports | Click Reports on the Customers page. | Access the Customers by Unit, Customers by SetID, Contacts by Unit, Contacts by SetID, Sold To Customer Master, Sold to Cust Relationships, Ship to Customer Master, Ship to Cust Relationships, and Ship Date Exceptions reports. |
| Products | Click Products on the Order Management Center page. | Access the Advanced Product Search Ext, Product Search Pagelet Ext, Identify Product Details, Review Product Information, Request Processes, and Reports functions. |
| Identify Product Details | Click Identify Product Details on the Products page. | Access the Definition, Attributes by UOM, Assign List Price, Kit Setup, Price Kit Component, Assign Product Group, Catalogs, Alternates, Attachments, Messages, Notes, Specifications, and Error Summary Queue functions. |
| Review Product Information | Click Review Product Information on the Products page. | Access the Definition, Product Kit, Aliases, Attachments, Messages, Notes, Specifications, and Where Used Product Component functions. |
| Request Processes | Click Request Processes on the Products page. | Access the Validate Product Load, Refresh Catalog Prompt Table, Update Kit Component Pricing, and Product Price Extract functions. |
| Reports | Click Reports on the Products page. | Access the Product Master, Product Catalogs, and Product Price List functions. |
| Pricing Configuration | Click Pricing Configuration on the Order Management Center page. | Access the Price List Reports, Create Pricing Information, Pricing Data Exchange, and Mass Updates functions. |
| Create Pricing Information | Click Create Pricing Information on the Pricing Configuration page. | Access the Price List Maintenance, Price List Advanced Search, Price Rules Maintenance, Price Rule Advanced Search, Arbitration Plan, Price Rounding Rule, Simulator, and Promotion Codes functions. |

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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Pricing Data Exchange | Click Pricing Data Exchange on the Pricing Configuration page. | Access the Publish Pricing Data, Load Pricing Data, and Correct Staging Errors functions. |
| Correct Staging Errors | Click Correct Staging Errors on the Pricing Data Exchange page. | Access the Arbitration Plan, Price Rules, and Price List functions. |
| Mass Update | Click Mass Updates on the Pricing Configuration page. | Access the Price List Extract function. |
| Buying Agreements | Click Buying Agreements on the Customer Activities Center page. | Access the Create/Update Buying Agreement, Refresh Prompt Table, Rebates and Penalties, Review Buying Agreement Info, Convert and Close Agreements, and Reports functions. |
| Rebates and Penalties | Click Rebates and Penalties on the Buying Agreements page. | Access the Verify Rebates/Penalties, Calculate Rebates/Penalties, and Load Rebates/Penalties Intrfc (Interface) functions. |
| Review Buying Agreement Info | Click Review Buying Agreement Info on the Buying Agreements page. | Access Customer Buying Agreement, Customer Quotes, Buying Agreement Usage, Line Summary, and Line Usage functions. |
| Convert and Close Agreements | Click Convert and Close Agreements on the Buying Agreements page. | Access the Convert Agreement by Customer, Convert Agreements to Orders, and Close Buying Agreement functions. |
| Reports | Click Reports on the Buying Agreements page. | Access the Agreement Renewal and Agreement Status reports. |
| Electronic Commerce | Click Electronic Commerce on the Customer Activities Center page. | Access the Source Code Exclusions, Identify Order Changes, Process Staged Orders/RFQs, Delete Staging Tables, Correct Staging Errors, and Review Staging Details functions. |
| Correct Staging Errors | Click Correct Staging Errors on the Electronic Commerce page. | Access the Header, Line, Schedule, Address, Note, User Defined Reference, Option Header, Option Detail, and Correct Order/RFQ Errors functions. |
| Review Staging Details | Click Review Staging Details on the Electronic Commerce page. | Access the Header, Line, Schedule, Address, Note, User Defined Reference, Option Header, and Option Detail functions. |


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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Quotes and Orders | Click Quotes and Orders on the Order Management Center page. | Access the Create/Update Quote, Create/Update Order, Express Order Add/Edit, Create/Update Counter Sale, Update Price, Process Orders, Track Sales Rebates, Create OM Billing Entries, Create Credit Card Trans, Review Order Information Review Customer Information, Review Product Information, Order Hold Workbench, Lot Allocation, and Reports functions. |
| Update Price | Click Update Price on the Quotes and Orders page. | Access the Update Price Discrepancies, Request Price Check-EDI/XML, Reprice Order, and Margin Adjustments functions. |
| Process Orders | Click Process Orders on the Quotes and Orders page. | Access the Order Completion, Apply/Release Order Hold, Apply/Release Credit Hold, Release Demand to Inventory, Update Schedules, View Schedule Change Results, Delete Schedule Change Results, Close Order, Update Commission Information, Sales Order/Quote Copy, and Screen for Denied Parties functions. |
| Track Sales Rebates | Click Track Sales Rebates on the Quotes and Orders page. | Access the Identify Sales Rebate Info, Request Sales Rebates, and Request Sales Rebate Interface functions. |
| Create OM Billing Entries | Click Create OM Billing Entries on the Quotes and Orders page. | Access the Mark Lines for Billing, Process Mark Lines for Billing, and Process OM Billing functions. |
| Create Credit Card Trans | Click Create Credit Card Trans on the Quotes and Orders page. | Access the Identify Pending Transactions, Request Credit Card Process, and Load Credit Card Interface functions. |
| Review Order Information | Click Review Order Information on the Quotes and Orders page. | Access the Track Order, Summary, Summary by Bill-To/PO, Summary by Sold To, Shipments by Header, Shipments by Line, Shipments by Schedule, and Financial Sanctions functions. |
| Review Customer Information | Click Review Customer Information on the Quotes and Orders page. | Access the Addresses, Attachments, Credit Available, Messages, Notes, Review Credit Card History, Purchase History, and Customer Deposits functions. |

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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Review Product Information | Click Review Product Information on the Quotes and Orders page. | Access the Alternates, Attachments, Messages, Notes, Product Kits, Kit Availability, Price Availability, and Item/Product Availability functions. |
| Reports | Click Reports on the Quotes and Orders page. | Access the Print Quote, Quote Register, Print Sales Order, Sales Order Register, Order Changes, Orders on Hold, Order Backlog, and Overdue Shipments functions. |
| Customer Returns | Click Customer Returns on the Order Management Center page. | Access the Create/Update RMA, Review RMA Information, and Reports functions. |
| Review RMA Information | Click Review RMA Information on the Customer Returns page. | Access the Customer Addresses, Customer Shipment History, OM Shipment History-Header, OM Shipment History-Line, and OM Shipment History-Schedule functions. |
| Reports | Click Reports on the Customer Returns page. | Access the RMA, RMA Register, and Overdue RMAs functions. |
| Claimbacks | Click Claimbacks on the Order Management Center page. | Access the Claimback Contract, Generate Claims/Accrue Revenue, Product Profitability Report, Default Claimback ID, Claimback Claims, and Review Claimback Information functions. |
| Claimback Claims | Click Claimback Claims on the Claimbacks page. | Access the Claimback Mgr Notification, Claimback Claims Print, Settlement Mgr Notification, Incoming Payment Reconcile, Claims Management Workbench, Claim Details, Claim Reconciliation, Claim Settlement Inquiry, and Claim Incoming Payment functions. |
| Review Claimback Information | Click Review Claimback Information on the Claimbacks page. | Access the Claimback Accrual Inquiry and GL Accrued Revenue functions. |
| Analyze Sales | Click Analyze Sales on the Order Management Center page. | Access the Forecast Sales Bookings, Forecast Products, Build Analysis Cube, and Product Profitability Report functions. |
| Order Management Definitions | Click Order Management Definitions on the Order Management Center page. | Access the Order Management Foundation, Order Management Business Unit, and Common Definitions functions. |


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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Order Management Foundation | Click Order Management Foundation on the Order Management Definitions page. | Access the Brand, Buying Agreement Type, Channel, Claimback SetID Options, Claimback OMBU Groups, Classification, Competitor Codes, Contact Type Codes, Division, Hold Codes, Holds Setup, Image Location, Messages, Mass Change Definition, Order Groups, Order Source Codes, PTD Pricing Calendar, Product Category, Rebate and Penalty Definition, Rebate and Penalty Table, Restock Fees by Reason, Return Type Codes, Sales Rebate Setup, Shipping Priority Codes, Syndicated Data Type, Team Mbr Commission Schedules, Team Member Sales Quotas, Territory, and Template Role functions. |
| Order Management Business Unit | Click Order Management Business Unit on the Order Management Definitions page. | Access the Order Management Definition functions. |
| Common Definitions | Click Common Definitions on the Order Management Definitions page. | Access the Codes and Auto Numbering, Currency, Customers, Distribution Accounting, File Locations and Images, Location, Market Rates, Notes, Products, Sales and Use Tax, Shipping and Receiving, Team Members, Units of Measure, User Preferences, VAT and Intrastat, and Excise and Sales Tax functions. |
| Codes and Auto Numbering | Click Codes and Auto Numbering on the Common Definitions page. | Access the Reason Codes, Auto Numbering, Auto Numbering by BU, and Auto Numbering By Installation functions. |
| Currency | Click Currency on the Common Definitions page. | Access the Currency Code, Currency Codes (Euro), Currency Code Report, Currency Exchange Calculator, Currency Quotation Method, and Currency Denominations functions. |
| Customers | Click Customers on the Common Definitions page. | Access the Conversation Subjects, Conversation Subject Topics, Conversation Follow-Up Actions, Conversation Keywords, Standard Industry Codes, Dun and Bradstreet, Customer Group Table, and Salutation Table functions. |

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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Distribution Accounting | Click Distribution Accounting on the Common Definitions page. | Access the Distribution Code, Distribution Rules, and Distribution Sets functions. |
| File Locations and Images | Click File Locations and Images on the Common Definitions page. | Access the File Locations and Image Location functions. |
| Fulfillment Definitions | Click Fulfillment Definitions on the Common Definitions page. | Access the Reservation/Backorder Defaults and Sources of Supply functions. |
| Reservation/Backorder Defaults | Click Reservation/Backorder Defaults on the Fulfillment Definitions page. | Access the Arbitration Plan and Rule Defaults functions. |
| Sources of Supply | Click Sources of Supply on the Fulfillment Definitions page. | Access the Arbitration Plan and Rule Entry functions. |
| Location | Click Location on the Common Definitions page. | Access the Country, Country Statistics, Division Area Code, Fax Location, Location, Region Codes, Region Type Codes, and State functions. |
| Market Rates | Click Market Rates on the Common Definitions page. | Access the Cross/Reciprocal Rate Calc, Market Rate Definition, Market Rate Index, Market Rate Type, and Market Rates functions. |
| Notes | Click Notes on the Common Definitions page. | Access the Note Types and Standard Notes functions. |
| Products | Click Products on the Common Definitions page. | Access the Product Group Table functions. |
| Sales and Use Tax | Click Sales and Use Tax on the Common Definitions page. | Access the Authorities, Authorities Report, Codes, Codes Report, Ultimate Use Code, and Tax Vendor Geo Code Update functions. |
| Shipping and Receiving | Click Shipping and Receiving on the Common Definitions page. | Access the Carrier Table, Class of Trade Code, Commodity Code, Distribution Network, Freight Terms, Harmonized Tariff Code, Ship Via Codes, and Freight and Transportation functions. |
| Freight and Transportation | Click Freight and Transportation on the Shipping and Receiving page. | Access the Arbitration Plan and Rule Entry functions. |
| Team Members | Click Team Members on the Common Definitions page. | Access the Support Team Members, Team Members Personal Data, and Team Member Types functions. |


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| *Page Name* | *Navigation* | *Usage* |
|---|---|---|
| Units of Measure | Click Units of Measure on the Common Definitions page. | Access the Units of Measure and Units of Measure Report. |
| User Preferences | Click User Preferences on the Common Definitions page. | Access the AP User Preferences Report, Define User Preferences, and User Preferences Report functions. |
| VAT and Instrastat | Click VAT and Instrastat on the Common Definitions page. | Access the Intrastat and Value Added Tax functions. |
| Intrastat | Click Intrastat on the VAT and Instrastat page. | Access the Country Characteristics, European Commodity Code, Fiscal Regime/Statistic Proc, Nature of Transaction Code, and Port and Airport Definition functions. |
| Value Added Tax | Click Value Added Tax on the VAT and Instrastat page. | Access the VAT Transaction Type, Express VAT Code, VAT Authority, VAT Code, VAT Accounts by Business Unit, VAT Country Options, VAT Entity, VAT Use Type, VAT Apportionment, VAT Defaults, Service VAT Treatment Defaults, Business Unit Interunit Option, Business Unit Interunit Pairs, VAT Report Definition, VAT Return XML Tags, and VAT Setup Validation Report functions. |
| Excise and Sales Tax | Click Excise and Sales Tax on the Common Definitions page. | Access the Tax Component, Tax Dependency Code, Tax Calculation Code, Tax Determination, Tax Category, Excise Chapter, Tax Authority, Form Name, Form Code, Customs Item SION, Customs Benefit Scheme, Registration Details, Organization details, Excise Document Number Series, Tax Location, BU Tax Applicability, Vendor Tax Applicability, Customer Tax Applicability, Item Tax Applicability, Item BU Tax Applicability, and Product Tax Applicability functions. |

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Chapter 3

# Setting Up PeopleSoft Order Management Business Units

This chapter provides an overview of the Order Management business unit definition and discusses how to set up Order Management business units.

## Understanding the Order Management Business Unit Definition

PeopleSoft Order Management does not post entries directly to General Ledger ChartFields except for incurred revenue from claimback claims. Instead, PeopleSoft Inventory manages the account distribution for the shipping transactions that are involved with a sale, and PeopleSoft Billing handles the distribution for invoice transactions. You can elect to invoice by Order Management business unit, in which case invoice transactions are handled through Order Management business unit links to Billing business units. Or, you can choose to invoice from shipment history through Inventory business unit links to Billing business units.

In either case, distribution codes determine the accounts to debit and credit for invoice transactions and the system passes the information to PeopleSoft General Ledger by using PeopleSoft Billing and Receivables. Distribution codes are defined in PeopleSoft Billing or PeopleSoft Receivables and reflect detailed account distribution by ChartField.

### *Shipping Transactions*

The PeopleSoft Inventory business unit always determines the ChartFields for shipping transactions. For inventory items, that is products that are stocked in a warehouse, the cost element for the item, and the distribution type determine ChartField distribution. For nonstock products, or products that are ordered directly from the vendor, the ChartFields are determined by the cost element that you define for the product that is on the Product Definition, Product Definition - Options2 page and by the distribution type that you define for the product that is on the Mark Lines for Billing Process page. Distribution types are optional.

***Warning!*** If you are invoicing by Order Management business unit, the General Ledger business unit that is associated with the Inventory business unit must be the same as the General Ledger business unit that is linked with the Order Management business unit through the Billing business unit which is on the Order Management Definition - Order Management Setup page. If this is not the case, cost of goods sold accounting (generated by the Inventory business unit) is not accurately reflected against revenue.

### *Invoice Transactions*

You invoice transactions by:

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- Order Management business unit.

  Associate a Billing business unit with an Order Management business unit on the Order Management Definition - Order Management Setup page.

- Inventory business unit.

  Associate a Billing business unit with an Inventory business unit on the Inventory Definition - Business Unit Definition page.

---

***Warning!*** You must always associate a Billing business unit with Order Management business units to perform return material authorization (RMA) processing. If you enter a Billing business unit on the Inventory Definition - Business Unit Definition page and the Order Management business unit Order Management Definition - Order Management Setup page, then the Inventory business unit takes precedence for invoice transactions.

---

### *Distribution Codes for Invoice Transactions*

If you invoice by Order Management business unit, the system determines which distribution codes to pass to PeopleSoft Billing using this order of priority:

1. Distribution codes for a price adjustment defined in the price rule.
2. You entered distribution codes manually for order schedules on the Order Schedule - Distribution page or the Revenue Distribution Accounts page for RMAs.

   ---

   **Note.** This option is for revenue distribution only.

   ---

3. Distribution codes are established on the Distribution Sets and Rules pages.

   The code is determined by the distribution rule from the Order Management business unit for sales orders and RMAs.

   See *PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Defining Financials and Supply Chain Management Common Definitions," Establishing Distribution Rules and Sets.

4. You enter default distribution codes on the Order Management business unit Accounting and Billing page for sales orders and RMAs.

If you are invoicing by Inventory business unit, the system determines which distribution codes to pass to PeopleSoft Billing in the same sequence. Instead of using the default distribution codes that are on the Accounting and Billing page for sales orders and the RMA Defaults page for RMAs, however, the system uses the distribution codes that are on the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page for the Inventory business unit.

## Setting Up Order Management Business Units

To define Order Management business units, use the Order Management Definition component.


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After you map the business structure for your organization, add Order Management business units on the Order Management Definition - Order Management Setup page. The system prompts you to enter a business unit ID. You can navigate through the business unit pages by clicking the appropriate link. After defining the business unit, you can print an Order Management Business Unit Options Report showing the settings and attributes that you selected.

This section discusses how to establish:

- Order Management definition
- Hold processing
- Claimback settings
- Accounting and billing
- Shipping and returns
- Taxes and currency
- Order entry features

## Pages Used to Set Up Order Management Business Units

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Management Definition - Order Management Setup | BUS_UNIT_TBL_OM1 | Set Up Financials/Supply Chain, Business Unit Related, Order Management, Order Management Definition, Order Management Setup | Establish the general processing structure for an Order Management business unit, such as the link with a Billing business unit, the purchase history that is available for sales order inquiries, the defaults for pricing sales orders, and assignment of a commission level. |
| Hold Processing | BUS_UNIT_TBL_OM2 | Click the Hold Processing link on the Order Management Setup page. | Enter automatic hold parameters and hold codes for fulfillment processing. |
| Claimback Settings | BUS_UNIT_TBL_OM8 | Click the Claimback Settings link on the Order Management Setup page. | Enter accounting information for claimbacks. |
| Accounting and Billing | BUS_UNIT_TBL_OM5 | Click the Accounting and Billing link on the Order Management Setup page. | Enter distribution defaults, billing options, value-added tax (VAT), counter sale options, RMA restocking information, and rebate and penalty codes. |

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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Shipping and Returns | BUS_UNIT_TBL_OM6 | Click the Shipping and Returns link on the Order Management Setup page. | Enter business unit information relating to returned material, transportation lead time, sourcing, freight, and export options. |
| Taxes and Currency | BUS_UNIT_TBL_OM7 | Click the Taxes and Currency link on the Order Management Setup page. | Enter currency information, and sales tax setup information that ADP Taxware, Vertex®, and VAT provide by default. |
| Order Entry Features | BUS_UNIT_TBL_OM9 | Click the Order Entry Features link on the Order Management Setup page. | Enter quote and sales order processing options. |
| Order Management Options report | RUN_OMC1000 | Set Up Financials/Supply Chain, Business Unit Related, Reports, Order Management Options | Establish report request parameters to display the settings and attributes for the business unit as specified on the PeopleSoft Order Management Definition Business Unit pages, such as credit check and automatic hold processing options, and distribution defaults. |

## Establishing the Order Management Definition

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


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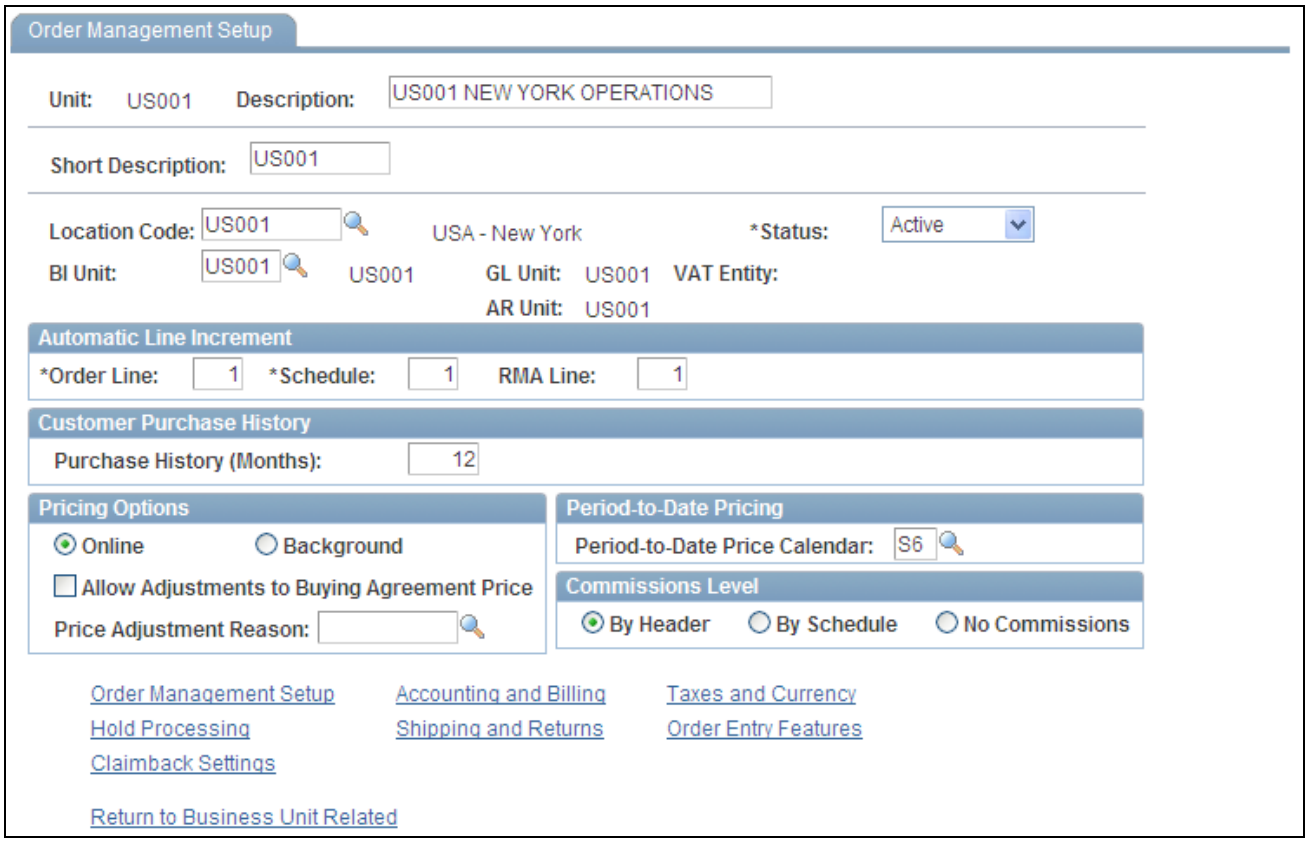


Order Management Setup page

**Default SetID**

This field appears in Add mode. The unit determines the preliminary tableset sharing setup by determining the setIDs that are assigned to each record group for the new business unit. The setID that is assigned to a record group determines which tableset is used as values for that specific business unit.

**Create BU** (create business unit)

When you enter a new unit, click this button to establish the setID controls for the Order Management business unit.

**Note.** Create setIDs or business units that are five characters long. A performance degradation occurs if the setIDs or business units have fewer than five characters.

**Note.** You must click the Create BU button before you can select a Location Code and BI Unit (Billing business unit) on this page and enter information on the other business unit pages.

**Location Code**

Enter or select the location of the business unit.

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**BI Unit** (Billing business unit)

Select a value to link with an Order Management business. You can create invoices by Order Management business unit or by Inventory business unit. If you also link a Billing business unit with an Inventory business unit, the Inventory business unit takes precedence. Order schedules that have been shipped, including nonstock items, are pulled into the Billing system for creation of invoices. The process of invoicing is governed by rules associated with the Billing business unit that you enter on this page. These rules determine billing frequency, billing method, and so on.

**Important!** If you choose to invoice by Inventory business unit, you must enter a Billing business unit on the Inventory Definition - Business Unit Definition page.

**GL Unit, AR Unit, VAT Entity** (General Ledger business unit), (Accounts receivables business unit), (Value-added tax entity)

These fields appear after a BI Unit is selected. Although Order Management may interface with PeopleSoft Billing for invoicing, it does not post to PeopleSoft Receivables or PeopleSoft General Ledger directly. Instead, the PeopleSoft Order Management system is tied to a Receivables and General Ledger business unit based on the Billing business unit that is entered here. The Receivables business unit determines which receivable aging periods are included in the credit checking calculations during order entry. The General Ledger business unit determines the VAT entity.

### *Automatic Line Increment*

In the Automatic Line Increment group box, enter the number that determines the next line, schedule, and RMA line number. For example, if you want order line numbers to increment by one, enter *1* in the Order Line field.

**Note.** The demonstration database is delivered with the line increment set to 2.

### *Customer Purchase History*

**Purchase History (Months)**

Enter the number of months of purchase history that you want accessible during order entry. This option enables you to view all previous purchases that the customer makes within a time window and to select previously entered order lines for copying.

### *Pricing Options*

**Online**

Select this option to price each schedule and line when the pricing calculator button is selected. Select the Price Protected option on the Line Pricing Data and Schedule Pricing Data pages to prevent the order from being repriced.


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**Background** Select this option to price the order in the background instead of online. The Order Repricing process prices order lines and schedules according to the timetable that is established by using the Process Scheduler. This process also reprices lines and schedules to reflect any quantity changes or price changes that are made after the order is entered.

**Note.** If Background is selected, the system moves the list price to the sales order by default. Price adjustments are not applied until the Order Repricing process runs.

**Allow Adjustments to Buying Agreement Price** This check box indicates whether the buying agreement price can be adjusted. If selected, only the list price protect flag is turned on, and the buying agreement price will be used as the base for the adjustment calculation. If this check box is not selected, the list price and price protect flags will be turned on, and the price cannot be adjusted.

**Price Adjustment Reason** Select a default reason code when adjusting the price on the order or quote. This field is useful if you are using margin adjustments and frequently changing prices on the sales order.

### *Period-to-Date Pricing*

**Period-To-Date Price Calendar** Select a calendar if you are using period-to-date price adjustments. Calendars are established on the Sales Calendar page.

After the Order Management business unit is created by clicking the Create BU button, any subsequent saves check to see if PeopleSoft Promotions Management is installed and this field is blank. If these two conditions are met, the system prompts you to use period-to-pricing and have the Calendar Id field appear by default from Promotions Management. If you select *Yes,* the system retrieves the Calendar ID that is defined by Promotions Management. Calendar IDs are established on the Sales Calendar page in PeopleSoft Promotions Management. If you select *No,* the field remains blank.

### *Commissions Level*

Select to determine whether commissions are tracked and, if they are, at which level, the header level or the schedule level. This value is the default for orders and quotes during order entry.

### *See Also*

Chapter 29, "Order Processing in a VAT Environment," page 545

Chapter 11, "Structuring Commissions," page 141

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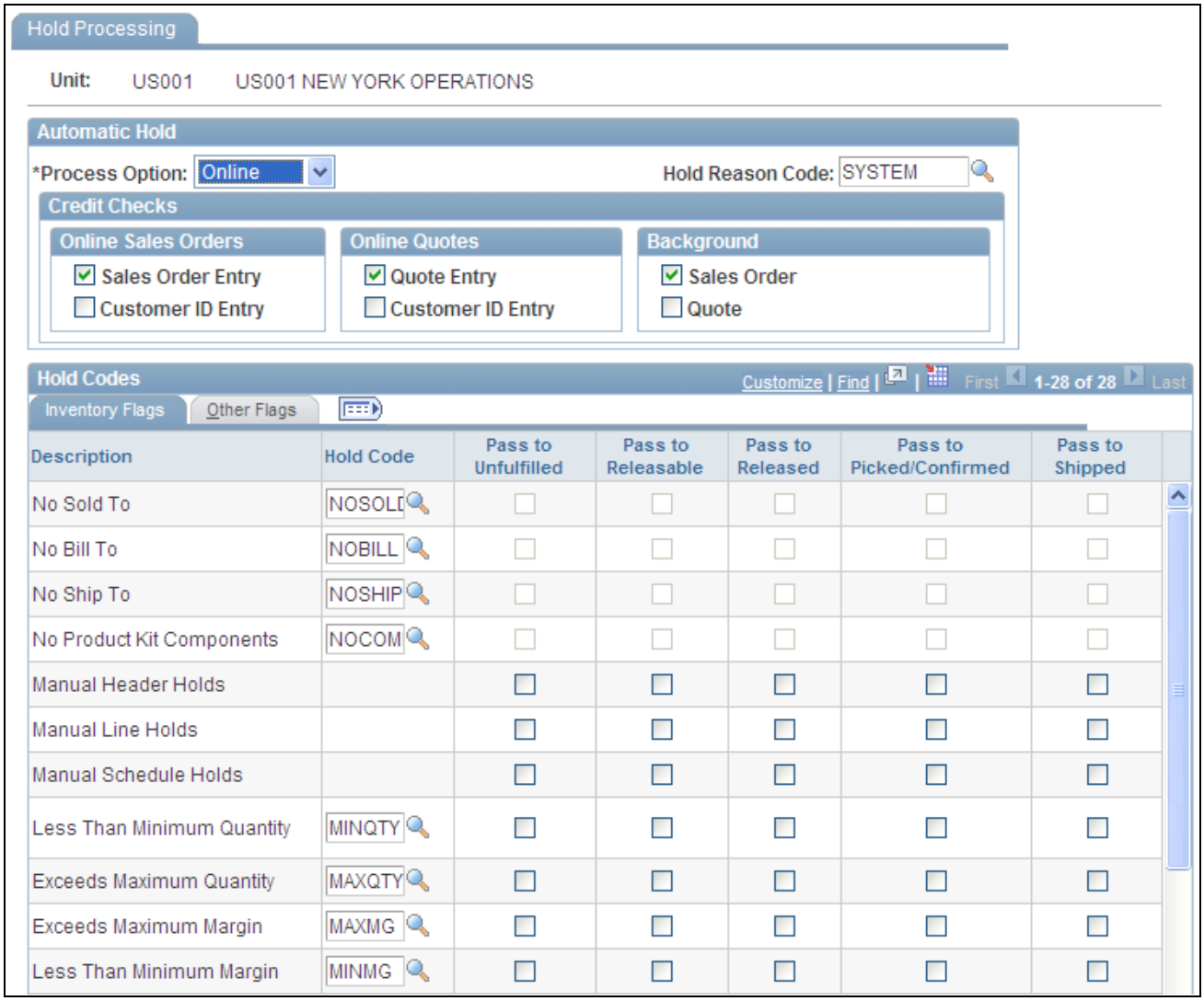
## Establishing Hold Processing

Access the Hold Processing page (click the Hold Processing link on the Order Management Setup page).




Hold Processing page (1 of 2)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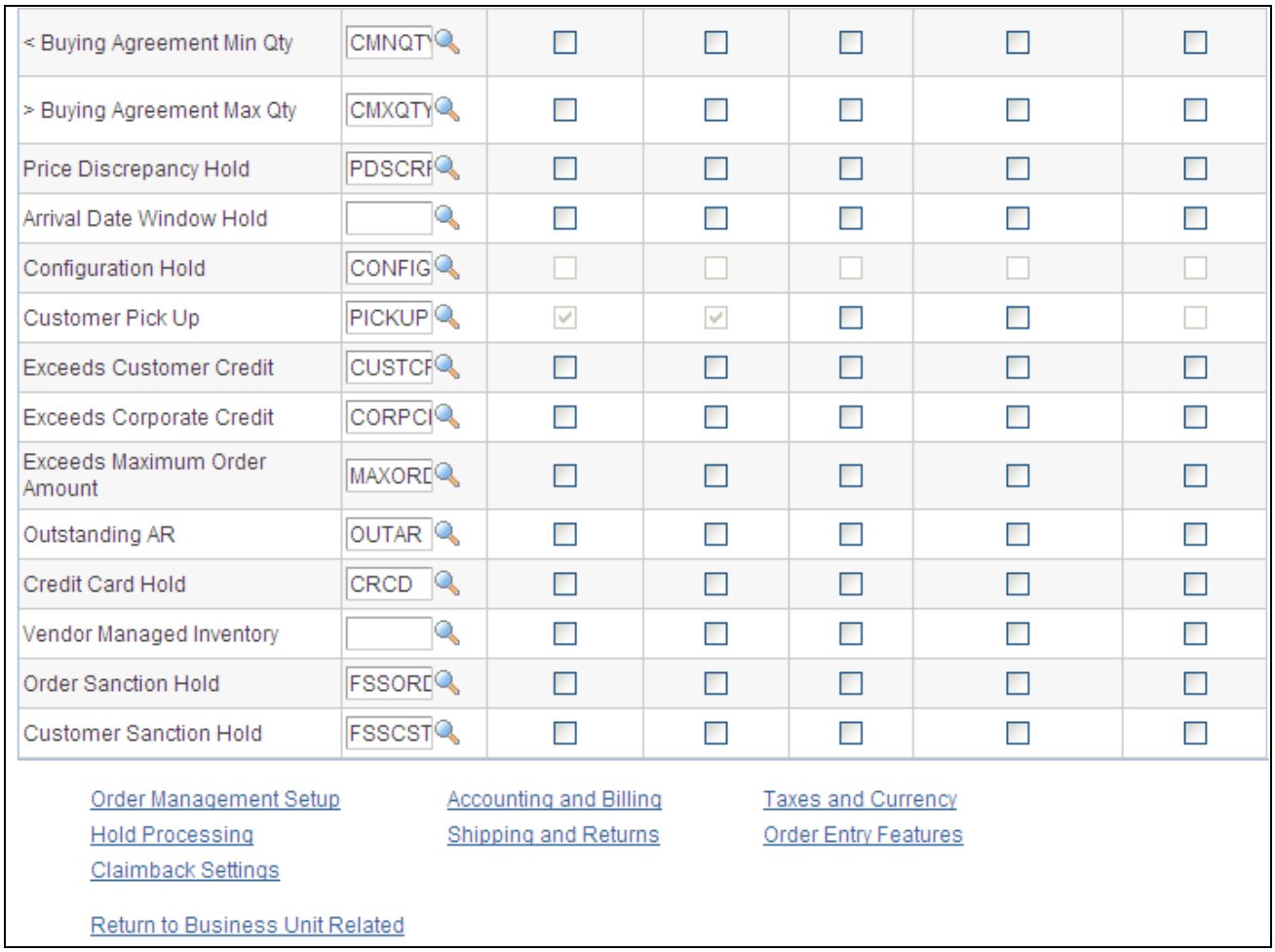


Hold Processing page (2 of 2)

**Process Option**

Select a processing option from the available options.

*Online:* Orders are placed on hold as they are entered when a hold condition exists.

*Background:* Running the Automatic Hold Check Process (OM_HOLD) applies holds.

*None:* No hold processing is performed.

**Important!** A blank field is equivalent to no hold.

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**Hold Reason Code**

Select the default reason code for the business unit to use when placing a hold. Establish the codes on the Reason Code page.

Select a default reason code for the hold. Values are:

*Cust Apply:* Manually apply customer hold.

*Cust Rel:* Manually release customer hold.

*Prod Apply:* Manually apply product line schedule hold.

*Prod Rel:* Manually release product line schedule hold.

*System:* Holds processed by the system.

**Financial Sanctions Screening**

Select to process Financial Sanctions Screening (FSS), which is defined at the Installation level on the Financial Sanctions Options page. You determine if you are going to perform FSS at the install level or the business unit level. FSS validates customer information with a variety of national and security lists. Hold codes can be established for the order or customer.

### *Credit Checks*

**Online Sales Orders**

Select an option to check credit during online entry.

Sales Order Entry: Credit is checked every time the order is saved. The system warns you immediately when the order exceeds the credit limit.

Customer ID Entry: Credit is checked only when you enter the customer ID for the order.

---

**Note.** If you enter the orders in pending status, credit is not reevaluated when you change the status to open if you are using the customer entry option. You must run Automatic Credit Check (OM_CREDIT). If you are using the sales order entry option and change the status to open, credit checking is done when the order is saved.

---

**Note.** Online credit checks use PeopleCode, not the background Automatic Credit Check process.

---

**Online Quotes**

The same options apply as for sales orders.

**Background**

Select Sales Order or Quote and schedule the Automatic Credit Check process (OM_CREDIT) to run at intervals that make sense in the environment with the Process Scheduler.

---

**Note.** If you do not enable the Automatic Credit Check process, credit holds must be removed manually.

---


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### *Hold Codes*

Select the Inventory Flags tab to establish options to prevent processing of demand to PeopleSoft Inventory fulfillment states.

**Note.** Depending on the type of hold code, some levels in PeopleSoft Inventory may not be available.

**Note.** Price-related holds will not be placed on the order if the order is from a buying agreement. The price-related holds are Minimum Selling Price, Less Than Minimum Margin, and Exceeds Maximum Margin.

| | |
|---|---|
| **Pass to Unfulfilled** | The system passes demand data with this hold condition to the unfulfilled state in PeopleSoft Inventory. |
| **Pass to Releasable** | The system passes demand data with this hold condition to the releasable state in PeopleSoft Inventory. |
| **Pass to Released** | The system passes demand data with this hold condition to the released state in PeopleSoft Inventory. |
| **Pass to Picked/Confirmed** | The system passes demand data with this hold condition to the picked/confirmed state in PeopleSoft Inventory. |
| **Pass to Shipped** | The system passes demand data with this hold condition to the shipped state in PeopleSoft Inventory. |

Select the Other Flags tab to establish options to prevent processing to PeopleSoft Planning, Purchasing, and Billing

| | |
|---|---|
| **Pass to Planning** | Enables the PeopleSoft Supply Planning system to see order demand for consideration in the planning algorithms, even though the order is on hold. |
| **Pass to Purchasing** | Holds that are placed on direct ship order schedules do not affect processing of the order in PeopleSoft Purchasing. |
| **Pass to Billing** | Use to define which holds should prevent nonstocked and direct shipped order lines from being billed in PeopleSoft Billing. |

**Note.** Hold codes must first be established on the Hold Codes page.

**Note.** Not all options are available for all hold codes.

| | |
|---|---|
| **No Sold To, No Bill To, No Ship To, No Product Kit Components** | These fields define missing information holds. The options are set up on the Hold Codes page. Data from orders with these hold conditions cannot be passed to the states in PeopleSoft Inventory until you remove the hold and supply the missing information. |

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| | |
|---|---|
| **Manual Header Holds, Manual Line Holds, Manual Schedule Holds** | Determine if the holds applied manually prevent or enable order data transfer to states in PeopleSoft Inventory<br><br>**Note.** Keep in mind that the choices that you make on this page determine the effect of all manual holds. |
| **Less Than Minimum Quantity** | A hold condition occurs at the line level when the quantity is less than the minimum order limit for the product, established on the Product Attributes by UOM page. |
| **Exceeds Maximum Quantity** | A hold condition occurs at the line level when the quantity exceeds the maximum order limit for the product that is established on the Product Attributes by UOM page. |
| **Exceeds Maximum Margin** | A hold condition occurs at the schedule level when the margin exceeds the maximum margin that is allowed for the product, established on the Product Definition - Options page. |
| **Less Than Minimum Margin** | A hold condition occurs at the schedule level when the margin is below the minimum margin for the product, established on the Product Definition - Options page. |
| **< Minimum Selling Price**(less than minimum selling price) | A hold condition occurs at the schedule level when the price is less then the minimum selling price by unit of measure (UOM), established on the Product Attributes by UOM page. |
| **Margin Rule Hold** | A hold occurs if the margin price rule is violated when performing pricing during sales order entry. |
| **> Buying Agreement Line MaxAmt** (exceeds buying agreement line maximum amount) | A hold condition occurs at the header level when the line maximum amount plus the percent over the maximum exceeds the line maximum that is established on the buying agreement Line page. |
| **< Buying Agreement Min Qty** (less than buying agreement minimum quantity) | A hold condition occurs at the header level when the buying agreement line minimum is less then the quantity minimum that is established on the buying agreement Line page. |
| **> Buying Agreement Max Qty** (exceeds buying agreement maximum quantity) | A hold condition occurs at the header level when the buying agreement line maximum quantity plus the percent over the maximum exceeds the maximum quantity that is established on the buying agreement Line page. |
| **Price Discrepancy Hold** | A hold condition occurs at the header level when the customer's purchase order price differs from the price that is calculated by the system for orders that come through EDI/XML. |


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| | |
|---|---|
| **Arrival Date Window Hold** | Enter a hold code to place the schedule on hold if the scheduled arrival date is outside of the window that the customer wanted to receive the goods. The system looks at the ship early and ship late days on the Ship to Options page along with the carrier, warehouse, and customer exception calendars and transportation lead times to determine if the scheduled arrival date is unacceptable.<br><br>**Note.** If the schedule is marked as a customer pickup, the arrival date window hold will not be applied. |
| **Configuration Hold** | A hold condition occurs at the header level when the configuration contains errors for orders that come through EDI/XML. |
| **Customer Pickup** | The order is placed on hold until the customer picks up the order. Fulfillment can only be passed to released and picked/confirmed states in PeopleSoft Inventory. The hold code prevents PeopleSoft Inventory from fulfilling the order. The hold is managed by the system when the pickup option is selected on the line or schedule. When the order is picked up by the customer and the order is completed (the CSR clicks the Complete Order button), the hold is removed. |
| **Exceeds Customer Credit** | The order or quote is placed on hold when the bill to customer's credit limit is exceeded. In situations where some orders are on hold because the credit limit is reached and others are not, the system applies and releases the credit holds by order date. |
| **Exceeds Corporate Credit** | The order or quote is placed on hold when the corporate customer's credit is exceeded. In situations where some orders are on hold because the credit limit is reached and others are not, the system applies and releases the credit holds by order date. |
| **Exceeds Maximum Order Amount** | The order or quote is placed on hold when the bill to customer's maximum order amount is exceeded. |
| **Outstanding AR**(outstanding accounts receivables) | The order is placed on hold when the bill to customer has any outstanding accounts receivable balance in the specified aging category or beyond. |
| **Credit Card Hold** | The order is placed on hold at the Header level until the credit card provider authorizes the credit card amount for the order.<br><br>**Note.** No further processing with PeopleSoft Inventory, Supply Planning or Purchasing can occur until the credit card is authorized. |
| **Vendor Managed Inventory** | This hold is used with the order verification option from the sold to customer to indicate that the order generated by VMI must be reviewed. |
| **Order Sanction Hold** | Enter a hold code for FSS screening during sales order entry. On the sale order, the customer information would be screened if there is an address override or a payment is entered for a counter sale. |

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**Customer Sanction Hold** Enter a hold code for FSS screening that occurs for the customer. The hold code appears on the sales order if the customer is a match with the list used for FSS.

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Validating Financial Sanctions

Chapter 26, "Placing Sales Orders on Hold," page 489

Chapter 15, "Introduction to Sales Order Entry," Direct Shipping Products, page 232

*PeopleSoft Inventory 9.1 PeopleBook*, "Utilizing the Fulfillment Engine," Setting Up the Fulfillment Engine Processing Options

## Establish Claimback Settings

Access the Claimback Settings page (click the Claimback Settings link on the Order Management Setup page).

**AP Business Unit** (account payables business unit) Specify the PeopleSoft Payables business unit used to process the payments for claimbacks.

**Note.** Ensure that the General Ledger unit is the same as the General Ledger unit for the Receivables unit defined for the Order Management business unit.

**Claimback Dist Rule** (claimback distribution rule) Identifies the distribution rule to use in determining the distribution accounts for claimbacks.

**Accrued Rev Dist Rule** (accrued revenue distribution rule) Identifies the distribution rule to use in determining the distribution accounts for accrued revenue.

**Template ID** Identifies the Journal template ID to be used in claimback processing.

**Claimback Revenue** Identifies the revenue account used in claimback processing.

**Accrued Revenue** Identifies the accrued revenue account used in claimback processing.

### *See Also*

Chapter 13, "Working with Claimbacks," page 179

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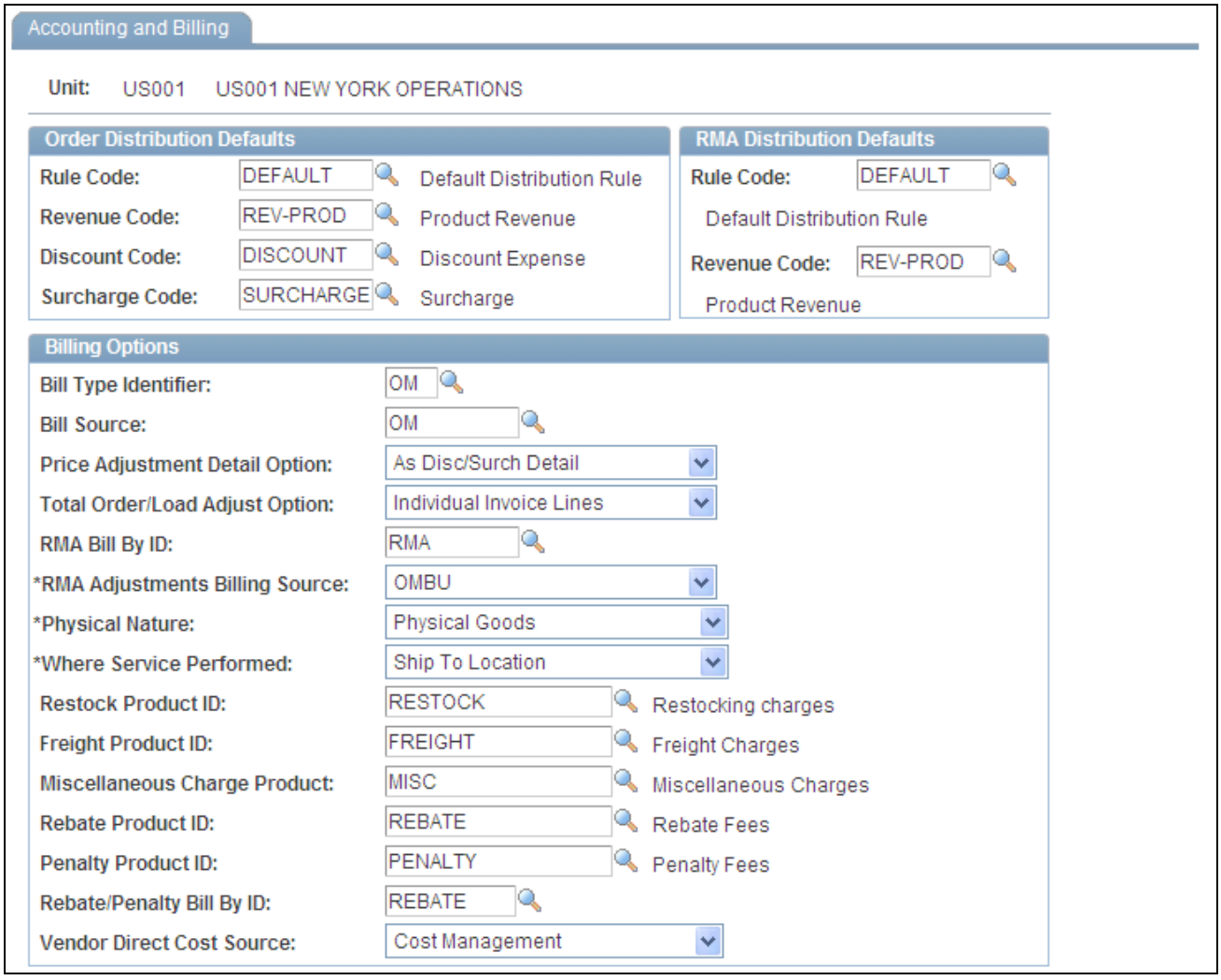
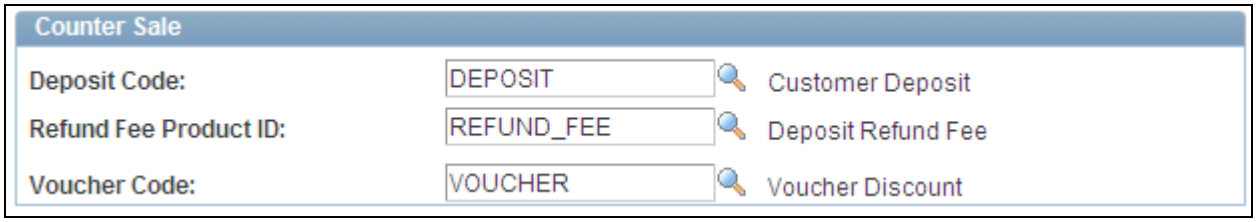
# Establishing Accounting and Billing Options

Access the Accounting and Billing page (click the Accounting and Billing link on the Order Management Setup page).




Accounting and Billing page (1 of 2)




Accounting and Billing page (2 of 2)

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### *Order Distribution Defaults*

**Rule Code**

Have all orders entered for the business unit use the option that is set up on the Distribution Rules page to determine default distribution codes on sales orders. If the distribution rule fails to find a distribution set match for the sales order, the values that are entered in Revenue Code, Discount Code, and Surcharge Code are used. Use the Distribution Accounts page to override default distribution codes.

### *RMA Distribution Defaults*

**RMA Rule Code** and **RMA Revenue Code**

Have all RMAs that are entered for the business unit use the RMA distribution sets that are set up on the Distribution Sets page to determine default distribution codes on RMAs. If the system fails to find a distribution set match for the document type of RMA on the Distribution Sets page, the system uses the values that are entered here. Override default distribution codes during RMA entry on the Revenue Distribution Accounts page.

### *Billing Options*

**Bill Type Identifier** and **Bill Source**

The values for these fields are defined in PeopleSoft Billing.

Typically, a bill source is not required for billing interface operations. However, if you are generating invoice numbers by a bill source that is defined on the Installation Options - Billing - GL/AR Options page and no bill source is recorded for the Order Management business unit, then the system is not able to generate invoice numbers when adding new bills to PeopleSoft Billing.

The Bill Type Identifier and Bill Source fields are setID-controlled and must match the values that are selected for the Billing business unit that is linked to the Order Management business unit on the Order Management Definition - Order Management Setup page.


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**Price Adjustment Detail Option**

Determine whether discounts and surcharges pass to PeopleSoft Billing and appear on invoices. Valid options are:

*As Account Distribution:* The net unit price from the sales order is passed as the unit price to PeopleSoft Billing. Discount and surcharge information appears on the Accounting page of the online invoice. No discount or surcharge information appears on the printed invoice.

*As Dis/Surch Detail* (as discount or surcharge detail): The gross unit price from the sales order is passed as the unit price to PeopleSoft Billing. Discount and surcharge information is detailed on the Discount/Surcharge page and the Line-Info 1 page of the online invoice and appears on the printed invoice.

Also, select this option for promotion activity to be recognized by the Promotion Activity Inquiry pages in PeopleSoft Promotions Management.

*Netted with Revenue:* The net unit price from the sales order is passed as the unit price to PeopleSoft Billing. Discount and surcharge information does not appear on the online invoice or on the printed invoice.

---

**Note.** Regardless of whether you have the Price Adjustment Detail Option set to *As Account Dist* (as account distribution) or *As Disc/Surch Detail:*

---

- Bill back discounts are accrued on the invoice as a separate accounting entry.
- If the adjustment price rule is applicable to cost base or applicable to alternate cost base (options on the price rule), then it will always be sent to billing as account distribution. This setting prevents customers from seeing what the cost was before adjustments were applied, but they appear in the final net price.
- If an order schedule is subject to India Excise tax and it has multiple pricing schedules, it will be processed as if this option were set to *Netted with Revenue.*

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**Total Order/Load Adjust Option**

This option controls how total order and weight and volume pricing discounts and surcharges are sent to PeopleSoft Billing, and how they appear on invoices.

---

**Note.** Your setting will be ignored under these circumstances:

For any activity that is fully paid on a counter sale order, all total order or weight and volume-based pricing will be sent to PeopleSoft Billing as adjustments to lines so that Billing will not recalculate taxes.

For any activity that is subject to India Excise taxes, all total order or load-based pricing will be sent to PeopleSoft Billing as individual lines because Billing will calculate the excise taxes for these lines.

---

The options are:

*Adjustments to Invoice Lines:* Adjustments are included in the line on the invoice.

*Individual Invoice Lines:* The adjustments will appear as individual lines on the invoice.

**RMA Bill By ID**

Identifier that groups RMA lines in billing.

**RMA Adjustment Billing Source**

Indicates the source for retrieving the bill type ID for grouping RMA lines on a bill. Valid options are:

*No RMAs:* Use normal defaults for grouping bill type ID.

*OMBU* (Order Management business unit): Use the RMA bill type ID that is defined for the Order Management business unit.

*INBU* (Inventory business unit): Use the RMA bill type ID that is defined for the Inventory business unit.

**Physical Nature**

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

**Where Service Performed**

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

**Restock Product ID**

Select the identifier for the restocking charges that appear on the credit memo line. When the customer returns material, you may charge restocking fees. You can also have a credit memo generated when the RMA is saved or when the returned material is received. Fees, such as restocking fees, are added to the credit memo as an adjustment to the total credit amount.

---

**Note.** The system uses the restock product ID that is defined here whether you are billing by Order Management business unit or by Inventory business unit.

---


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**Freight Product ID**

When an order is shipped, you can enter freight charges and miscellaneous charges in addition to freight charges, pallet charges, or packing charges, for example, on the Shipping/Issues - Order Summary page in PeopleSoft Inventory. Enter an identifier for freight charges that appear as bill lines on an invoice in the field.

**Note.** You can also calculate freight charges during order entry.

**Miscellaneous Charge Product**

The identifier entered in this field appears on the invoice as a bill line along with a description of the charge that is entered at shipment.

**Rebate Product ID, Penalty Product ID**

Enter for rebates and penalties that are associated with buying agreements and independent sales rebates.

**Rebate/Penalty Bill By ID**

Identifier that is used to group rebate and penalties in billing.

**Note.** Rebate information is always passed to billing on a new bill.

**Vendor Direct Cost Source**

Select the cost source to be used for vendor direct shipments. The options available are: *Cost Management* and *Purchase Order.*

*Cost Management*: Select to use the Cost Management cost associated with the item. If no Cost Management cost is found, then use the Default Actual Cost.

*Purchase Order*: Select to use the cost associated with the Purchase Order. If PO not created, then use the Cost Management cost or the Default Actual Cost.

### *Counter Sale*

Set the parameters for receiving and managing cash in the counter sale environment.

**Deposit Code**

The Distribution code that represents the chart of accounts for deposits taken against an order, deposits applied to an order, and deposit refunds. These deposit transactions will appear as lines on an invoice.

**Refund Fee Product ID**

Product ID that will be sent to PeopleSoft Billing for any fees associated with a deposit refund. These refund fees will appear as lines on an invoice.

**Voucher Code**

Distribution code that represents the chart of accounts for gift vouchers (payment) taken against an order, usually for an expense or reserve account. These voucher payments will appear as lines on an invoice.

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### *See Also*

Chapter 15, "Introduction to Sales Order Entry," Distribution Codes, page 230

Chapter 8, "Setting Up Transportation Lead Times and Internal Freight Charges," Understanding Internal Freight Calculations, page 93

Chapter 12, "Creating Buying Agreements," Using Buying Agreement Rebates and Penalties, page 165

Chapter 14, "Creating Independent Sales Rebates and Penalties," page 205

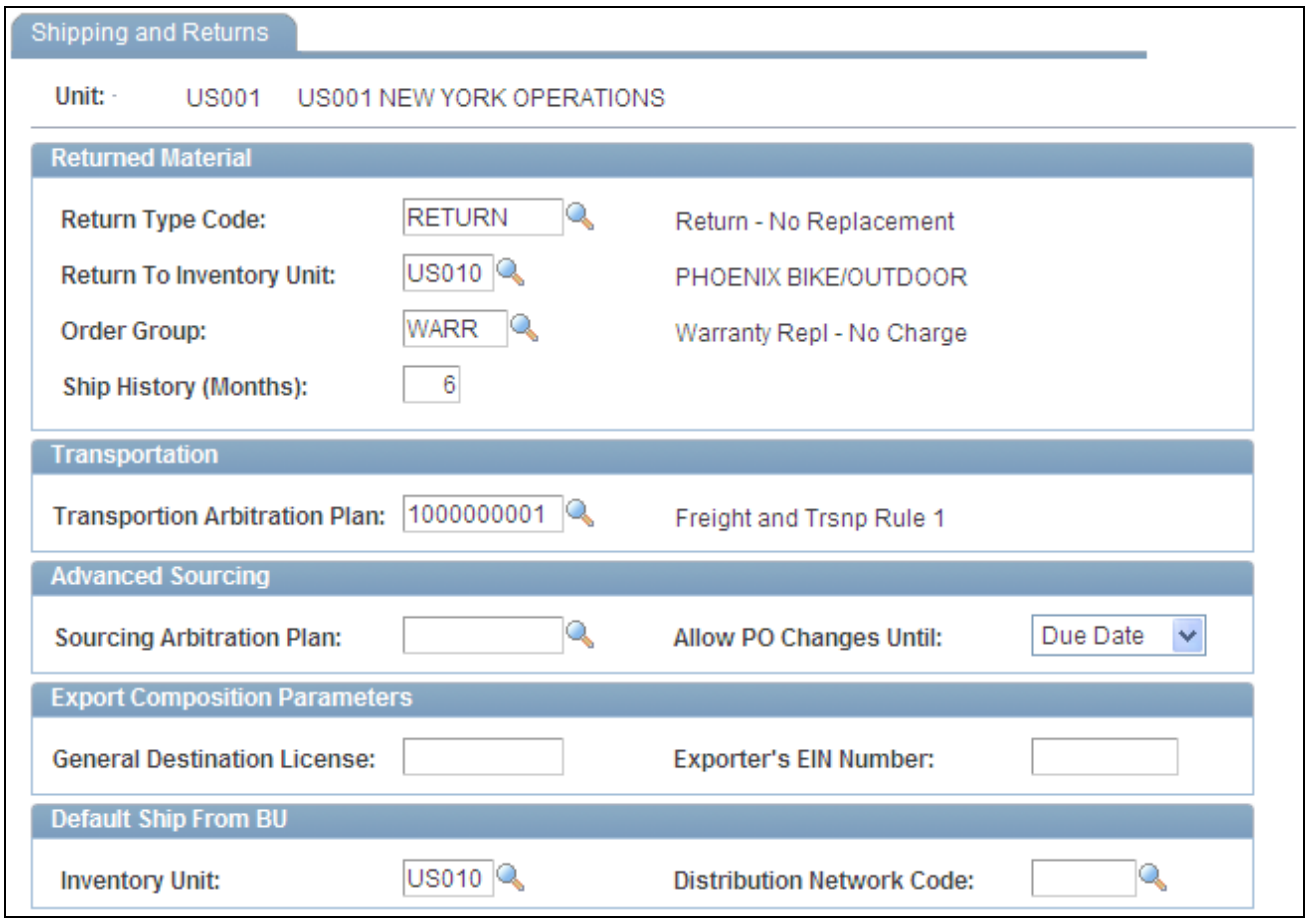
Chapter 29, "Order Processing in a VAT Environment," page 545

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Returned Material," Establishing Return Type Codes and Restocking Fees

Chapter 21, "Entering Counter Sales," page 401

## Establishing Shipping and Returns Options

Access the Shipping and Returns page (click the Shipping and Returns link on the Order Management Setup page).




Shipping and Returns page (1 of 2)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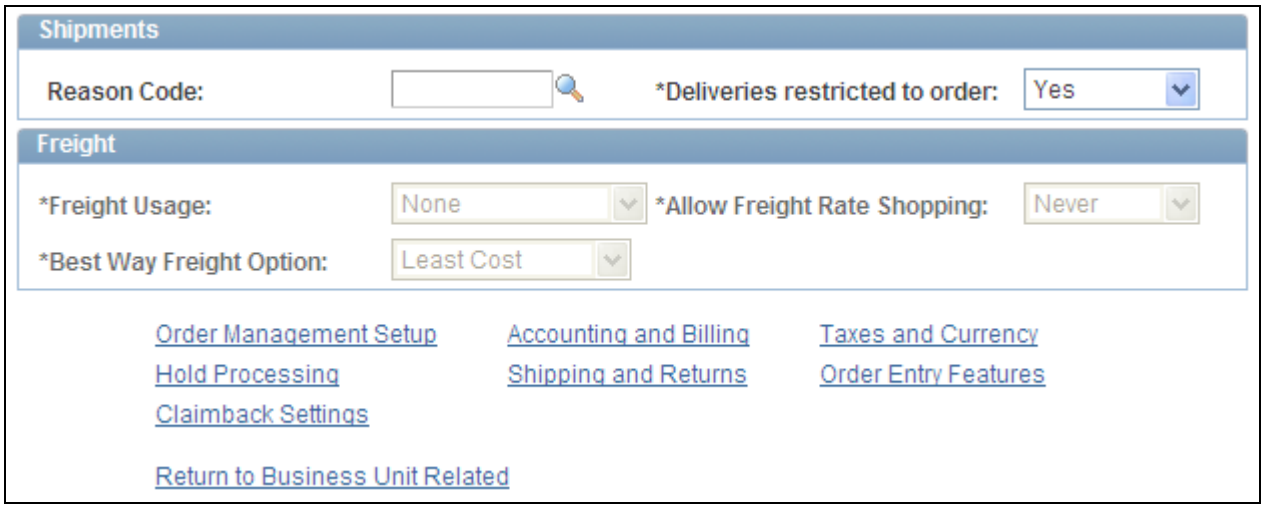


Shipping and Returns page (2 of 2)

The information that you enter in the Returned Material group box appears by default in all the RMAs that you enter for this business unit.

**Return Type Code** Select an option that applies to the majority of returned material for the Order Management business unit.

**Return To Inventory Unit** Select an option if you use a central inventory business unit for receiving and inspecting returned material.

**Order Group** Select an option to use as the default order group for all replacement sales orders that are generated by RMAs.

**Ship History (Months)** The value that is entered in the field determines the date range for the customer's shipment history that is available for populating RMA lines.

**Transportation Arbitration Plan** Select an option as the default for orders that are entered in the business unit for transportation lead times. You must have previously defined a transportation arbitration plan.

**Sourcing Arbitration Plan** Select an option as the default for determining alternate sourcing alternatives. You must have previously defined a sourcing arbitration plan.

**Allow PO Changes Until** Use to select when the PO can be changed that is created when using alternative sourcing. Options are *Dispatched* or *Due Date*.

**General Destination License** Enter a value that applies to orders for products that are not export controlled. The value appears by default on the export bills of lading in PeopleSoft Inventory.

**Exporter's EIN Number** Enter the Employer ID Number (EIN) of the exporter. The value appears by default on the export bills of lading in PeopleSoft Inventory.

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**Inventory Business Unit, Distribution Network Code**

Enter a value for one of the options. You cannot select both. The system uses the distribution network code default when you enter order lines for a customer who does not have a permanent ship-to customer ID and, as a result, is not linked to a distribution network code that determines the Ship From business unit. In situations where you always have products ship from one Inventory business unit, select an Inventory business unit that moves by default to all order lines.

### *Shipments group box*

Use this group box to define options for delivery management.

**Reason Code**

Select a reason code to describe the goods that are shipped as well as their nature and quality. This code is included on orders and shipping documents to meet government requirements. You can only enter reason codes with the reason type of shipments. The code appears by default on the Ship Options tab in the Order Lines section of the Order Entry Form.

**Deliveries restricted to order**

Select an option to determine if a delivery can contain demand lines from more than one sales order or quote. The options are:

- *Yes:* Select to allow the system to create a delivery that includes more than one sales order when the delivery key fields match for all of the included demand lines.
- *No:* Select to restrict a delivery to a single sales order. All demand lines within the delivery must be for the same sales order. The sales order may have multiple deliveries.

---

**Note.** The Deliveries Restricted to Order field can be defined within the default hierarchy on the Shipping and Returns page of the Order Management business unit, Order Groups page, customer's General Information - Ship To Options page, and the Buying Agreement Form-Header Terms page. In the default hierarchy, the more specific information overrides the more general information; in this case, the setting for the Deliveries Restricted to Order field that is defined on a buying agreement overrides a value on a customer and the value on the customer would override the value on the order group. A value on the order group would override the value at the order management business unit.

---

### *Freight group box*

Use this group box to setup freight calculations for sales orders within this business unit.


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**Freight Usage**

Specify the type of freight calculation to be done in combination with the Freight Vendor field in the Carrier ID table. Options are:

- *None:* No freight calculation is performed.
- *Internal:* The internal freight calculator within the PeopleSoft application is used to apply freight charges to sales orders.
- *External:* A third-party freight provider calculates and provides the freight charges for sales orders. Manifest information can also be received from the freight provider. This field value enables the PeopleSoft application to send and receive EIP freight transactions.
- *Both:* Either the PeopleSoft internal freight calculator is used or the third-party freight feature is used depending on the option chosen on the Carrier ID table Freight Vendor field. Therefore, based on the carrier ID on the delivery, either the PeopleSoft internal freight calculator or the third-party freight feature could be used. If no carrier ID is specified on the delivery, then the third-party freight feature is used.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook,* "Setting Up Delivery Management and Freight Calculations," Basic Setup Steps for Freight Charges.

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**Allow Freight Rate Shopping**

This field is used when integrating with an external third-party freight provider. The field identifies whether the interfacing third-party freight system allows rate shopping. Rate shopping enables a user to choose which freight carrier and charges to use on the delivery based on the choices retrieved from the third-party freight provider. This method displays the Freight Rate Shopping page for users to view, evaluate, and select the best freight carrier for their needs. Rate shopping can be performed from the Order Entry Form in PeopleSoft Order Management and from the Delivery Management Workbench in PeopleSoft Inventory. In addition, freight rate shopping can be performed for a quote.

The option are:

- *Always:* The user must perform freight rate shopping.
- *Never:* Freight rate shopping is not available.
- *Optional:* The user can select freight rate shopping. If freight rate shopping is not performed, then the system uses the best-way option.

For freight rate shopping at order entry time, the Allow Freight Rate Shopping field works with the online Process Freight Charges field on the Order Entry Features page within the Order Management business unit definition. If the value is *None* in the Process Freight Charges row and the Online column, the freight rate shopping cannot be performed from the Order Entry Form component. If the value is *Manual* or *Online* in the Process Freight Charges row and the Online column, the freight rate shopping can be performed if the Allow Freight Rate Shopping field is *Always* or *Optional*.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Defining External Third-Party Freight Integration," Setting Up External Third-Party Freight Charges.

**Best Way Freight Option**

This field is used when integrating with an external third-party freight provider. This value in this field is used as the default value on the Order Entry Form component and the Order Completion process. When you select a best-way freight option, the system sends a best-way request to the third-party provider system and the third-party provider returns only one freight choice per delivery ID. The user can preview this choice. The best-way option is used only if the carrier on the delivery is missing.

The options are:

- *Least Cost:* The third-party freight system selects and returns the freight service with the least cost for the delivery.
- *By Commit Date:* The third-party freight system selects and returns the freight service that best matches the scheduled shipment date for the delivery.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Defining External Third-Party Freight Integration," Setup Steps for Integration with an External Third-Party Freight Provider.


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### *See Also*

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing Order Groups, page 66

Chapter 8, "Setting Up Transportation Lead Times and Internal Freight Charges," Understanding Transportation Lead Times, page 98

Chapter 15, "Introduction to Sales Order Entry," Default Ship-From Values, page 214

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Returned Material," Establishing Return Type Codes and Restocking Fees

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Returned Material," Populating RMA Lines From the Shipment History

*PeopleSoft Inventory 9.1 PeopleBook*, "Receiving and Putting Away Stock," Staging Interunit Transfer and RMA Receipts

Chapter 9, "Setting Up Alternate Sources of Supply," page 107

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Understanding the Delivery Management Setup Steps

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Defining External Third-Party Freight Integration"

## Establishing Taxes and Currency Options

Access the Taxes and Currency page (click the Taxes and Currency link on the Order Management Setup page).

### *Tax Setup*

Different fields appear depending on the selection in the Tax Vendor field. If you have a VAT entity tied to the Billing business unit on the Order Management Setup page, links for the VAT default and VAT service treatment setup also appear on the page.

---

**Note.** If you have a VAT entity tied to the Billing business unit, but are also using a tax vendor for the Order Management business unit, the links for the VAT defaults do not appear because you cannot have a tax vendor and use VAT processing for the same Order Management business unit.

---

**Tax Vendor** Select *Taxware, Vertex,* or *None.* Other fields appear based on this selection.

**Company, Division** Enter codes that are used in Taxware and Vertex for reporting purposes.

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**Order Origin** Enter the business unit location in the field where sales orders originate and the location where orders are accepted in the Order Acceptance field. Taxware references these locations to calculate sales taxes in jurisdictions that use this information in their taxing practices.

**Note.** This option is only used with third-party tax vendors.

**Order Acceptance** Indicates the business unit location where Taxware and Vertex reference these locations to calculate sales taxes in jurisdictions that use this information in their taxing practices.

**VAT Default** Click to access the VAT Defaults Setup page.

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

**VAT Service Treatment Setup** Click to access the Services VAT Treatment Drivers Setup page.

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

**Note.** If you are using Taxware, use Order Acceptance and Order Origin to ensure that taxes are calculated accurately. Vertex only requires Order Acceptance.

### *Currency Exchange Defaults*

**Base Currency** Select the default.

Important! Even if you are not transacting in foreign currencies, you must identify a base currency for the business unit.

**Rate Type** Select an option to determine the method that the system uses to set the exchange rate between currencies for Order Management transactions.

### *See Also*

Chapter 29, "Order Processing in a VAT Environment," page 545

*PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Integrating with Sales and Use Tax Applications"

## Establishing Order Entry Features

Access the Order Entry Features page (click the Order Entry Features link on the Order Management Setup page).

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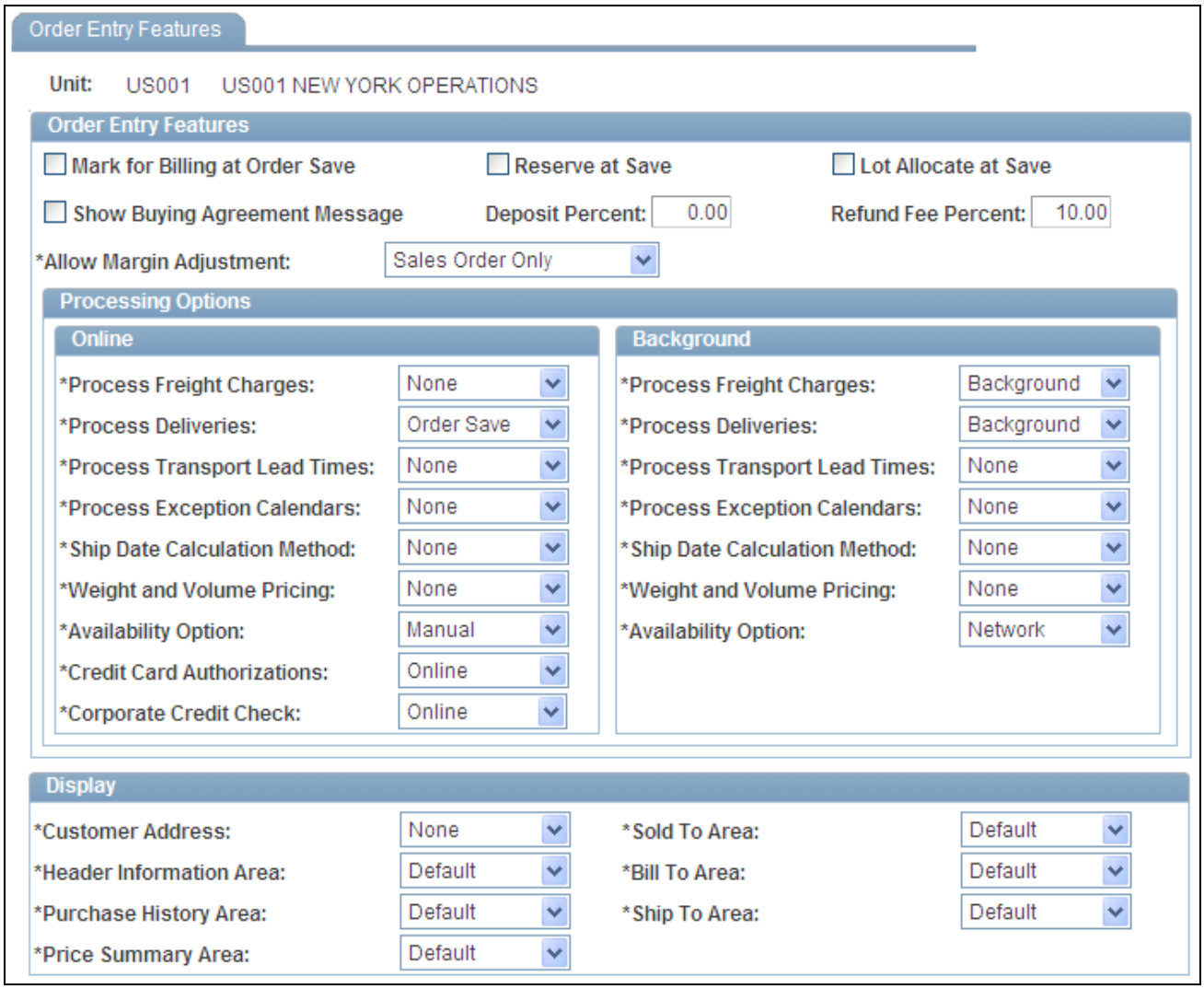
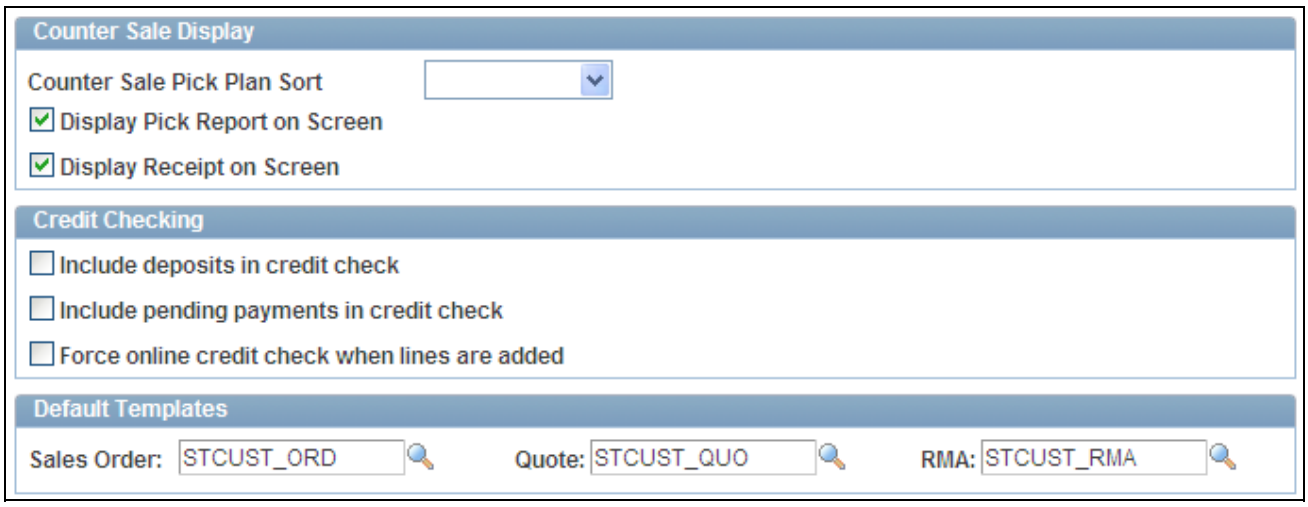



Order Entry Features page (1 of 2)




Order Entry Features page (2 of 2)

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The table displays a list of invalid setup combinations for the online and background processing options. You will not receive an error message if you select an invalid combination; however, the valid combination is automatically selected:

| ***Option*** | ***Invalid Combination*** |
|---|---|
| Process Freight Charges, Online, Online | • Process Deliveries, Online, Field Chg (after pricing occurs), and<br>• Process Deliveries, Online, Order Save |
| Process Freight Charges, Online, Manual | • Process Deliveries, Online, Field Chg (drop-down freight selection only), and<br>• Process Deliveries, Online, Order Save |
| Process Freight Charges, Background, Background | Process Deliveries, Background, None |
| Process Transport Lead Times, Online, Field Change | • Process Exception Calendars, Online, None<br>• Process Exception Calendars, Online, Order Save<br>• Ship Date Calculation Method, None |
| Process Transport Lead Times, Online, Order Save | • Process Exception Calendars, Online, None<br>• Process Exception Calendars, Online, Field Change<br>• Ship Date Calculation Method, Online, None |
| Process Transport Lead Times, Background, Background | • Process Exception Calendars, Background, None<br>• Ship Date Calculation Method, None |
| Process Exception Calendars, Online, Field Change | Ship Date Calculation Method, Online, None |
| Process Exception Calendars, Online, Order Save | Ship Date Calculation Method, Online, None |
| Process Exception Calendars, Background, Background | Ship Date Calculation Method, Background, None |
| Ship Date Calculation Method, Online, Forward or Backward | Process Exception Calendars, Online, None<br>**Note.** If Process Exception Calendars is used, the online and background calculation methods will always match. |


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| *Option* | *Invalid Combination* |
| --- | --- |
| Ship Date Calculation Method, Background, Forward or Backward | Process Exception Calendars, Background, None<br><br>**Note.** If Process Exception Calendars is used, the online and background calculation methods will always match. |
| Process Weight and Volume Pricing, Online, Manual | • Process Deliveries, Online, Field Chg<br>• Process Deliveries, Online, Order Save |
| Process Weight and Volume Pricing, Online, At Save | • Process Deliveries, Online, Field Chg<br>• Process Deliveries, Online, Order Save |
| Process Weight and Volume Pricing, Background, Background | Process Deliveries, Background, None |

### *Order Entry Features*

**Mark for Billing at Order Save** Select this check box to automatically record a shipped line for each nonstock order schedule when you save it with a status of open. Otherwise, the Populate Billing (OM_BILL) process populates the interface tables that are in PeopleSoft Billing with shipment history. PeopleSoft Billing runs the Billing Interface process and then finalizes and prints invoices. The shipment history for nonstock products is recorded by using the Mark Lines for Billing process page. Run the Mark Lines for Billing process as a background process or manually record shipment lines for nonstock schedules by using the Mark Lines for Billing page.

**Reserve at Save** Select this check box to automatically invoke the reservation process every time that you save the sales order. If you add new lines and then save, the system reserves only the new lines. The order status must be open for the reservations process to automatically reserve orders by using this option.

**Lot Allocate at Save** Select this check box if you want the system to perform lot allocation when you save the order. If you do not select this check box, the CSR can select lot allocation from the Header menu on the Order Entry Form page.

**Show Buying Agreement Message** Select this check box to display a warning message that states that the product is not found for the buying agreement that is defined on the order line.

**Deposit Percent** Enter the percentage that is collected for special order or back order goods on a sales order. Deposit percent is provided by default from the customer into the order. If no deposit percent exists, then the system uses the deposit percent from the business unit specified here.

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**Refund Fee Percent** Enter the percentage that is charged for refunding a deposit.

**Allow Margin Adjustment** Select from the drop-down list to enable the CSR to manipulate the margin on the sales order or quote.

Select from the order options to determine how each is processed:

**Process Freight Charges** Use this row to determine when freight charges should be calculated and applied to a sales order.

For the Process Freight Charges row and the Online column, select one of the following options:

- *None:* The freight charges feature is not activated for online processing. The system does not calculate or apply freight charges when the sales order schedule is created or modified.
- *Online:* The freight charges feature is activated for online processing and the system calculates and assigns freight charges when you save the sales order online.
- *Manual:* The freight charges feature is activated for online processing only when the user selects the calculate freight option on the header section of the Order Entry Form page.

For the Process Freight Charges row and the Background column, select one of the following options:

- *None:* The freight charges feature is not activated for background processing.
- *Background:* The freight charges feature is activated for background processing and the system applies freight charges to an order when the Order Completion process (OM_BACKGRND) is run for sales orders.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Setting Up Basic Information for Freight Charges.

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**Process Deliveries**

Use this row to determine when a delivery ID should be applied to demand for a sales order line or quote line. You can choose to create or update deliveries when a user saves a new sales order or quote, changes a field on an existing order or quote, and when the Order Completion process (OM_BACKGRND) is run.

For the Process Deliveries row and the Online column, select one of the following options:

- *None:* The delivery management feature is not activated for online processing. The system does not assign a delivery ID when the sales order demand is created or modified.
- *Order Save:* The delivery management feature is activated for online processing and the system assigns delivery IDs when you save the sales order online.
- *Field Chg* (field change): The delivery management feature is activated for online processing at field change. Delivery IDs are created or changed as the order line or schedule fields associated with the fields defined on the Inventory Definition - Business Unit Options: Delivery Management page are changed.

For the Process Deliveries row and the Background column, select one of the following options:

- *None:* The delivery management feature is not activated for sales order and quote background processing.
- *Background:* The delivery management feature is activated for the sales order and background processing and the system assigns a delivery ID when the Order Completion process (OM_BACKGRND) is run for sales orders or quotes.

Group order schedules into deliveries in order to calculate freight charges, use weight and volume pricing, and manage shipping information.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Setting Up Delivery Management.

**Process Transport Lead Times**

Calculate scheduled arrival and ship dates by using transportation lead times.

**Process Exception Calendars**

Calculate the scheduled arrival and ship dates based on the ship to customer, ship from inventory business unit and carrier exception calendars. Exception calendars for customers are set up on the General Information - Ship Exception Dates page and, for Inventory business units, on the Closure Calendar page. Carrier exception dates are established on the Carrier Exception Calendar page. If you do not select the exception calendar processing option, the system calculates the scheduled dates based on today's date.

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**Ship Date Calculation Method**

Use to determine how to calculate the requested delivery dates. the system uses the customer, warehouse and carrier calendars to determine the dates. If the requested delivery dates cannot be met, choose from the available options:

*Forward:* The system will use the first available date after the requested delivery date. Prior to this release, the system calculated the dates using this method only.

*Backward:* The system will use the first available date before the requested delivery date.

**Weight and Volume Pricing**

Calculate the price of the products in the order based on weight or volume. Also, establish pricing for a UOM that is different than the ordering UOM.

---

**Note.** If you are using weight and volume pricing, you must also select the Process Deliveries option.

---

**Availability Option**

Availability options are:

*Automatic:* By default, provides the highest priority PeopleSoft Inventory business unit from alternate sources of supply. You can override the default by using the Alternate Sources of Supply page on the sales order. The system will search alternate sources of supply again and display other sources that are available based on the arbitration plans and rules that are defined.

*Manual:* By default, provides the highest priority PeopleSoft Inventory business unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. You can override the default by using the Alternate Sources of Supply page on the sales order. The system will search alternate sources of supply and display other sources that are available based on the arbitration plan and rules that are defined.

*Network:* By default, provides the highest priority PeopleSoft Inventory business unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. This option corresponds to having the Availability Check flag selected in previous releases.

*None:* If you are using a distribution network on the customer or PeopleSoft Order Management business unit, the highest priority PeopleSoft Inventory Business Unit from the distribution network is provided by default to the sales order schedule, regardless of item availability. If you are not using distribution networks, the Inventory business unit that is defined on the Order Management business unit is provided by default to the sales order schedule. This option corresponds to having the Availability Check flag cleared in previous releases.

**Credit Card Authorizations**

Select to authorize credit cards during sales order entry.

**Corporate Credit Check**

Select to determine if the corporate credit check is performed online or only performed by the background credit checking process, so as not to impact online performance.

When you are selecting online and background processing, you can choose these options:


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| *Option* | *Online* | *Background* |
|---|---|---|
| Process Freight Charges | Freight is calculated when you:<br>• Select *(Manual)* as the Calculate Freight link.<br>• Select the Calculate Freight link [or at field change] when the order is saved online.<br>• Freight is not calculated *(None)*. | *None, Background* |
| Process Deliveries | *Field Chg* (Field change), *None, Order Save* | *None, Background* |
| Process Transport Lead Times | *Field Chg* (Field change), *None, Order Save* | *None, Background* |
| Process Exception Calendars | *Field Chg* (Field change), *None, Order Save* | *None, Background* |
| Ship Date Calculation Method | *None, Backward, Forward* | *None, Backward,Forward* |
| Process Weight and Volume Pricing | *None, Manually, Order Save* | *None, Background* |
| Availability Option | *Automatic, Manual, Network, None* | *Automatic, Network,None* |
| Credit Card Authorizations | *Online, None* | NA |

**Note.** For Deliveries, Transport Lead Times, and Exception Calendars, online processing can occur at *Field Chg* (change), when any of the fields that make up the option are modified, or at *Order Save*, when the order is saved.

### *Display*

This section discusses how information initially appears during sales order entry based on the default for the business unit.

**Note.** The appearance of sales orders and quotes can also be defined for each user from the User Preferences page.

**Customer Address** The customer address appears on the Order Header page only when you enter a new order header or access an existing order header from the add/search page.

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**Header Information Area, Purchase History Area, Price Summary Area, Sold To Area, Bill To Area, Ship To Area**

Select to move the display of information in the designated areas of the Order Entry Form page by default. During order entry, you can open or close the area as needed. Options are:

*Collapsed:* The section appears in a collapsed mode.

*Default:* The Header Information Area, Purchase History Area,Price Summary Area, and Sold To Area appear in the open mode. The Bill To Area and Ship To Area appear in the collapsed mode.

*Open:* The section appears in an open mode.

### *Counter Sale Display*

**Counter Sale Pick Plan Sort**

Select how to sort the pick plan. Values are:

*IBU/Line:* Sort by the Inventory Business Unit line.

*IBU/Loc* (location): Sort by the Inventory Business Unit location.

**Display Pick Report on Screen**

Select if you want the pick report to appear on the computer screen. If you do not select the option, the report will only be available in print format.

**Display Receipt on Screen**

Select if you want the receipt to appear on the computer screen. If you do not select the option, the receipt will only be available in print format.

### *Credit Checking*

**Include Deposits in credit check**

Select this check box to include deposits in the credit checking algorithms.

**Include pending payment in credit check**

Select to include payments that have not yet been processed by PeopleSoft Receivables in the credit checking algorithms.

**Force online credit check when lines are added**

Select this check box if you want the system to force an online credit check when new lines are added to an order.

### *Default Template*

Use to specify the customer template used to enter customers who are not already in the system. The customer template must be saved with a status of Template in order to be selected for use with sales orders, quotes, or RMAs.

**Sales Order, Quote, RMA**

Select the template to be used for each transaction.


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### *See Also*

Chapter 15, "Introduction to Sales Order Entry," Default Ship-From Values, page 214

Chapter 8, "Setting Up Transportation Lead Times and Internal Freight Charges," page 93

Chapter 15, "Introduction to Sales Order Entry," Deliveries, page 225

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Using Short-Term Customers

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up and Maintaining a Cash Drawer"

Chapter 21, "Entering Counter Sales," page 401

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Chapter 4

# Implementing PeopleSoft Order Management Options

This chapter discusses how to:

- Set up order processing options for sales orders, quotes, and buying agreements.
- Define hold code security by role.
- Establish FTP servers for attachments.
- Set up the URL location for notifications.

## Setting Up Order Processing Options

To define channels, classifications, competitor codes, contact type codes, divisions, member quotas, order groups, order source codes, product brands, product categories, shipping priority codes, syndicated data, team members, and territories, use the Channel, Classification, Competitor Codes, Contact Type Code, Division, Member Quotas, Order Group, Order Source Code, Product Brand, Product Category, Shipping Priority, Syndicated Data Type Setup, Team Member, and PM Territory setup components, respectively.

Use the COMPETITOR_CD_CI, MEMBER_COMM_CI, MEMBER_TYPE_TBL_CI, PM_CLASSIFICATE_CI, PM_TERRITORY_CI, and PROD_CATEGORY_CI component interfaces to load data into the tables for these components.

Although pages in the Order Management Foundation menu are listed in alphabetical order, you should set them up in the order shown in the next section, because some tables use information that is defined on other pages. Many of the pages are discussed in other chapters.

Most of the order processing pages are straightforward. These options are discussed in more detail in this chapter:

- Freight terms
- Holds setup
- Shipping priority codes
- Messages
- Order groups
- Order group terms

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- Team member commission schedules
- Period-to-date pricing calendar

## Pages Used to Define Order Processing

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Competitor Codes | COMPETITOR_CD | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Competitor Codes | Set up competitor codes to cross-reference products with competitors and to track competition on buying agreements, orders, and quotes. |
| Division | PM_DIVISION | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Division | Enter divisions for sales operations. Divisions are not used by any PeopleSoft standard processing at this time. |
| Product Brand | PROD_BRAND | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Brand, Product Brand | Establish brands for product sales. Product brands are not used by any PeopleSoft standard processing at this time. |
| Product Category | PROD_CATEGORY | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Product Category | Enter product categories. Product categories are not used by any PeopleSoft standard processing at this time. |
| Channel | PM_CHANNEL | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Channel | Enter sales channels. Channels are not used by any PeopleSoft standard processing at this time. |
| Classification | PM_CLASSIFICATE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Classification | Enter classifications for customers. Classifications are not used by any PeopleSoft standard processing at this time. |
| Syndicated | PM_SYNDICATED | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Syndicated Data Type | Enter syndicated data network types. Syndicated data types are not used by any PeopleSoft standard processing at this time. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Territory | PM_TERRITORY | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Territory | Establish territories to divide your customer base into logical assignments. The territory designation is not currently used for pricing, reporting, calculations, or processing. |
| Buying Agreement Type | CONTRACT_TYPE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Buying Agreement Type | Define buying agreement types to categorize buying agreements for reporting purposes or to flag buying agreements with similar renewal characteristics, such as annual purchase agreements. |
| Contact Type Codes | CONTACT_TYPE_CODE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Contact Type Codes | Establish different types of customer contacts to manage various aspects of the business. Multiple contacts may exist to manage areas such as shipping issues, accounting problems, and so on. |
| Image Location | IMAGE_LOCATION | Set Up Financials/Supply Chain, Common Definitions, File Locations and Images, Image Location<br>Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Image Location | Enter the paths to the directories in which you store the image files. |
| Order Source Codes | ORD_SOURCE_CD | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Source Codes | Set up order source codes to indicate where orders and quotes originate, such as via internet, telephone, email, facsimile, electronic data interchange (EDI), mail, and so on. They can also be associated with users on the User Preferences - Orders - Sales page or with order groups. For PeopleSoft CRM and Contracts integration, the order source code determines the processing of the sales order in Order Management. In other cases, these codes are informational and can be used for reporting purposes. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Restock Fees | RMA_RSTK_SET | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Restock Fees by Reason | Define restocking fees. |
| Hold Codes | HOLD_CD | Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Hold Codes<br>Set Up Financials/Supply Chain, Product Related, Inventory, Hold Codes<br>Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Hold Codes | Establish hold codes to flag an order or to stop the further processing of an order. Each hold code must be unique. |
| Holds Setup | OM_BU_HOLD_SETUP | Setup Financials/Supply Chain, Product Related, Order Management Foundation, Holds Setup | Manage the metadata values that appear on the Hold Processing page for the Order Management Business Unit. |
| Mass Change Definition - Description | MC_DEFN_00 | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Description | Enter a description for the mass change definition.<br>See Chapter 7, "Modifying Mass Change in PeopleSoft Order Management," page 87. |
| Rebate Penalty Definition - Definition | RBT_PNLTY_DEFN | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition | Define comparison basis and the parameters that the system uses to calculate rebates and penalties. Define whether the calculation should compare sales amounts, percentage of amounts, sales quantity in units, or consider only the terms of a buying agreement or independent sales rebate or penalty definition. Define whether the rebate or penalty should be calculated as an amount or as a percentage of an amount. |

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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Rebate Penalty Definition - Definition Step | RBT_PNLTY_DEFN_STP | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition | Define the points at which the penalty or rebate amount or percentage changes. |
| Rebate Penalty Table | RBT_PNLTY_TABLE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Table | Define the qualified orders to be considered in the rebate or penalty calculation and define the basis used to calculate the rebate or penalty. |
| Sales Rebate - Definition | SRBT_TABLE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup | Define independent sales rebates or penalties. |
| Sales Rebate - Customer/Product | SRBT_CUSTPROD_TBL | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup | Define which customers or customer groups and products or product groups to consider for the sales rebate or penalty. |
| Options & Defaults | CB_SETUP_OPT | Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options | Set up default values and contacts for claimback contracts, claimback contract and claim prefixes, and claimback claim over and under tolerances.<br>See Chapter 13, "Working with Claimbacks," page 179. |
| OM Business Unit Groups | CB_OMBU_GRP | Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback OMBU Groups | Define which Order Management Business Units belong to each user-defined group. These groups will provide the default list of Order Management Business Units to the claimback contract line. |
| Shipping Priority Codes | SHIP_PRIORITY | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Shipping Priority Codes | Define shipping priority codes that can be used as the final sort option for fulfilling orders on the Fulfillment Setup - Fulfillment Setup page in PeopleSoft Inventory. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Messages | MESSAGE_TBL | Set Up Financials/Supply Chain, Product Related, Receivables, Options, Messages<br>Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Messages | Define message codes and optional related actions. |
| Order Groups | ORD_GROUP | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Groups | Define order groups. |
| Order Group Shipping Terms | ORD_GROUP_TERMS | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Groups | Define additional attributes for the order group, such as shipping defaults. If necessary, include online credit checking as a default value. |
| Return Type Codes | RMA_RETURN_TYPE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Return Type Codes<br>Set Up Financials/Supply Chain, Product Related, Inventory, Return Type Codes | Define default shipping options and the actions that returned goods initiate. |
| Member's Commission Schedule | MEMBER_COMM_QUO | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Team Mbr Commission Schedules | Define a commission schedule for team members. Indicate amount ranges for either bookings or shipments, depending on the basis that is selected on the Team Member Personal Data - Member Commissions page, and define a commission percentage for each range. |
| Team Member Sales Quotas | MEMBER_QUOTAS | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Team Member Sales Quotas | Establish sales quotas for team members that are used for analysis purposes only. They are not part of structuring commissions. Base quotas on individual products, product groups, or all sales for the member. |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Sales Calendar | CALENDAR_BLDR_TD | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, PTD Pricing Calendar, Sales Calendar<br>Set Up Financials/Supply Chain, Product Related, Promotions Management, Sales Calendar | Establish a calendar to be used with period-to-date pricing. |
| Template Role | TEMPLATE_ROLE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Template Role | Assign a role able to access additional short-term customer templates, as well as the template specified on the PeopleSoft Order Management Business Unit, when entering sales orders, quotes, or return material authorizations (RMAs). |

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Returned Material," Establishing Return Type Codes and Restocking Fees

Chapter 14, "Creating Independent Sales Rebates and Penalties," page 205

Chapter 12, "Creating Buying Agreements," Using Buying Agreement Rebates and Penalties, page 165

Chapter 7, "Modifying Mass Change in PeopleSoft Order Management," page 87

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Hold Processing, page 28

## Establishing Hold Processing Options

Access the Holds Setup page (Setup Financials/Supply Chain, Product Related, Order Management Foundation, Holds Setup).

**Hold Field** Enter the name of an individual hold field that requires hold processing configuration.

**Note.** If you add a field to the Holds Setup page, you must also add the same field to the Order Management Business Unit table (BUS_UNIT_TBL_OM).

**Sequence** Enter a sequence for the newly added field. The sequence number affects the order in which the hold fields appear on the Hold Processing page.

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**Display Fields** Select this option if you want to enter a Hold Code on the Hold Processing page.

**Display Checkbox** Select this option if you want the hold processing check boxes to be active on the Hold Processing page. If the Display Checkbox option is deselected, all of the hold processing options on the Hold Processing page for the selected hold field will be unavailable for editing.

**Hold Code Level** Specify the hold code level for the selected hold field. The options are: *Customer Hold,Header Hold,Line Hold,Product Hold,Schedule Hold, Systems Hold.*

**Hold Type** Specify the Hold Type for the selected hold field. The hold type is used to group holds together for reporting purposes.

Select from these options: *Automatic Holds,Configurator Holds,Credit Card Holds,Credit Holds,* and *Other Holds.*

### *See Also*

Chapter 26, "Placing Sales Orders on Hold," page 489

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing Hold Processing Options, page 63

## Establishing Shipping Priority Codes

Access the Shipping Priority Codes page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Shipping Priority Codes).

**Priority** The highest priority is 1. The larger the number, the lower the priority.

## Establishing Messages

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

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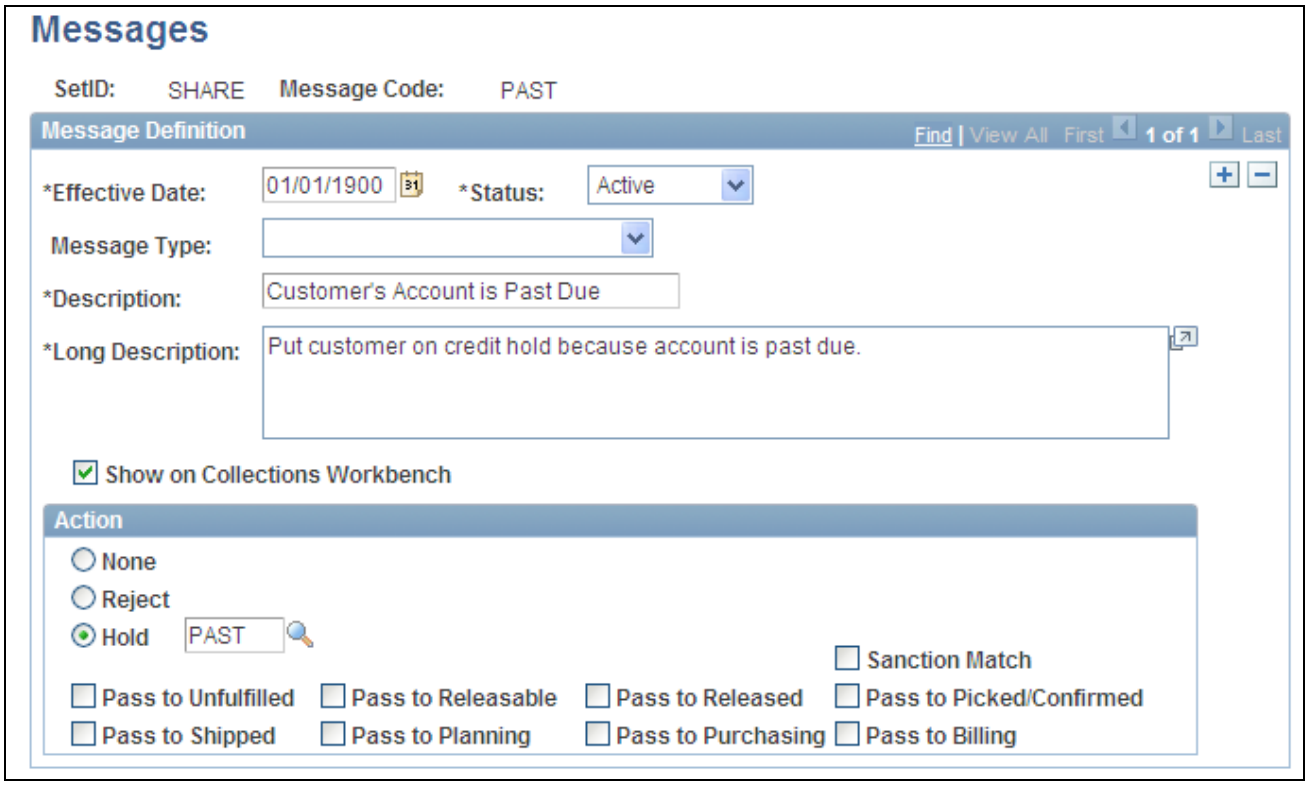


Messages page

You may find messages useful for identifying customers with chronic credit problems or for flagging new or discontinued products. Define message codes and link them to customers on the General Information - Messages page and with products on the Messages page.

Messages enable you to:

- Place an order or order line on hold.
- Prevent a customer from placing an order.
- Prevent a product from being entered on an order.
- Convey information.

### *Message Definition*

**Message Type** The message type categorizes messages into a group type. This field is informational only. Select from these options: *Credit Related Message, Internal Warning Message, Product Related Message, Promotion Related Message.*

### *Action*

Select options for the message.

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| | |
|---|---|
| **None** | Indicates no action. The message is informational only. |
| **Reject** | Prevents the customer or product from being entered on a sales order or quotation. |
| **Hold** | Puts the sales order or order line on hold if it references a customer or product with this attached message. Select the option next to the Hold field to search for available hold codes. When you select an option, the system returns you to the main page. |

**Note.** Message codes with an action of *Reject* apply to the sold-to customer only.

**Note.** The hold codes that can be added are controlled by role security from the Hold Code Security by Role page. You will not be able to add or delete a hold code if it is not specified at the role security level.

| | |
|---|---|
| **Sanction Match** | Select to identify messages associated with Financial Sanctions Screening. If you select this option, set the Message Type to *Internal Warning Message* and the Action to *None.*<br><br>**Note.** Only one message can be selected with the Sanction Match value. |
| **Pass to Unfulfilled, Pass to Releasable, Pass to Released, Pass to Picked/Confirmed, Pass to Shipped** | Select the fulfillment status in PeopleSoft Inventory to pass demand data from order schedules referencing the customer or product with the message, even though the order is on hold. |
| **Pass to Planning** | Enables PeopleSoft Supply Planning to see order demand when considering the planning algorithms. |
| **Pass to Purchasing** | Select to enable holds placed on direct ship order schedules not to affect processing of the order in PeopleSoft Purchasing. |
| **Pass to Billing** | Define which holds should prevent nonstocked and direct-shipped order lines from being billed in PeopleSoft Billing. |

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Validating Financial Sanctions

Chapter 4, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role, page 70

## Establishing Order Groups

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

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Order groups enable you to move order terms, such as standard discounts (discount percentage), into sales orders and quotes by default when you select an order group code. If you enter an order without using a customer ID, the system uses the order group values to populate the header fields that normally appear by default from the customer or buying agreement. If you enter a customer ID and select an order group code on an order or quote, the system uses order group values to populate any fields that are missing from the customer or buying agreement information.

You can assign a default order group code on the User Preferences - Orders - Sales page. This default code appears on all sales orders and quotations that the user enters.

**Bill Type Identifier** Select from the available options to categorize grouped activities on a particular bill.

**Exclusive Pricing ID** Use to tie pricing to a sales order. The exclusive pricing ID is a special pricing arbitration plan with specific price rules associated with it. If the system prices the sales order by using an exclusive pricing ID, only its related price rules are considered. The value can be changed on the Line Pricing Data page or the Schedule Pricing Data page.

**Note.** If no price adjustments are found using the exclusive pricing ID, then the system performs pricing again using the standard arbitration plan that is assigned to the sales order header.

**Freight Charge Method** Select an option to determine how freight charges are allocated to the sales order from the delivery level.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Applying Freight Charges to the Order Level.

**Terms** and **Payment Method** Select the default terms and payment method for the sales order.

**Discount Percentage** Define a standard discount for the order. The system applies the discount percentage to the net price for products on order lines that reference the order group. Because the standard discount is in addition to other adjustments to the price of the product, it is applied after all other price adjustments. You can change the order group at the line level to enable different standard discounts for each line of the order.

**Source Code** Select the source for the order from the available options.

**Credit Check** Select *YES* if you want the system to check credit online for orders referencing this order group. The system uses the online credit checking default you defined on the Credit Processing page.

**Important!** If you select *NO* for this option, the system does not perform credit checking for orders referencing this order group.

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## Establishing Order Group Shipping Terms

Access the Order Group Shipping Terms page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Groups).

**Carrier ID** Identifies the preferred carrier for this order group. These values are defined on the Carrier Table page.

**Partial Order** Select *Yes* to enable shipment of an order when all the lines are not filled. PeopleSoft Inventory automatically creates a backorder for the schedules that cannot be shipped. If you do not select *Yes,* the order is not picked until all order schedules can be shipped complete.

**Partial Schedules** Enable shipment of partial schedule quantities.

**Ship Prior** Select *Yes* to enable shipments before the customer's scheduled shipment or arrival date. In the General Information - Ship To options, specify how many days early the customer accepts shipments.

**Cancel Backorder** If you want to create a backorder for any goods not available for shipment, select *No.* When you select *Yes,* no backorder processing is done in PeopleSoft Inventory, and the order line is considered complete after the first shipment, even if the shipment quantity is less than the order quantity.

**Single Ship Flag** If you want the order to be shipped in one shipment, select *Yes.* The entire order is shipped together when quantity is available for all of the order lines. The system will restrict data entry at the order schedule level. All schedule shipping information is kept in sync.

**Use Preferred Freight Carrier** Select *Yes* to indicate that the customer prefers a particular carrier. The delivery management feature uses this preferred carrier ID for freight calculations.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook,* "Setting Up Delivery Management and Freight Calculations," Basic Setup Steps for Freight Charges.

**Deliveries Restricted to Order** Use this yes/no field to determine whether all of the demand lines assigned to a delivery must be from the same sales order.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Understanding the Delivery Management Setup Steps.

### *See Also*

Chapter 26, "Placing Sales Orders on Hold," page 489

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## Establishing Team Member Commission Schedules

Access the Team Mbr Commission Schedules page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Team Mbr Commission Schedules).

**Basis** — *Bookings* or *Shipments* appear on the page, depending on the selection you made on the Team Member Personal Data - Member Commissions page for this person.

**Currency Code** — Appears from the Team Member Personal Data page.

**Commission %** (commission percent) — Applies to each date range and amount range. The Update Order Commission Data process uses these criteria to determine the appropriate commission percent to assign to each team member who is associated with sales order headers or schedules.

---

**Note.** The date range and amount combinations cannot overlap.

---

### *See Also*

Chapter 11, "Structuring Commissions," Understanding Commissions, page 141

## Creating a Period-to-Date Pricing Calendar

Access the Sales Calendar page (Set Up Financials/Supply Chain, Product Related, Promotions Management, Sales Calendar).

**Monthly Allocation Type** — If you use a monthly calendar period, select a monthly allocation type:

*12 period Calendar:* Monthly.

*13 period Calendar:* 13 periods of 4 weeks each.

*445 Calendar:* 12 non-monthly periods divided into four sets of three periods each, with the three periods in each set made up, respectively, of 4, 4, and 5 weeks.

*454 Calendar:* 12 non-monthly periods divided into four sets of three periods each, with the three periods in each set made up, respectively, of 4, 5, and 4 weeks.

*544 Calendar:* 12 non-monthly periods divided into four sets of three periods each, with the three periods in each set made up, respectively, of 5, 4, and 4 weeks.

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**Generate** Click this button to generate the periods in the sales calendar. Verify the sales periods and make changes to period names as required. The system displays a row for each period that is in the range that you indicate, with the appropriate information automatically inserted in the Sales Period, Begin Date, End Date, and Period Name fields. You can then change the Period Name for each period.

**Begin Date** and **End Date** The system uses these dates to create a range of periods for the calendar that you generate.

# Defining Hold Code Security by Role

This section discusses how to establish hold codes by role.

To define hold code security, use the Hold Security by Role component.

## Page Used to Establish Hold Code Security by Role

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Hold Code Security by Role | HOLD_ROLE_LNK | Setup Financials/Supply Chain, Security, Hold Security by Role, Hold Code Security by Role | Control the hold codes that each role can manage. For instance, your credit manager may be responsible for credit-related hold codes, and your product manager for any product-related hold codes. Specify whether the role can add, release authority, or delete the hold code for Order Management. |

## Controlling Hold Codes by Roles

Access the Hold Code Security by Role page (Setup Financials/Supply Chain, Security, Hold Security by Role, Hold Code Security by Role).


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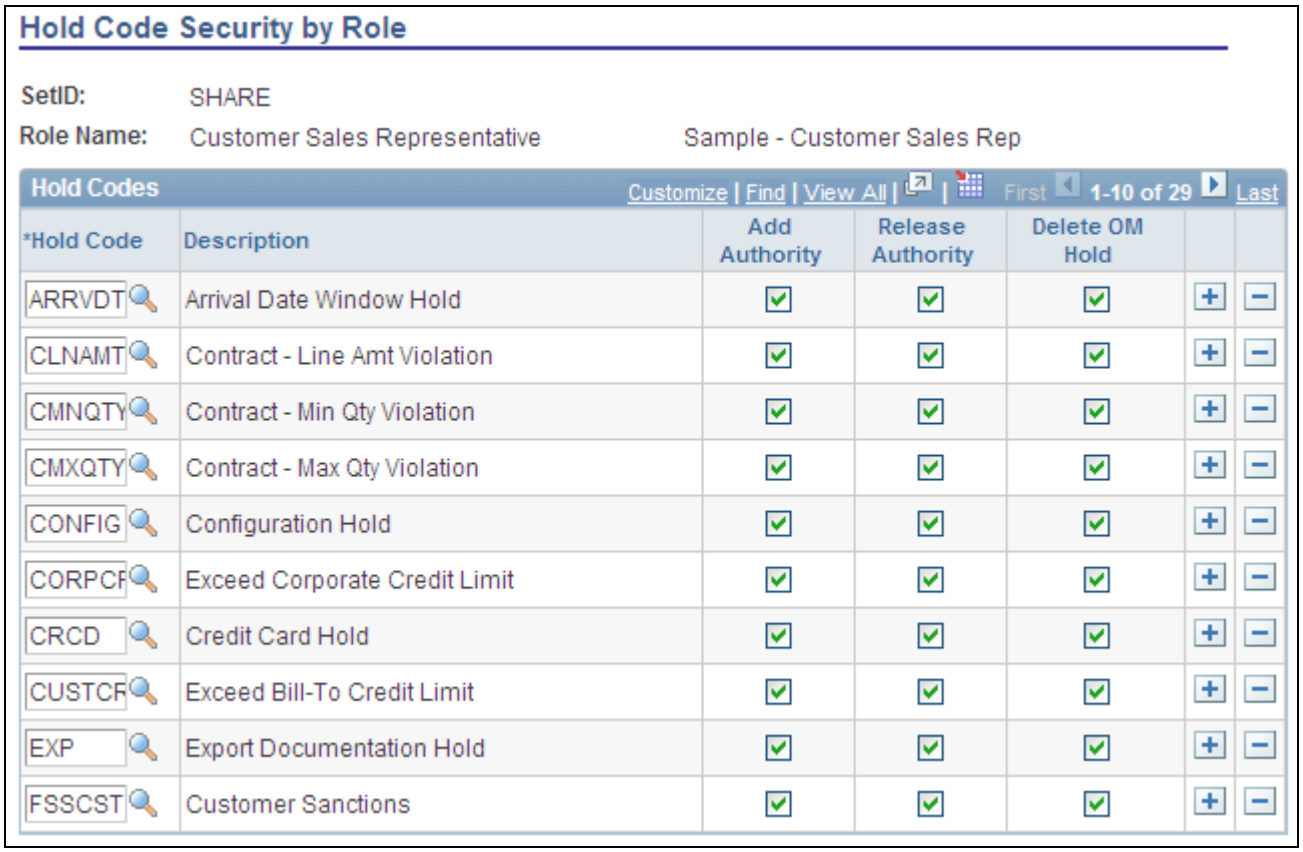

Hold Code Security by Role

SetID: SHARE

Role Name: Customer Sales Representative Sample - Customer Sales Rep

Hold Codes Customize | Find | View All | First 1-10 of 29 Last

| *Hold Code | Description | Add Authority | Release Authority | Delete OM Hold |
|---|---|---|---|---|
| ARRVDT | Arrival Date Window Hold | ☑ | ☑ | ☑ |
| CLNAMT | Contract - Line Amt Violation | ☑ | ☑ | ☑ |
| CMNQTY | Contract - Min Qty Violation | ☑ | ☑ | ☑ |
| CMXQTY | Contract - Max Qty Violation | ☑ | ☑ | ☑ |
| CONFIG | Configuration Hold | ☑ | ☑ | ☑ |
| CORPCR | Exceed Corporate Credit Limit | ☑ | ☑ | ☑ |
| CRCD | Credit Card Hold | ☑ | ☑ | ☑ |
| CUSTCR | Exceed Bill-To Credit Limit | ☑ | ☑ | ☑ |
| EXP | Export Documentation Hold | ☑ | ☑ | ☑ |
| FSSCST | Customer Sanctions | ☑ | ☑ | ☑ |

Hold Code Security by Role page

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**Note.** If a user has multiple roles assigned, the role with the specific authority to change a hold will take precedence in determining a user's security for that hold.

---

**Hold Code**

Add the hold codes that you want each role to manage. You initially establish hold codes on the Hold Code page.

**Note.** If a hold code in the system does not appear on the Hold Code Security by Role page, its effect is the same as if the user's role did not have any authority to act upon that hold code. As a result, not all user roles must be assigned hold security.

**Add Authority**

Select to enable the role to add a hold code.

**Release Authority**

Select to enable the role to release a hold code.

**Delete OM Hold** (delete order management hold)

Select to enable the role to delete a hold code from the ORD_HOLD table.

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### *See Also*

Chapter 26, "Placing Sales Orders on Hold," page 489

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Attaching Messages to Customers

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products," Establishing Product Messages

# Establishing FTP Servers for Attachments

To set up attachments to use with customers, products, buying agreements, sales orders, quotes, and RMAs, use the File att. admin (file attachments administration) component.

This section discusses how to set up file attachment servers.

## Page Used to Set Up Attachments for Transactions

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Administer File Attachments | SAC_ATT_ADMIN | Set Up Financials/Supply Chain, Common Definitions, File Attachments, Administer File Attachments | Identify servers on which to store attachments and define component names and paths where the attachments are stored. |

## Setting Up File Attachments

Access the Administer File Attachments page (Set Up Financials/Supply Chain, Common Definitions, File Attachments, Administer File Attachments).

Attachments to PeopleSoft Order Management transactions are stored and retrieved from the locations defined here. System administrators can configure one or more servers to store attachments. These servers can be FTP servers or database servers, but Order Management uses only FTP servers.

Using this page, system administrators can set up new servers and identify the active server. Administrators can add or modify the FTP root folder and the component specific subfolder for FTP servers.

### *File Attachment Servers*

**Pick Active Server** Select the server ID of the active (or default) server where all newly created attachments are stored. You can switch the active server at any time. All previously created attachments are still retrieved from the server where they were originally stored. The attachments keep a reference to the original server. This field is required.

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**Add FTP Server** (add file transfer protocol server) — Click to insert a new row in the grid to define a new FTP server for attachments.

**Add Database Server** — Click to insert a new row in the grid to define a new database server for attachments.

**ID** — Displays the system-assigned ID number for each server on this page. When an attachment is stored to the server, the server ID is inserted into the attachment record. When you give a request to download (view) this attachment, the system retrieves it from the original server based on this server ID.

**Attachment Server Type** — Identifies the type of server based on whether you click the Add FTP Server button or the Add Database Server button. Once you save the row and exit the component, you cannot change the server type. Values are:

- *FTP:* (file transfer protocol server)
- *DB:* (database server)

**Login** — Enter or change the login name. This value is required for FTP servers only.

**Password** — Enter or change the password corresponding to the Login Name. The password is required for FTP servers only.

**Server Name/Record Name** — Enter the machine name for the FTP server.

Once you save the information, change the machine name only if the same FTP server is renamed. To add a different FTP server, click the Add FTP Server button to insert a new row into the grid and define the new server. You cannot delete servers because attachments could already be stored on them.

**Path** — Enter the subdirectory path under the root of the server FTP, where all attachments are to be stored. This value is required for FTP servers only.

---

**Note.** You cannot delete a server after you save the row and exit the component. After you exit the component, the system assumes that attachments can be stored at this server location.

---

### *Component Subdirectories*

System administrators use this page to specify a subdirectory under the FTP root for any component. When uploading files, the system looks to this record and uses any subdirectory defined. The component subdirectory can be modified at any time. Define the component (in the installed applications) with a subdirectory under the FTP root (FTP servers only).

**Component** — Enter the component for the installed application.

**Subdirectory** — Enter the subdirectory path.

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# Setting Up the URL Location for Notifications

This section discusses how to set up URL locations.

## Page Used to Set Up URL Location

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| URL Maintenance | URL_TABLE | PeopleTools, Utilities, Administration, URLs | Enter the URL, a pertinent description, and comments. |

## Setting Up URL Location

Access the URL Maintenance page (PeopleTools, Utilities, Administration, URLs).

Set up these processes:

- Electronic Commerce (OM_EC)
- Order Change (OM_ORDCHG)
- Populate Billing (OM_BILL)

**URL Identifier** Select *EMP_SERVLET*.

**URL** Enter the URL for your application server. Here is an example: http://ple-dscantla/psp/ps/EMPLOYEE/

### *See Also*

*PeopleTools PeopleBook: PeopleCode Developer's Guide*


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Chapter 5

# Establishing Feature Function Security

This chapter provides an overview of feature function security and discusses how to set up feature function security.

## Understanding Feature Function Security

Feature function security enables you to define user/role security down to the feature and field level to control access to entire features or individual fields within certain Order Management features.

This security feature is used for online processing only and can be used with the these functionality:

- Counter sales.
- Multiple payment methods.
- Alternate sources of supply.
- Margin adjustment.
- Short-term customers.
- Claimbacks.
- Sales order entry.
- Quote entry.
- Customer returns.

The system searches in this order for feature security definition:

- Users (operator)
- Roles
- Business units
- Installation Options (default)

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When defining feature function security, you tell the system whether you want the entire feature or only certain functions within the feature defined at that security level (user, role, business unit, or installation). The lookup for feature security definitions considers each security definition independently. For example, you may define short-term customer security for your entire business unit, but define order entry for each user (operator ID). The system fetches each feature by first fetching the definition for the user. If the user is not found, it fetches the definition for the role. If the role is not found, it fetches the feature definition for the business unit. If the businesses unit is not found, it fetches the feature definition for the installation option. In another example, you may choose to define that only certain users have visibility to customer credit information on the sales order. You can define business unit level access for the sales order that does not display (hides) customer credit information fields on the sales order. You can then define specific sales order access down to the customer credit function for specific users that includes the display of customer credit information. At runtime, the system determines how to display those credit fields by first searching for the specific user level definitions. It finds a definition that is active for the customer credit function within the order entry feature and uses that for the individual user definitions. For all other functions and features, the system uses the business unit level definition.

**Note.** PeopleTools security controls access for the components. Feature function security enables you to control access to pages and fields within the component.

### *See Also*

*PeopleTools PeopleBook: Security Administration*

# Defining Feature Function Security

To set up feature function security, use the Feature Security User Setup component.

This section provides an overview of feature function security setup and discusses how to establish feature function security at the:

- Feature level
- Function level
- Field level

## Understanding Feature Function Security Setup

At the Installation Options level for Order Management, you establish whether to use feature function security.

The pages that you use to set up the security are the same irrespective of whether you are establishing feature function security by installation, business unit, role, or user ID. Feature function security at the installation level is required and is used as the default. The hierarchy of the security from bottom to top is installation, business unit, role, and user ID.

It is important that you carefully consider how you are going to use the levels of security that you establish and that you examine your choices if you are encountering problems with the system. For example, you may have two CSRs who can update different fields based on their user ID or role security.

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## Pages Used to Set up Feature Function Security

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Management | INSTALLATION_OM | Setup Financials/Supply Chain, Install, Installation Options<br>Click the Order Management link on the Product Options page. | Use to turn on or off feature function security. |
| Features | FFS_USERFTR | • Setup Financials/Supply Chain, Security, Feature Security by User<br>• Setup Financials/Supply Chain, Security, Feature Security by Role<br>• Setup Financials/Supply Chain, Security, Feature Security by Business Unit<br>• Setup Financials/Supply Chain, Security, Feature Security for INST | Set up feature function security for features at the installation, business unit, role, and user level.<br>**Note.** The installation level is the default and is required. |
| Functions | FFS_USERFUNC | Click the Select Functions link from the Features page. | Set up feature function security for functions at the installation, business unit, role, and user level. |
| Fields | FFS_USERFIELDS | Click the Select Fields link from the Functions page. | Set up feature function security for fields at the installation, business unit, role, and user level. |
| Valid Values | FFS_FLDVAL_DTL | Click the Valid Values button on the Fields page. | Use to establish additional options for each field. |

## Establishing Feature Function Security at the Feature Level

Access the Features page (Setup Financials/Supply Chain, Security, Feature Security for Inst).

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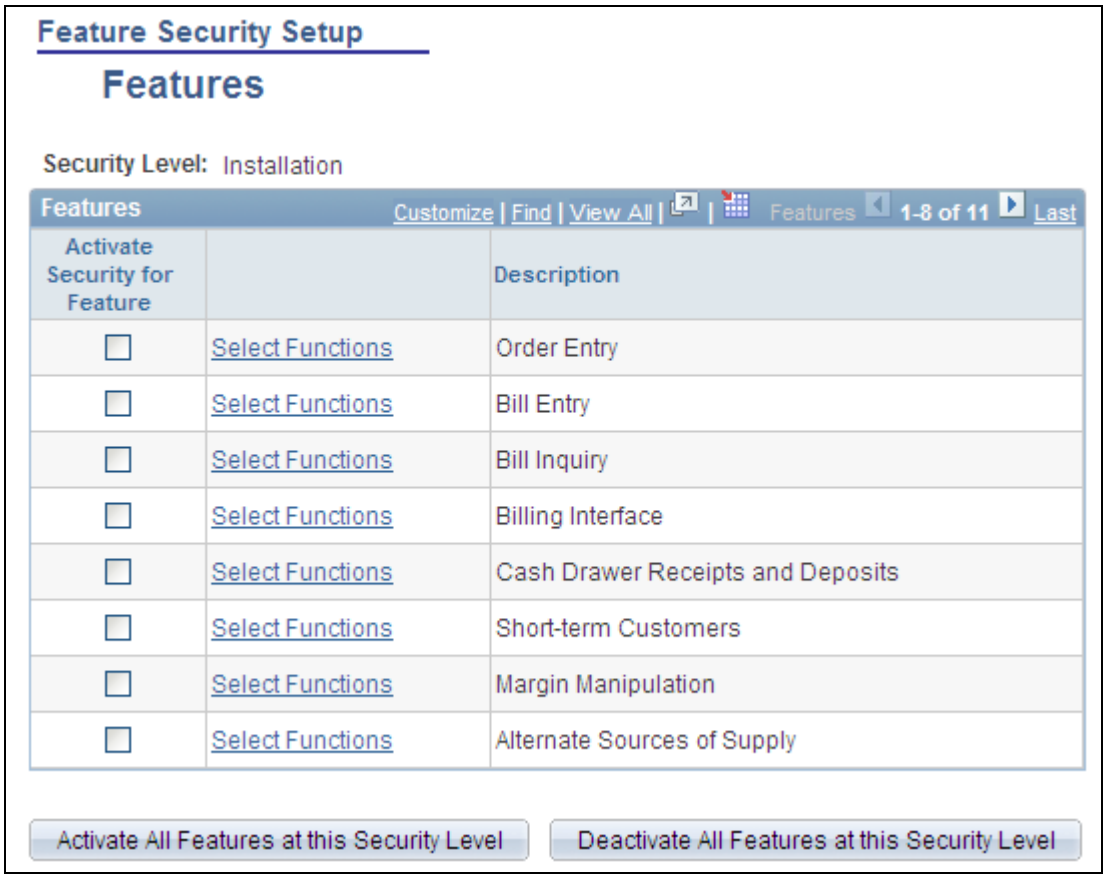


Features page

**Business Unit Type** If you are establishing security at the business unit level, select *Accounts Receivable*, *Inventory*, *Order Management*, *Purchasing*, or *Work Order*.

**Activate Security for Feature** Select to activate security for each feature. Selecting this check box activates the security for the feature at this level (user, role, business unit, or installation). Leaving this check box unchecked tells the system that security for this feature is not defined at this security level.

**Activate All Features at this Security Level** Click the button to activate security for all features at this security level.

**Deactivate All Features at this Security Level** Click the button to deactivate feature security at this security level.

## Establishing Feature Function Security at the Function Level

Access the Functions page (click the Select Functions link from the Features page).


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Functions page

**Activate Function for Level** Select to activate security for the function at this level. Selecting this check box activates the security for the function at this level (user, role, business unit, or installation). Leaving this check box unchecked tells the system that security for this function is not defined at this security level

**Select Fields** Click this link to access the Fields page.

**Note.** The link is unavailable for entry if there are no associated fields with the function.

**Activate These Functions at this Security Level** Click the button to activate security for all functions in the feature at this security level.

**Deactivate These Functions at this Security Level** Click the button deactivate all security for functions in the feature at this security level.

## Establishing Feature Function Security at the Field Level

Access the Fields page (click the Select Fields link from the Functions page).

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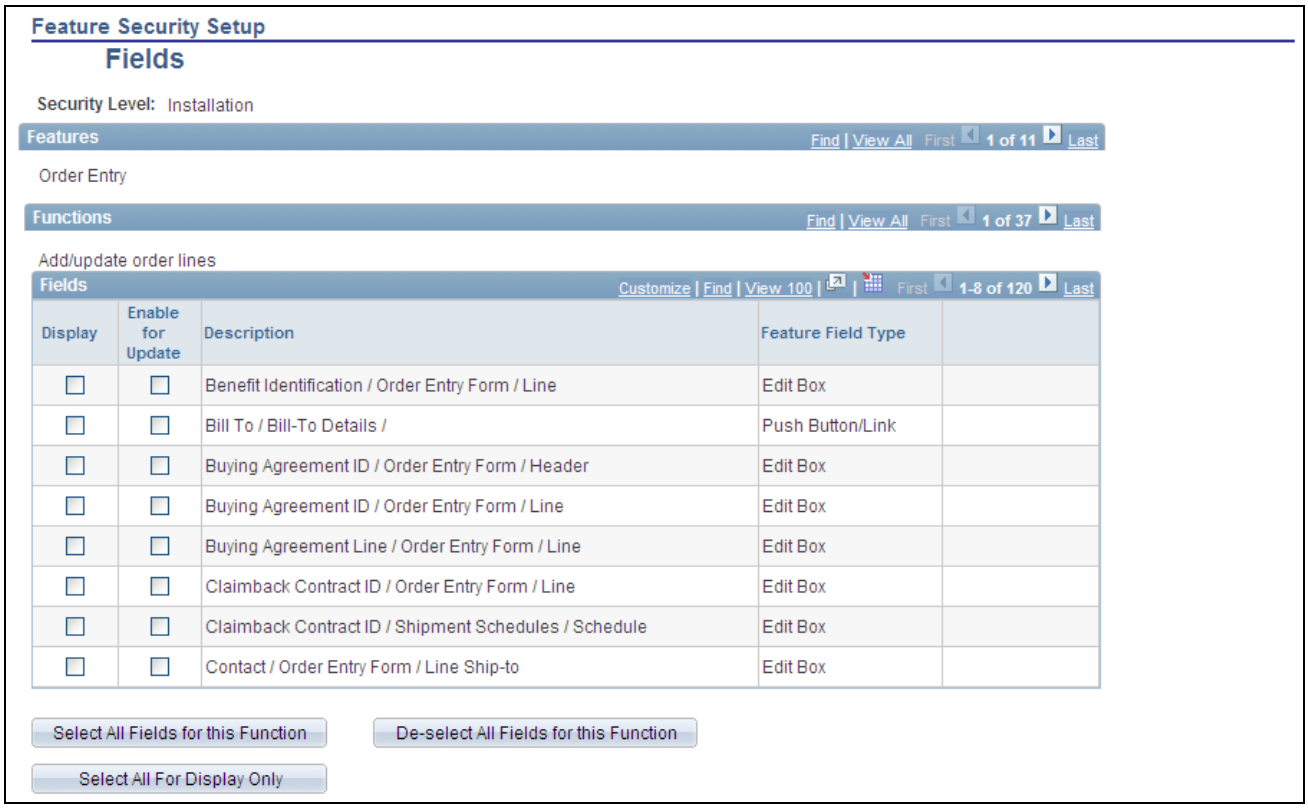


Fields page

**Display** Select if you want the field to be displayed. If not selected, the field will be hidden.

**Enable for Update** Select if you want the field to be available for update. Some fields are unavailable for entry. For example, the Total Order field is calculated by the system and is not available to be updated.

**Description** Describes the field or option by label, page title, and helpful additional information for fields that might seem redundant otherwise. Description and Feature Field Type should be considered together to determine which field on the page is being controlled. For example, Go to / Order Entry Form / Line Page Navigation is for the line level page navigation on the Order Entry Form page accessed from the Line menu. The feature field type also tells you this field is a push button or link.

**Feature Field Type** Describes the type of field. Use this field to help determine which field on the page is being controlled.

**Valid Values** Click this link to define valid values for certain drop-down fields. Use this feature to restrict navigation within certain components. For example, if the field is for page navigation, you can add the links that you want to be accessible.

**Select All Fields for this Function** To select all of the fields for display and update.


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| | |
|---|---|
| **De-select All Fields for this Function** | To clear all of the fields for display and update. |
| **Select All Fields For Display Only** | To select all of the fields for display. |

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Chapter 6

# Setting Up CTI

This chapter provides an overview of Computer Telephone Integration (CTI) and discusses how to use CTI in PeopleSoft Order Management.

## Understanding CTI

When a customer contacts you and is routed to the call routing system, the call can be put through the PeopleSoft CTI to either the PeopleSoft CSR Desktop or the PeopleSoft Supply Chain Management databases so the Customer Service Representative (CSR) can answer it. In order to make the connection and have the system list the options for transacting that are available to the caller, you must set up the CTI configuration and mapping.

### *Defining the CTI Configuration*

Because PeopleSoft CTI can cross multiple applications, you might need to set up the configuration to assign each transaction to the correct target database. The configuration defines the exact location of the target transaction information, based on the content provider.

The content provider refers to a source of HTML content and specifies whether the transaction is located in the PeopleSoft Supply Chain Management or PeopleSoft Customer Relationship Management database. Some content providers already exist in the system, and you can add content providers when required.

### *Targeting a Transaction*

If the PeopleSoft CTI parameters identify a single record for a customer inquiry, the page containing that information appears. However, because customers do not know the setIDs and business units for transactions, or not enough data is provided by the customer, more than one record based on the customer's search parameters might exist.

Instead of navigating to the page containing the target transaction, an intermediate selection page appears to help the CSR select the target transaction.

In most cases, these pages are accessed automatically through PeopleSoft CTI when the customer inquiry is made; however, you can manually search for transactions on the CTI Transaction Search page.

### *See Also*

*PeopleTools PeopleBook: PeopleSoft MultiChannel Framework*

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# Setting Up CTI

Perform these tasks to set up CTI.

1. Define the configuration for customer request transactions to access a specific database.

   This is especially important if the integration crosses multiple applications.

2. Map the CTI transactions to specific pages containing the requested customer information.

   When the transactions are configured, map them to a specific page containing the information that is needed and then define the required parameters. This mapping information leads the CSR to the specific page to find the information that the customer requests.

   After you set up PeopleSoft CTI, customers are recognized when they enter information in the call routing system. The inquiry results are populated in various pages that are within PeopleSoft applications.

3. Search to manually find the correct transaction.

   Because there are some elements for a transaction that a customer might not know, such as a business unit or setID, use searching to manually target a transaction.

## Pages Used to Set Up CTI

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| CTI Configuration | CTI_CONFIG | Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Configuration | Assign each CTI transaction to a target database. |
| CTI Mapping | CTI_PS_MAPPING | Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Mapping | Set the parameters for mapping CTI target transactions. |
| CTI Transaction Search | CTI_XCTN_SRCH | Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Target Page, CTI Transaction Search | To select a specific target transaction based on the parameters that are given by a customer if that parameter has more than one transaction attached to it. |

## Assigning CTI Configuration

Access the CTI Configuration page (Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Configuration).


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| | |
|---|---|
| **Target Portal URL** | Define the target location of the page on which the transaction is found. |
| **Menu Name, Market, Menu Bar Name, Component, Page** | Define the exact page location for the transaction database. |
| **Unassigned Transactions, Assigned Transactions** | Display the lists from which you can select transactions to route to the database. |

## Mapping CTI Transactions

Access the CTI Mapping page (Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Mapping).

| | |
|---|---|
| **Menu Name, Menu Bar Name** | Defines the page location for the transaction information. |
| **Component ID, Page Name, Edit Table** | Defines which fields to use for the Interactive Voice Response (IVR) system. |

The options are active only if the target component allows both types of actions:

| | |
|---|---|
| **Update/Inquiry** | Select the option to indicate that this transaction will place you in Update/Display mode in the target component. |
| **Add** | Select the option to indicate that this transaction will place you in Add mode in the target component. |
| **Foreign Transaction** | Indicate that the transaction being defined belongs to a database other then the one for which you are entering the transaction. |
| **Search Record Field** | Based on the edit table that you enter, the column displays the fields defined as search keys, alternate search keys, and list box items for the CTI transaction type. |
| **URL Parameter** | Select the check box to indicate which fields are passed from the IVR for the transaction. |

**Note.** The URL Parameter check box and any fields that are defined as list box items are unavailable for entry, as well as the business unit and SetID fields, because they are only used to display results on an intermediate selection page.

| | |
|---|---|
| **Use Panel Label** | Select the check box to display the label on the page that is defined for the transaction, or deselect this check box to display the default label on the field. |

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## Searching for CTI Transactions

Access the CTI Transaction Search page (Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Target Page, CTI Transaction Search).

Fields that are marked by selecting the URL Parameters check box on the CTI Mapping page are used as parameters and search keys on this page. From here, you can select the transaction that you want to display on the appropriate page.

**Search Results** The columns that are displayed in the group box are defined on the CTI Mapping page as list box items on the Edit Table that is defined for the transaction.


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Chapter 7

# Modifying Mass Change in PeopleSoft Order Management

This chapter provides an overview of how mass change is used in PeopleSoft Order Management and discusses how to:

- Add mass change definitions.
- Regenerate mass change definitions.

## Understanding How Mass Change is Used in People Soft Order Management

PeopleSoft Order Management uses mass change functionality in these processes:

- Create Sales Orders (OMCNTRCT).
- Sales Rebate Interface (OMSRBTIN).

### Create Sales Orders (OMCNTRCT)

The table contains the mass change definitions that are included in this Order Management process:

| *Step* | *Mass Change Definition* | *Description* |
|---|---|---|
| 1 | OMSCN-1 | Insert sales buying agreement data into PS_OMSCN_TMP, selecting fields from PS_RUN_OM_SCON, PS_SCON_HDR, PS_SCON_LINE, and PS_SCON_RELEASE. |
| 2 | OMSCN-2 | Insert single order with multiple buying agreements into PS_OMSCN_DISTINCT, selecting distinct fields from PS_OMSCN_TMP. |

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| Step | Mass Change Definition | Description |
|---|---|---|
| 3 | OMSCN-3 | Insert single order buying agreements into PS_OMSCN_DISTINCT, selecting distinct fields from PS_OMSCN_TMP. |
| 4 | OMSCN-4 | Insert sales order header data into PS_ORD_HEADER, selecting fields from PS_OMSCN_DISTINCT and PS_RUN_OM_SCON. |
| 5 | OMSCN-5 | Insert sales line data into PS_ORD_LINE selecting fields from OMSCN_TMP, PS_SCON_LINE, PS_SCON_RELEASE, and RUN_OM_SCON. |

### Sales Rebate Interface (OMSRBTIN)

The table contains the mass change definitions that are included in this Order Management process:

| Step | Mass Change Definition | Description |
|---|---|---|
| 1 | OMRBT-INTFC | Insert into INTFC_BI from RBTOM_INTFC_TMP, where TRANS_TYPE_BI in ('Line', NOTE', 'AHDR'). |
| 2 | OMRBT-INTFC-AE | Insert into INTFC_BI_AEDS from RBTOM_INTFC_TMP where TRANS_TYPE_BI in ('AE', 'DS'). |

## Adding Mass Change Definitions in PeopleSoft Order Management

Use the Mass Change pages to add or modify the processes that use mass change in PeopleSoft Order Management.

The section discusses how to:

- Add mass change definitions.
- Generate mass change SQL.


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## Pages Used to Add Mass Change Definitions

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Mass Change Definition - Description | MC_DEFN_00 | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Description | Enter a description for the mass change definition. |
| Mass Change Definition - Criteria and Defaults | MC_DEFN_01 | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Criteria and Defaults | Create a default value to appear in a field without user intervention. |
| Mass Change Definition - OM Specific Fields page | MC_DEFN_OM | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, OM Specific Fields | View additional parameters for the Mass Change Definition. |
| Mass Change Definition - Generate SQL | MC_DEFN_02 | Set Up Financials /Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Generate SQL | Synchronize the mass change SQL with any new table changes that are in the PeopleSoft Order Management system. This may be needed when modifications are made or if fields are added for bug fixes or product upgrades. |
| Mass Change Definition - Execution History | MC_DEFN_03 | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Execution History | Displays history for the Mass Change Definition. |

## Adding Mass Change Definition Criteria and Defaults

Access the Mass Change Definition - Criteria and Defaults page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Criteria and Defaults).

**Field** Select values from the available options. Select any filtering or qualifying symbol (that is, *between,*=, >, or <); depending on the selection, enter the value (that is, between 1 and 100, or > 100).

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## Generating Mass Change Definition SQL

Access the Mass Change Definition - Generate SQL page (Set Up Financials /Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Generate SQL).

**Count** The button runs against the database and determines the total number of rows that are to be processed with the SQL component.

# Regenerating Mass Change Definitions

If the record structures that are used by the PeopleSoft Order Management processes that include Mass Change are modified, the mass change definitions need to be regenerated. This is required because the mass change creates SQL statements from tables by matching field names field by field. If, for example, you add a column to a table that is used in an insert select statement in the Mass Change process, you must rebuild the statement to include this column. Execution of the old statement fails because the number of columns that are specified in the statement does not match the number of columns that is in the database.

For example, you add a field to the intermediate table OM_SCN_TMP to pass buying agreement information to the sales order. The modification requires changes to the mass change definitions because it affects information that is passed from the Buying Agreement to the order tables by the Create Sales Order process (OM_CNTRCT).

To Regenerate Mass Change Definitions:

1. Review the Mass Change Types that are defined for the process to determine which of them reference the altered record on the Records and Join Fields page.

   You need to generate new SQL statements for any Mass Change Definitions that are built on these types. In this example, you must generate new SQL statements for any mass change definitions in Create Sales Order (OMCNTRCT) that use OM_SCN_TMP. For instance, OMSCN-1.

   **Note.** Review the Mass Change Types for other Order Management processes to ensure that they do not contain the altered records. If they do, you need to regenerate the Mass Change Definitions based on those types as well.

2. Determine the Mass Change Definitions that use the Mass Change Type by using the Generate SQL page in Update/Display mode. If you do not specify the selection criteria, a list box appears showing all the Order Management Mass Change Definitions.

   **Note.** Currently, the Mass Change Definitions and Mass Change Types in Order Management match exactly; this may not always be the case.

3. Select the first one that uses the Mass Change Type containing the altered record.

4. Click the Clear SQL button.

5. Click the Generate SQL button.

   **Note.** Generating the SQL takes some time.


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6. Click Save.
7. Repeat Steps 3 through 6 for each of the mass change definitions containing altered records.

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Chapter 8

# Setting Up Transportation Lead Times and Internal Freight Charges

This chapter provides overviews of freight calculations and transportation lead times and discusses how to create transportation lead times and internal freight charges.

## Understanding Internal Freight Calculations

This section discusses:

- Using deliveries with freight charges.
- Freight charge methods, freight arbitration plans, and units of measure calculations.
- Billing freight charges.

You can calculate internal freight during order entry by setting up arbitration plans and rules by:

- Basing the freight charge calculations on four different freight methods: weight, volume, order quantity, or the value of the order.
- Setting up and assigning a default value to the freight method for the order from the buying agreement, sold to customer, or order group.

  The freight method can also appear by default from the selection on the Inventory business unit Shipping Options page.

### Using Deliveries with Freight Charges

To calculate internal freight charges at order entry, deliveries must be created. Deliveries enable you to group order schedules logically with the same shipping information so that freight charges can be calculated accurately. You can have multiple freight methods such as weight, volume, value, and quantity for each sales order, but each delivery can have only one freight method. The system automatically manages the deliveries for you on the sales order.

**Note.** In PeopleSoft Order Management, you must have one freight charge method for each delivery, but you can have multiple deliveries for each sales order. At shipment in PeopleSoft Inventory, there can be only one freight charge method per sales order within a single shipment.

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If a schedule qualifies to become part of an existing delivery, the system verifies that the freight charge method on the new schedule matches the default value from the buying agreement, sold to customer, or order group:

- If the freight charge method matches, the system adds the schedule to the delivery.
- If the freight charge method does not match, the system automatically creates a new delivery for the schedule.

  The freight charge method determines which value the system uses to find the appropriate freight breaks.

To calculate internal freight, the system evaluates the delivery as it is added to the order and determines the freight sets and resulting charges that apply to the delivery. To get the total freight charges for the delivery, the system adds up the freight charges on all freight breaks applied to the delivery. The system then adds up the sums of the delivery freight charges, to get the total freight charge for the order.

After calculating the freight charges, the delivery, delivery freight charges, and total order freight charges appear for the entire order. To change or override the total freight charge for the order or to not charge the customer freight for the order, you enter a different amount or zero for the freight charges on each delivery of the order on the Freight Charges page.

If you are using the single shipment option, freight can only be changed at the order header level. When the Populate Billing process (OM_BILL) is run, the freight amount is picked up and passed to PeopleSoft Billing on the first shipment of the order. In the case of multiple shipments for an order, the total freight amount is charged and billed on the first invoice. A flag is set on the Delivery table to indicate that freight has already been billed, so it will not be billed again with subsequent shipments for the order. If the seller pays for freight, no freight charges are passed to PeopleSoft Billing; however, the estimate for freight charges at order entry is still calculated and can be used for your own analysis.

Freight charges are passed to third-part vendors. The vendors determine if any tax is applicable to the freight charges.

If you are using credit card processing, the Order Repricing process reprices orders and includes the freight amount and the new price in the credit card amount stored at the order header level.

### *See Also*

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Using the Internal PeopleSoft Freight Calculator"

Chapter 15, "Introduction to Sales Order Entry," Deliveries, page 225

*PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Integrating with Sales and Use Tax Applications"

## Freight Charge Methods, Freight Arbitration Plans, and Units of Measure Calculations

Freight calculations are based on four freight charge methods: order quantity, order value, shipping volume, and shipping weight. The method must take into account units of measure. When you select a method, the system performs the unit of measure conversion if the schedules in the delivery need to be converted to a common unit of measure.

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**Note.** To ship certain items together on a single delivery, verify that you have a common unit of measure. If the system does not find a common unit of measure to convert to, it creates another delivery.

The same units of measure conversion for freight calculations applies to weight and volume pricing.

The freight arbitration plan defaults from the Inventory business unit to the delivery. The freight arbitration plan flags tell the system which delivery total values must be maintained in order to properly calculate freight. You can select one or more of these flags on the arbitration plan. These freight arbitration plan flags are:

- Freight by Order Quantity

  The system manages the total quantity of the delivery in the ordering unit of measure of the first line added to the delivery. If subsequent order schedules do not have conversion rates defined for the current delivery unit of measure, the system forces the new order schedule to a new delivery.

- Freight by Order Value

  The system manages the total value of the delivery in transaction currency.

- Freight by Shipping Weight

  The system manages the total weight of the delivery in the shipping weight unit of measure defined for the first item added to the delivery. If subsequent order schedules do not have conversion rates defined for the shipping weight unit of measure, the system forces the new order schedule to a new delivery.

- Freight by Shipping Volume

  The system manages the total volume of the delivery in the shipping volume unit of measure defined for the first item added to the delivery. If subsequent order schedules do not have conversion rates defined for the shipping volume unit of measure, the system forces the new order schedule to a new delivery.

**Note.** The freight arbitration plan freight-by flags should complement the freight charge method that defaults from the buying agreement, customer, or order group.

The freight arbitration plan freight-by flags can affect the number of deliveries created for the sales order if you have not defined all the required conversion rates.

### *Order Value*

If you use order value as the freight charge method, the system calculates internal freight by summing the extended net prices of the order schedules for each delivery and checking against the order value freight breaks to see what freight charges to add to the order. The total order freight charge is the sum of the freight charges calculated for the order values of each delivery.

### *Order Quantity*

If you use order quantity as the freight charge method, the system calculates internal freight by summing the quantities of the order schedules for each delivery and checking against the order quantity freight breaks to see what surcharges to add to the order. The total order freight charge is the sum of the freight calculated for each of the deliveries.

If the schedules have different units of measure, the order quantity freight charge method converts the units of measure on each schedule of the delivery to a common unit of measure. The common unit of measure is the default from the first schedule in the delivery.

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If there is no conversion for the different ordering units of measure, a new delivery is created by the system. Set up unit of measure conversions on the Units of Measure page.

The example illustrates how the total order quantity is determined using a unit of measure conversion. In the example, six eaches makes up one case:

- The delivery contains schedule 1 and schedule 2.
- The schedule 1 quantity is one each.
- The delivery quantity unit of measure is each.
- The schedule 2 quantity is one case.
- The ordering unit of measure for the item is eaches.

  This each is converted to the standard unit of measure for the item, which is eaches. The schedule 2 case is converted to the standard unit of measure, which is six eaches. Total quantity is maintained on the delivery in the eaches' unit of measure.

  The total order quantity for the delivery is seven eaches.

The example illustrates how the total order quantity is determined without using a unit of measure conversion:

- The delivery contains schedule 1 and schedule 2.
- The schedule 1 quantity is one each.
- The delivery 1 quantity unit of measure is each.
- The schedule 2 quantity is one case.
- The delivery 2 quantity unit of measure is case.

  Because there is not a converted unit of measure, there are two deliveries.

### *Volume or Weight*

If you use shipping weight or volume as the freight charge method, the system calculates internal freight by assigning a shipping unit of measure to the delivery. The first schedule assigned to the delivery determines the shipping unit of measure for the delivery. The system finds the shipping unit of measure assigned to the inventory item for the inventory business unit.

If there are multiple shipping units of measure defined for the item or inventory business unit, the system selects the shipping unit of measure that is the same as the ordering unit of measure.

If there is no shipping unit of measure to match the ordering unit of measure, the system selects the first shipping unit of measure. Each shipping unit of measure is assigned a weight and volume unit of measure. These are the weight and volume units of measure assigned to the delivery.

The system then converts the order schedule quantity in the ordering unit of measure to the quantity in the shipping unit of measure on the delivery. Then the shipping weight and shipping volume of the order schedule are determined in the correct units of measure and are used to maintain the total shipping weight and volume for the delivery.


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To meet PeopleSoft Inventory packing requirements, the system attempts to find the shipping weight and volume units of measure defined for the inventory business unit pick plan options. If these exist, the system assigns these weight and volume units of measure to the delivery.

If the PeopleSoft Inventory business unit weight or volume unit of measure is different from the delivery weight or volume unit of measure, the system checks to see if a conversion factor has been defined between the units of measure. If no conversion factor is defined, the weight or volume units of measure defined for the picking and packing options for the inventory business unit are not used.

When new schedules are added to the delivery, the system verifies that a conversion factor is defined for the weight and volume units of measure if the weight or volume units of measure are different between the new order schedule and the existing delivery. If no conversion rate is defined, the system forces the new order schedule to a new delivery with new weight and volume units of measure.

The shipping unit of measure, the shipping weight unit of measure, and the shipping volume unit of measure appear on the Inventory Definition - Business Unit Options: Delivery Management Definition page.

The example illustrates how the shipping weight is determined. Ensure that all of the schedules in the delivery can be converted to the same weight unit of measure that you want to use to calculate freight:

- Four lines and schedules with the same shipping information.
- The products on the first three schedules have weight measured in pounds.
- The weight of the product on the last schedule is in ounces.

  If there is a conversion rate to convert ounces to pounds, all four schedules can be on the same delivery for the freight calculation. If a schedule cannot be converted to a common unit of measure, a new delivery is created for the last schedule.

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Packing Orders for Shipment"

## Billing Freight Charges

The internal freight charges that are passed to billing are either the amount estimated at order entry or at shipping time based on your selection on the customer Bill To Options page, which accesses the Bill To Details section of the Order Entry Form page by default. Internal freight charges can be calculated at order entry time and again at shipping time.

If you are using the order value freight charge method, you must select bill at order entry. Then the internal freight charges can be recalculated or overridden up until the time when the first line of the schedule has been shipped.

When calculating internal freight at shipping time, freight charges are captured in the base currency of the inventory business unit that is established on the Inventory Definition - Business Unit Definition page.

The freight terms designate who pays for the freight, either the buyer or seller. The default freight terms appear in the Ship To section of the Shipment Schedules page, but they can be overridden at the order header or schedule level.

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The delivery Commit Freight for Billing flag must be set to *Yes* for OM_Bill to pass the freight charges to Billing. The Commit Freight for Billing flag on the delivery is used to indicate to the system that the freight amounts are ready to be billed and costed.

## Understanding Transportation Lead Times

The transportation lead time is the in-transit interval from the date and time that a shipment leaves your warehouse (inventory business unit) to the date and time that it arrives at your customer's receiving dock. Time in transit is affected by factors such as the warehouse location, the freight carrier, and the customer location. Additional factors such as the days of the week that the warehouse, customer and carrier are closed also affect the lead time. You establish the transportation lead time that results from a particular combination of these factors and determine how the system should search the combinations to arrive at a transportation lead time for a particular order schedule.

**Note.** If the schedule is marked for customer pickup, the system will look only at the calendar for the Inventory Business Unit. Rules will not be used.

The transportation lead time is used in calculating the scheduled shipment and scheduled arrival dates on the order when you enter either a requested arrival date or a requested shipment date.

The transportation lead times are calculated using arbitration plans and rules. The system searches for all matching transportation lead time rules and sorts them based on the arbitration plan using the longest lead time, shortest lead time, or the arbitration plan sequence. If the arbitration plan sequence is used, the system then looks to see if you want to sort the rules alphabetically, or by the longest or shortest lead time. The system then uses the first lead time rule in the list that produces a valid shipment and arrival date.

At the PeopleSoft Order Management business unit level, the system can process adjustments to the shipment and arrival dates by calculating the dates going forward or backward. Previously the dates were only calculated forward.

If the date is too early or late relative to the requested arrival date, hold processing can be used to further control the shipment. However, if the order is for a customer pickup, the Arrival Date Window hold does not apply.

In previous releases, the system did not consider exception dates for the carrier and the dates were only calculated looking ahead. The table illustrates the previous new methods to calculate the dates for an order date placed on Wednesday, 12/07/2006 with a requested arrival dates of Tuesday, 12/13/2006 and a three-day transportation lead time.

| | ***Previous Ship Date Calculation Method*** | ***New Ship Date Calculation Method*** |
|---|---|---|
| Ship Date Calculation Method | Not available. The systems calculated the dates going forward. | Backward |
| Carrier Calendar Exceptions | Not available. | No pickup on Saturday or Sunday |
| Scheduled Ship Date | 12/10/2005 | 12/10/2005 |
| Customer Calendar Exception | Closed on Saturday and Sunday | Closed on Saturday and Sunday |


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| | *Previous Ship Date Calculation Method* | *New Ship Date Calculation Method* |
|---|---|---|
| Warehouse Calendar Exception | Closed on Saturday and Sunday | Closed on Saturday and Sunday |
| Scheduled Arrival Date | 12/15/2005<br>The next available shipment dates is 12/12/2005. The Scheduled Arrival Date is 12/15/2005 after adding the three day transportation lead time. | 12/12/2005<br>The system looks backward to find another shipment date of 12/09/2005. The Scheduled Arrival Date is 12/12/2005 after adding the three day transportation lead time. |

## Creating Transportation Lead Times and Freight Charges

This section discusses how to:

- Establish transportation and freight arbitration plans.
- Identify transportation and freight key fields.
- Create freight and transportation rules.
- Select transportation and freight rule keys.
- Establish transportation breaks.
- Establish freight breaks.

To define freight and transportation arbitration plans and rules, use the Trft Rule and Trft Sets components.

Take these steps to set up transportation lead times and freight charge arbitration plans and rules to calculate freight charges internally:

---

**Note.** The same pages are used to set up transportation lead times and freight charges. However, you set up the breaks for transportation lead times and freight charges on different pages.

---

1. Establish arbitration plans that govern how transportation lead times and internal freight charges are calculated on the Arbitration Plan page.
2. Use the Key Fields page to select the values of the freight and transportation rule keys that the system searches for when selecting transportation lead times and freight charges.
3. Select the key fields from the arbitration plan to use for the rule.
4. Establish the rules for the freight and transportation on the Freight and Transportation Rule Entry page and add values for the key fields.

   Set up the actual breaks for transportation lead times on the Transportation Breaks page and the breaks for freight charges on the Freight Breaks page.

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# Pages Used to Create Transportation Lead Times and Internal Freight Charges

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Arbitration Plan | TRFT_RULE_CD | Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Freight and Transportation, Arbitration Plan | Establish arbitration plans for transportation lead times and freight charges. The transportation and freight arbitration plan determines the sequence in which the system searches for and applies transportation and freight arbitration plans that match the order to establish transportation lead times and freight calculations. Use the same arbitration plan for both transportation and freight charges. At order entry time, the system retrieves the transportation arbitration plan from the order management business unit. It retrieves the freight charge arbitration plan from the inventory business unit. |
| Transportation/Freight Key Fields | TRFT_KEY_FLD_SEC | Click the Rule Keys link on the Arbitration Plan page. | Identify transportation and freight key fields. Enter the combination of elements that determines a match on a sales order line for transportation lead time and freight calculations. |
| Freight and Transportation Rule Entry | TRFT_SET | Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Freight and Transportation, Rule Entry | Set up values for the fields that you selected on the Arbitration Plan page. |
| Select Key Fields | TRFT_RL_SEQ_SEC | Click the Select Key Fields link on the Freight and Transportation Rule Entry page. | Select a rule sequence for transportation lead time and freight rules. |
| Transportation Breaks | TRFT_TR_BREAK | Click the Define Transportation Lead link on the Freight and Transportation Rule Entry page. | Establish transportation breaks by entering breaks for transportation lead times. |


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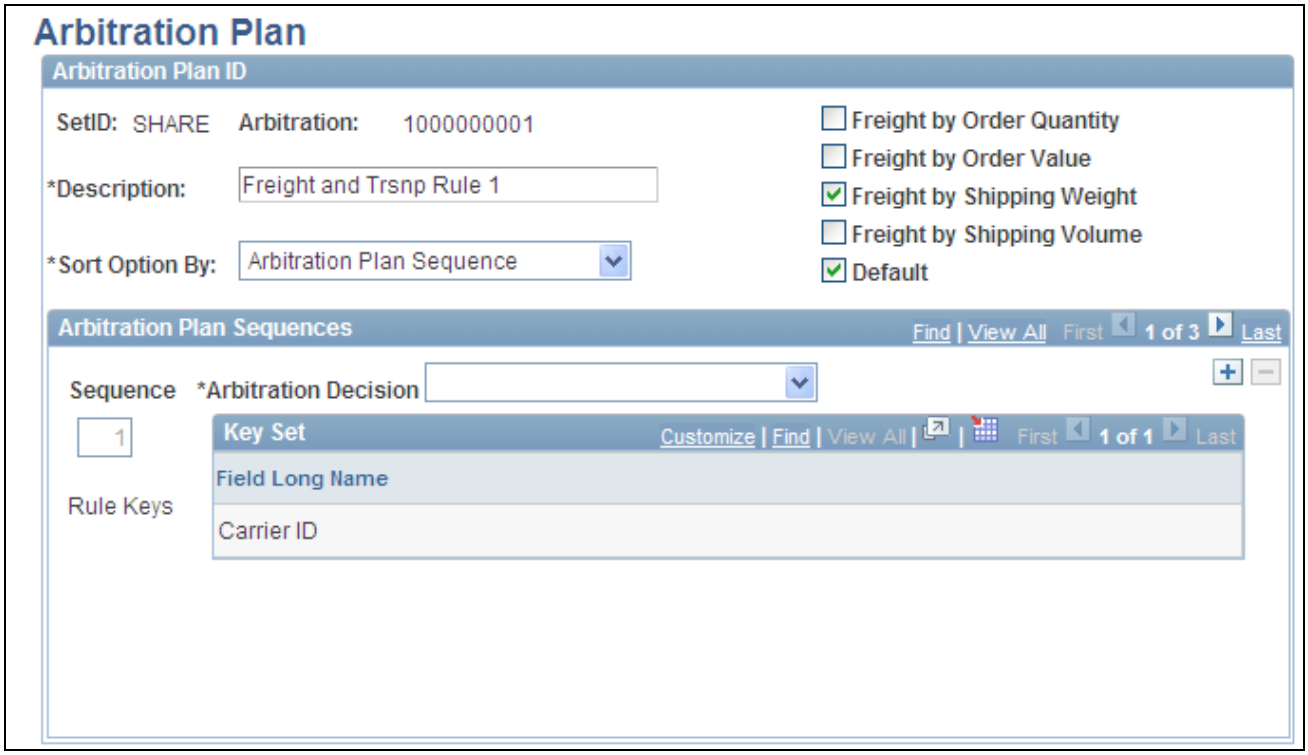
| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Freight Breaks | TRFT_FRT_BREAK | Click the Define Freight link on the Freight and Transportation Rule Entry page. | Establish freight breaks by entering breaks for freight calculations. |

## Establishing Freight and Transportation Arbitration Plans

Access the Arbitration Plan page (Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Freight and Transportation, Arbitration Plan).




Arbitration Plan page

**Freight by Order Quantity, Freight by Order Value, Freight by Shipping Weight,** and **Freight by Shipping Volume**

Select an option if you are creating an arbitration plan for internal freight calculations. By selecting only the freight charge methods that you will be using, you can limit the number of additional deliveries that are created if there is no conversion for the unit of measure.

Before assigning a schedule to a delivery for the freight charge, the system checks to see if the units of measure of the schedule match the units of measure on the existing delivery. If the delivery is a new delivery, the shipment inherits the units of measure of the schedule. If the new schedule units of measure do not match the existing delivery, the system creates a new delivery.

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**Default** To establish a default arbitration plan, select the check box. After selecting this option and saving the default arbitration plan, the check box no longer appears on this page. This default it used if an arbitration plan is not specified for the PeopleSoft Order Management Business Unit on the Shipping and Returns page.

**Sort Option By** Use to determine how the system will sort the arbitration rules. Select:

*Arbitration Plan Sequence:* The system will select the rule based on the arbitration plan sequence.

If you select this option, you will also have to select the Arbitration Decision.

---

**Note.** This option is used for simple transportation lead time calculations.

*Longest Lead Time, Plan Seq:* The system will select the rule based on the longest lead time. This option is not used for freight charges.

*Shortest Lead Time, Plan Seq:* The system will select the rule based on the shortest lead time. This option is not used for freight charges.

---

**Sequence** Displays the sequence number which is automatically generated by the system. You can change this number as long as you do not select a number that has already been used. The sequence number indicates the order in which the system searches the transportation and freight arbitration plans.

**Arbitration Decision** Determine how to sort the arbitration rules. This option is only visible if you selected the *Arbitration Plan Sequence* in the Sort By Option field.

Options are:

*Alphabetically*

*Longest Lead Time, Alpha*

*Shortest Lead Time, Alpha*

**Rule Keys** Click to access the Key Fields page where you can select the combination of elements that determines a match on a sales order line. The keys that you select appears in the Key Set group box.

## Identifying Transportation and Freight Key Fields

Access the Key Fields page (click the Rule Keys link on the Arbitration Plan page).

Select any number of fields from the available options. The system searches the transportation and freight arbitration plans and applies the plans that match the combination of values that you select for your transportation lead time and freight calculations.


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**Note.** The Location Code field is used only for interunit transfers. The Vendor ID, Vendor Location, Third-Party Vendor ID, Third-Party Vendor Location, Item Category, Ship To location, and Vendor Freight Group fields are used only by PeopleSoft Purchasing.

Do not use a route code for rule keys that will be used for transportation lead time calculations because the route code interferes with the transportation lead time calculations. You can use a route code for freight charge calculations.

## Creating Freight and Transportation Rules

Access the Freight and Transportation Rule Entry page (Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Freight and Transportation, Rule Entry).

**Copy Rule** To copy from an existing rule and create a new rule. In Add mode, click the button after adding a rule sequence and Rule ID. The field is no longer available for entry after you copy a rule.

**Stop Freight Search Here** Select the option to prevent the system from adding any more freight charges to the delivery. The Stop Freight Search Here option is not used for transportation lead times.

**Value** After selecting the rule key on the Select Key Fields pages, select a valid option.

## Selecting Transportation and Freight Rule Keys

Access the Select Key Fields page (click the Select Key Fields button on the Freight and Transportation Rule Entry page).

**Select** To select the sequence that contains the database elements that you want to define for the rule.

## Establishing Transportation Breaks

Access the Transportation Formulas page (click the Define Transportation Lead button on the Freight and Transportation Rule Entry page).

Fill in the values to enter breaks for the transportation lead times.

## Establishing Freight Breaks

Access the Freight Formulas page (click the Define Freight button on the Freight and Transportation Rule Entry page).

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**Charge Method**

Select to calculate freight charges for each delivery. You can calculate freight charges based on:

*Order Quantity:* The total order quantity for the delivery.

*Order Value:* The total adjusted net price for the delivery.

*Volume:* The total shipping volume for the delivery. Volume information for each item is stored by shipping unit of measure on the Business Unit Item Definition - Inventory: Weight/Volume page.

*Weight:* The total shipping weight for the delivery. Weight information for each item is stored by shipping unit of measure on the Business Unit Item Definition - Inventory: Weight/Volume page.

**Unit of Measure**

Displays the unit of measure for the order quantity, weight, and volume freight charge methods. It is required for these types of freight breaks.

**End Date**

Enter the end date for the break.

**Note.** Freight break rows cannot be deleted. Set the end date to a date in the past to deactivate a freight break.

**Low Quantity/Amount** and **Upper Quantity/Amount)**

Specify the limits. The system enters the next lower quantity limit, and new freight break entries are inserted on the page. An upper limit of *999999* enables the freight break to be applied regardless of the quantity entered on the order line. For example, if you entered a freight break of *1−200* and did not create any other freight breaks, an order with a quantity of 201 would not have a freight charge applied. The system populates the Upper Quantity/Amount field with *999999* for the last freight break that you enter if you leave the field blank.

**Note.** Your last freight break must end with *999999.* If it does not, the system will not find a match for anything greater than the last number that you entered.

**Adjustment Type**

Choose either *Amount* or *Percent* for the freight charge. Percentages can only be used with the Order Value Charge Method.

**Freight Amount** or **Freight Percent**

Enter either an amount or percent based on your option in the Adjustment Type field.

**Note.** If using a percent, the system calculates the freight charges based on the order amount of the delivery.

If there are order level price adjustments, the adjustments are prorated for the deliveries and include the prorated adjustment in each delivery.


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**Currency**

Enter the currency. When freight charges are calculated, the system matches the freight breaks, based on the transaction currency of the sales order. If you have not set up the freight break in the correct transaction currency, the system will not match the freight break. For example, if you take sales orders in U.S. dollars, you must define the freight breaks in USD currency. If you also take sales orders in EURO, you must also define freight breaks in EUR currency.

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Chapter 9

# Setting Up Alternate Sources of Supply

This chapter provides overviews of alternate sources of supply and discusses how to create alternate sources of supply arbitration plans and rules.

***See Also***

Chapter 15, "Introduction to Sales Order Entry," Using Alternate Sourcing and Pegging, page 265

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Pegging Supply and Demand"

## Understanding Alternate Sources of Supply

In addition to using our standard distribution network or default inventory business unit for fulfillment, you can go outside the network for supply and even create new supply documents such as requisitions, purchase orders, interunit transfers, or production orders.

**Note.** You create requisitions using the Requisition Loader Process. In order to create requisitions and purchase orders, PeopleSoft Purchasing must be installed.

On the Order Management Business Unit, select the availability option (previously named Availability Check Flag) for sourcing. Values are:

- *None:* If you are using a distribution network on the customer or PeopleSoft Order Management Business Unit, the highest priority PeopleSoft Inventory Business Unit from the distribution network defaults to the sales order schedule regardless of item availability. If you are not using distribution networks, the Inventory Business Unit that is defined on the Order Management Business Unit defaults to the sales order schedule. This option corresponds to having the Availability Check Flag deselected in prior releases.
- *Network:* Defaults the highest priority PeopleSoft Inventory Business Unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. This option corresponds to having the Availability Check Flag selected in prior releases.
- *Manual:* Defaults the highest priority PeopleSoft Inventory Business Unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. You can override the default by using the Alternate Sources of Supply page on the sales order. This will search alternate sources of supply and display other sources that are available based on the arbitration plan and rules that are defined.

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- *Automatic:* Defaults the highest priority PeopleSoft Inventory Business Unit from alternate sources of supply. You can override the default by using the Alternate Sources of Supply page on the sales order. This will search alternate sources of supply again and display other sources that are available based on the arbitration plans and rules that are defined.

The PeopleSoft Inventory Business Unit or Distribution Network defaults to the Source Type field on the sales order based on the Availability Option. If the setting is Manual or Automatic, the CSR can use the alternate sources of supply page.

## Alternate Sourcing Example

In this example, you are shipping to a customer in Northern California. You define the arbitration plan so that the system will first fetch from distribution networks in the United States northwestern states and then from your West coast warehouses. These warehouses are sorted by the priority you define for each inventory business unit on the sourcing formula. If the item is not available in any of these warehouses, you expand the search for the item to your major warehouses in the continental United States. These warehouses are sorted by the quantity available in each warehouse from the highest quantity available to the lowest.

Before you set up the arbitration plan and rules, set up a global region code "USAREGION" and product group "ALLPROD."

1. Create an arbitration plan "WEST" to define which fields of the sales order should be considered when searching for sources of supply and to define the order in which the sources of supply should be displayed to the CSR.

    a. The first arbitration plan sequence is defined by ship-to customer ID. Select ship-to customer ID from the list of Rule Keys on the Key Fields page.

    b. Select "Arbitration Plan Sequence" as the arbitration plan sort option on the Arbitration Plan page. The system will sort all matching sourcing rules first by arbitration plan sequence (the keys by which you chose to search for supply sources).

    c. In this example, we will have two sequences. Select "Top Priority Break First" as the arbitration decision for sequence one. The system will sort all the sourcing rules that match the ship-to customer by the priority defined on the sourcing rule formula.

    d. Create a second arbitration plan sequence. Select "Region Code" and "Product Group" from the rule keys link to define the second sequence. The system will match the sales order ship-to customer ID and the sales order product ID to the alternate sourcing regions and product groups you have defined and match against the new sourcing rules you define.

    e. Select "Quantity Available Descending" as the arbitration decision on the Arbitration Plan page. The system will sort all the sourcing rules that match these key fields by the quantity available with the highest quantity displayed first.

    f. Save the arbitration plan.

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2. Create a sourcing rule "WESTRULE."

    a. Select the sequence with Ship to Customer from the Rule Keys page.

    b. Select "1006" as the value for the Ship To Customer.

    c. Click the Define Sources of Supply Formulas button and add distribution networks "USA-1" and "USA-2" for the Northwest region.

    d. Save the rule.

3. Create a second sourcing rule "USARULE" defined for the continental United States containing your largest warehouses that have the resources to ship products to anywhere in the world.

    a. Select the sequence with Product Group and Region Code from the Rule Keys page.

    b. Select "ALLPROD" as the value for the Product Group and "USAREGION" as the value for the Region Code.

    c. Click the Define Sources of Supply Formulas button and add inventory business units "US010, US008," and "US005" for the United States warehouses.

    d. Save the rule.

The alternate sourcing results during order entry for sales orders created with ship-to customer ID 1006 will be:

- Inventory Business Units from the distribution networks defined for "WESTRULE" sorted by priority.
- Then Inventory Business Units defined for "USARULE" sorted by the quantity available for the item with the highest quantity available getting highest priority.

---

**Note.** If the item you are sourcing is not stocked in an Inventory Business Unit (either in the distribution network or defined on directly on the sourcing formula), the Inventory Business Unit will not display in the sales order Alternate Sourcing page.

---

## Alternate Sources of Supply Prerequisites

Before the system can consider alternate sources of supply arbitration plans and rules, you must complete these steps:

1. If you are planning to use customer group, product group, or region code as keys, establish these groups with the alternate sources of supply type.

2. (Optional) Add the Sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page.

    ---

    **Note.** If this option is not set up, the default arbitration plan is used.

    ---

3. Select the Availability Option on the Order Management Business Unit Order Entry Features page (Manual or Automatic).

4. Establish feature function security to enable the user access to the alternate sources of supply page.

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5. Set up user security from the Order Pegging menu in Inventory to view supply for purchase orders, requisitions, interunit transfers, and production orders.

6. If you are planning to allow the CSR to perform interunit transfers within the sales order, set the:

    a. (Required) Establish Interunit Transfer Accounting from the Cost Accounting menu to establish ownership of material in-transit between the source business unit in the grid on the Alternate Sources of Supply page and destination business unit which is the ship from business unit on the schedule. Without this setup, the interunit transfer source of supply in the arbitration plan formulas will not be displayed in the alternate sources of supply results grid. If the user changes the result and causes a source to become interunit transfer, the same validation would occur on Accept.

    b. (Optional) Establish Transfer Attributes or Transfer Attribute Defaults from the Define Items and Attributes menu. The system first checks the transfer attributes on the business unit item setup. If they are not found, it checks the Transfer Attributes Defaults for the business unit.

    c. Authorize the CSR to run the OM_ITEM_COPY_INV Component Interface to create an item at the business unit level if it does not exist in the destination business unit when a purchase order, requisition, and MSR with a Direct Receipt Disposition is created. The Business Unit/Item copy is established on the Inventory Definition Business Unit Options page. There are two options: Copy from source item and Copy from IBU template.

7. If you plan to use the sourcing option to create a new purchase order, production order or new requisition:

    a. Set up the PO Loader Defaults and the Requisition Loader Defaults in Purchasing.

    b. Establish a default buyer ID on the Overrides and Options page of the Po Loader Defaults and Requisition Loader Defaults page in the Procurement Options menu.

    c. Purchase Order Authorizations must be set up for the CSR on the Purchase Order Authorizations page for the Procurement user preferences. The CSR can be associated with one or more buyers. If a buyer is added to the Purchase Order Authorizations page, they must also have the ability to add and update purchase orders.

    d. Authorize the CSR to run the PO_EXPRESS Component Interface so that the CSR has the permission to add or update purchase orders.

    e. Authorize the CSR to run the SF_PRDN_ID_MAINT component interface.

8. (Optional) Establish chunking parameters on the installation options Order Management page to improve performance.

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***See Also***

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Shipping and Returns Options, page 40

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features, page 46

Chapter 5, "Establishing Feature Function Security," page 75

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Pegging Supply and Demand," Defining User Security

*PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Setting Installation Options for PeopleSoft Applications," Defining Order Management Installation Options

*PeopleSoft Source-to-Settle Common Information 9.1 PeopleBook*, "Defining Procurement Options"

*PeopleSoft Cost Management 9.1 PeopleBook*, "Managing Interunit Transfer Pricing and Additional Costs"

# Creating Alternate Sources of Supply Arbitration Plans and Rules

This section provides an overview of setting up alternate sources of supply arbitration plans and rules and discusses how to:

- Establish arbitration plans for alternate sources of supply.
- Identify key fields for alternate sources of supply.
- Create alternate sources of supply rules.
- Select alternate sources of supply rule keys.
- Establish alternate sources of supply details.

## Understanding Setting Up Alternate Sources of Supply Arbitration Plans and Rules

To define alternate sources of supply arbitration plans and rules, use the Sources of Supply components.

Perform these steps to set up the arbitration plans, rules, and formulas for the alternate sources of supply:

1. Establish the arbitration plans on the Arbitration Plan page. The arbitration plan defines which sourcing rules will be considered and the order in which they will be applied when determining valid sources of supply.
    a. Use the Arbitration Plan page to define the arbitration plan.
    b. Select the key fields of the sales order that will be used to match the sourcing rules.
    c. Define the sort order of the alternate sources of supply result set.

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2. Define the rules. The sourcing rules define the values of the sales order that must match in order for the sourcing formulas to be considered.

    a. Select the key fields of the sales order that you defined on the arbitration plan and define the values of the sales order that must match

    b. Set up the formulas for alternate sources of supply on the Sources of Supply Formulas page. The formulas are the supply source options defined with priorities and effective and obsolete dates.

## Pages Used to Create Alternate Sources of Supply Arbitration Plans and Rules

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Arbitration Plan | TRFT_RULE_CD | Set Up Financials/Supply Chain, Common Definitions, Fulfillment Definitions, Sources of Supply, Arbitration Plan | Establish arbitration plans for alternate sources of supply. The arbitration plan determines which sales order fields to consider and determines the sequence in which the system searches for and applies sourcing rules that match the sales order to establish alternate sources of supply. |
| Key Fields | TRFT_KEY_FLD_SEC | Click the Rule Keys link on the Arbitration Plan page. | Identify the key fields of the sales order that are to be considered when determining a match for the arbitration rule. |
| Alternate Sources of Supply Rule Entry | TRFT_SET | Set Up Financials/Supply Chain, Common Definitions, Fulfillment Definitions, Sources of Supply, Rule Entry | Set up values for the fields that you selected on the Arbitration Plan page. Define the values of the key fields which you defined on the arbitration plan sequence that must match the transaction in order for the sourcing formulas to be considered alternate sources of supply. |
| Select Key Fields | TRFT_RL_SEQ_SEC | Click the Select Key Fields link on the Alternate Sources of Supply Rule Entry page. | Select an arbitration plan rule sequence to set up the values for each key field. |


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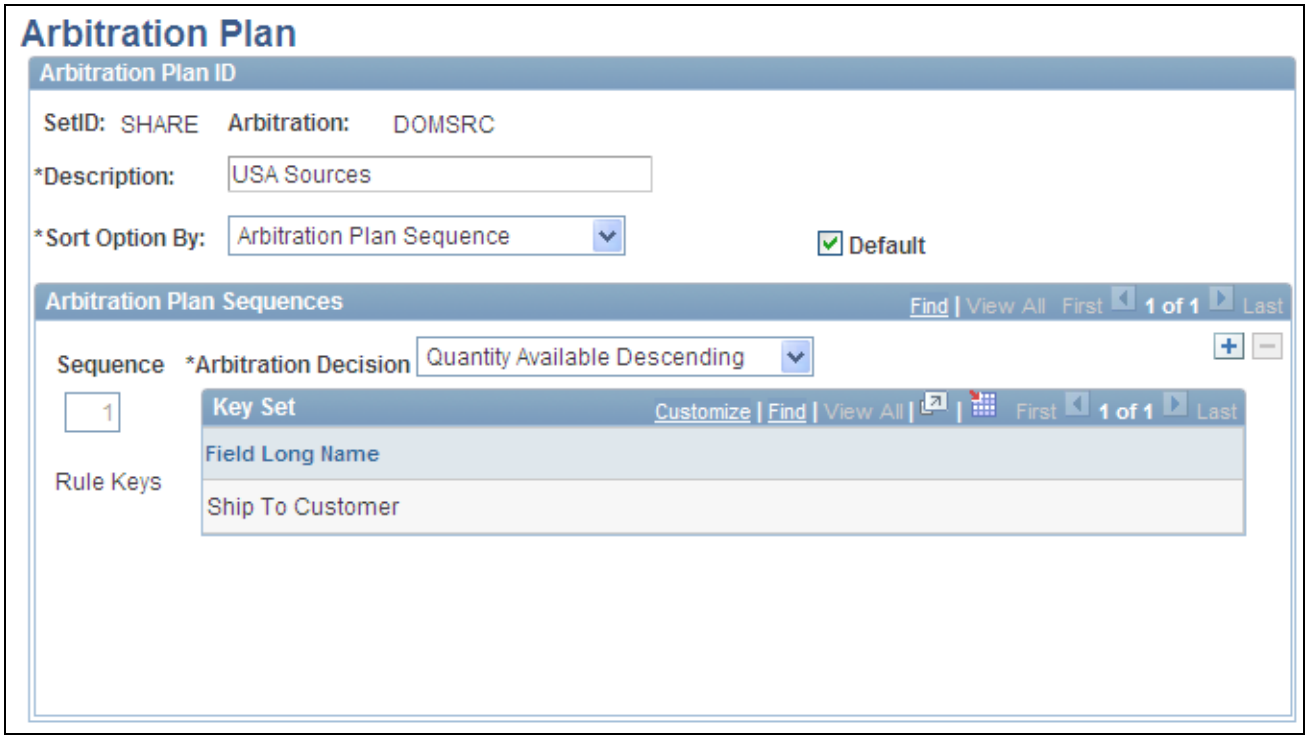
| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Sources of Supply Formulas | TRFT_SRC_BREAK | Click the Define Sources of Supply Formulas link on the Alternate Sources of Supply Rule Entry page. | Establish formulas for alternate sources of supply. The sourcing formula is the supply source option returned by alternate sources of supply processing. |

## Establishing Arbitration Plans for Alternate Sources of Supply

Access the Arbitration Plan page (Set Up Financials/Supply Chain, Common Definitions, Fulfillment Definitions, Sources of Supply, Arbitration Plan).




Arbitration Plan page - Source of Supply

**Sort Option By** Select from the available options to sort the supply source options during order entry:

*By Arbitration Plan Sequence:* This option is the default.

*By Quantity Available Ascending:*

*By Quantity Available Descending:*

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| | |
|---|---|
| **Default** | Select to establish a default arbitration plan. After you select this check box and save the default arbitration plan, the check box no longer appears on this page for other arbitration plans. The system uses the default plan when a sourcing arbitration plan is not defined on the People Order Management Business Unit. |
| **Sequence** | Displays the sequence number that is automatically generated by the system. You can change this number provided that you do not select a number that has already been used. The sequence number is used to determine the order in which the system searches the supply source rules. |
| **Arbitration Decision** | Select from the options to identify a way to break a tie if multiple supply source rules are a match for the same arbitration plan sequence. This situation could happen, for example, if the arbitration plan sequence is defined for the key field product group, and a product belongs to multiple product groups. The system could return multiple supply source rule "hits" for the same arbitration plan sequence. Values are:<br>*Quantity Available Ascending:* This option gives a higher priority to the supply source rule with supply source formulas that have quantity available greater then zero. It is sorted in ascending order.<br>*Quantity Available Descending:* This option gives a higher priority to the supply source rule with supply source formulas that have quantity available greater then zero. It is sorted in descending order. This option is the default if none other is selected.<br>*Top Priority Break First:* This option gives a higher priority to the supply source rule that has the highest priority formula defined on the Sources of Supply page. |
| **Rule Keys** | Click to access the Select Key Fields page, where you can select the combination of elements that determines a match between the sales order schedule and a supply source rule. The keys that you select appear in the Key Set group box.<br>**Note.** The link is active until you add key fields to the arbitration plan. |

## Identifying Key Fields for Alternate Sources of Supply

Access the Key Fields page (click the Rule Keys link on the Arbitration Plan page).

Select any number of fields from the available options. These key fields define which fields of the sales order will be used to match the supply source rules. Each group of key fields on each arbitration plan sequence is considered as a unit or group when matching the supply source rules to the order schedule.

The key fields available for selection on the arbitration plan are:

- Customer group
- Item Id
- Order Management Business Unit


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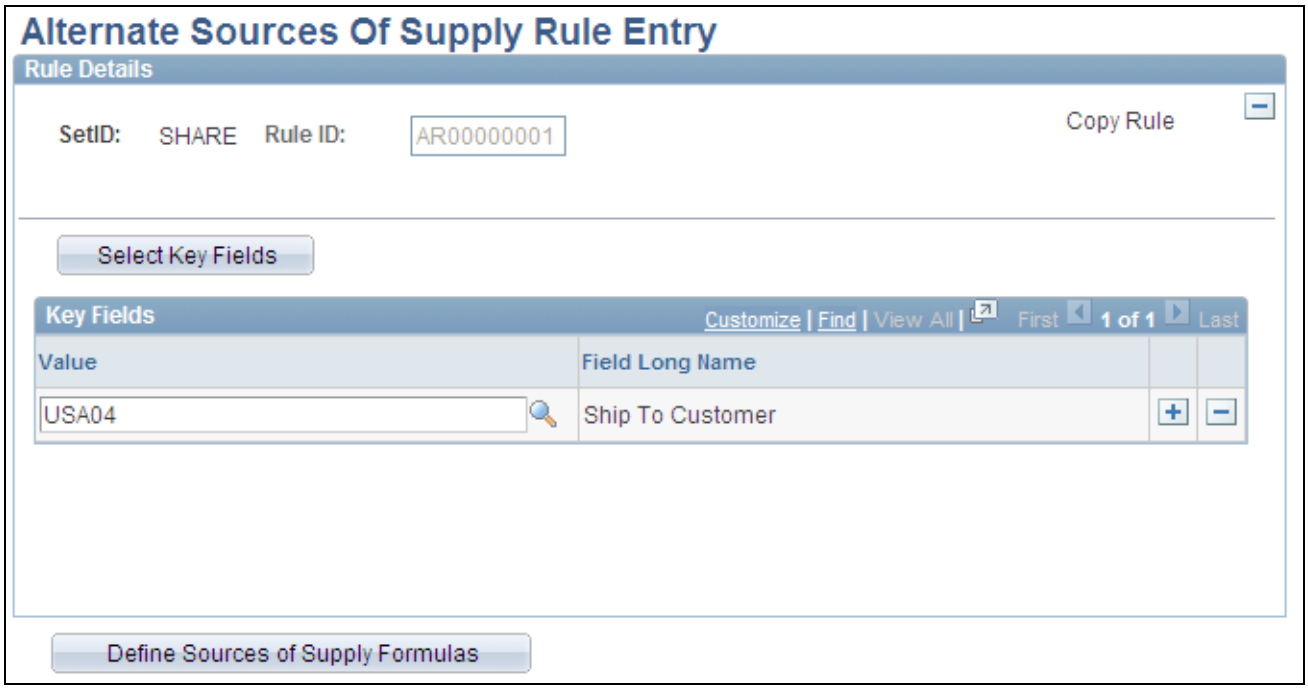
- Product Id
- Product group
- Region code
- Shipping priority code
- Ship to customer
- Sold to customer
- Source code

## Creating Alternate Sources of Supply Rules

Access the Alternate Sources of Supply Rule Entry page (Set Up Financials/Supply Chain, Common Definitions, Fulfillment Definitions, Sources of Supply, Rule Entry).




Alternate Sources of Supply Rule Entry page

The alternate sources of supply rule is used to define the values of the sales order key fields that must match in order for the supply source formulas to be considered during order entry.

**Note.** At least one arbitration plan must be set up before you can create a rule.

**Note.** If you are adding a new rule, you will first be directed to the Select Key Fields page to select the key field or group of key fields that will be used to define the rule.

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**Copy Rule** To copy from an existing rule to create a new rule. In Add mode, click the button after adding a rule sequence and Rule ID. The field is no longer available for entry after you copy a rule,

**Select Key Fields** Click to access the Select Key Fields page. Then, select an arbitration plan sequence (a key field or group of key fields) in order to establish the supply source rule to define the values for each key field. Once the key field or group of key fields is selected, you can add the value for each key field in the *Key Fields* group box.

**Value** Assign values for the fields that you selected on the Select Key Fields page. These values are used by the sourcing engine during order entry time to compare the source rule to the sales order values. If the fields match, the supply source formulas attached to the source rule are considered valid supply source options for the sales order.

**Define Sources of Supply Formulas** Click to access the Sources of Supply Formulas page.

### *See Also*

Chapter 9, "Setting Up Alternate Sources of Supply," Establishing Alternate Sources of Supply Details, page 116

## Selecting Alternate Sources of Supply Rule Keys

Access the Select Key Fields page (click the Select Key Fields button on the Alternate Sources of Supply Rule Entry page).

**Select** Select the sequence that contains the database elements that you want to use to define the rule. The system brings the fields you selected fields back to the main page in preparation for you to enter a value for each field.

## Establishing Alternate Sources of Supply Details

Access the Sources of Supply Formulas page (click the Define Sources of Supply Formulas button on the Alternate Sources of Supply Rule Entry page).


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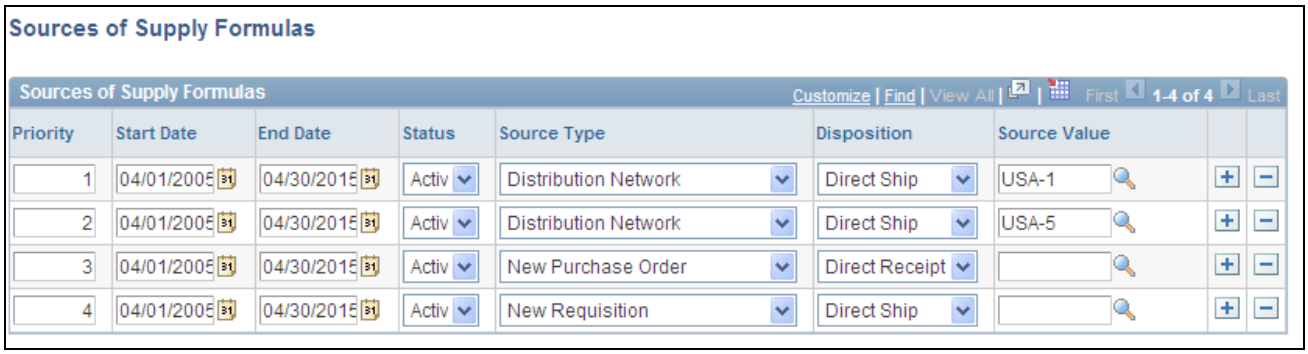


Source of Supply Formulas page

**Priority** To sort results in the order of the priority on the order entry Alternate Sources of Supply page.

**Start Date,End Date** The beginning and end dates for when this supply source is valid. Enter the dates for the details. You can enter overlapping dates.

**Status** Select either an *Active* or *Inactive* status. Only active formulas are considered valid supply source options during order entry.

**Source Type** Select the sources of supply that you want to be considered during order entry. You can have multiple values of each source type for different dispositions. For example, you may decide to have New Purchase Order for a Direct Ship and a Direct Receipt. Values are:

*Inventory Business Unit:* Source from within a single Inventory Business Unit.

*Distribution Network:* Inventory Business Unit sources from within the distribution network. This entry will result in all valid inventory business units in the distribution network being displayed on the alternate sources of supply page at order entry time.

*New Purchase Order:* Source from a new purchase order.

*New Requisition:* Source from a new requisition.

*New Production Order:* Source from a new production order.

**Disposition** Select where you want the goods shipped.

*Direct Receipt:* Ship from the vendor or warehouse to a warehouse.

*Direct Ship:* Ship from the vendor or warehouse to a customer.

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**Source Value**

The available options depend on your selection in the Source Type field. This field is required for Inventory Business Unit and Distribution Network source types.

For the Inventory Business Unit source, this is the business unit that is defined as the source. For distribution networks, this is the distribution network where all the Inventory Business Units are valid sources. For New Purchase Order or New Requisition, the value refers to the vendor ID. If this field has a value, it defaults to the Alternate Sources of Supply page on the sales order. The user is allowed to select other valid vendors there if Feature Security is defined to allow the field to be changed. For New Production Order source, the source value indicates the Inventory Business Units where the source will be produced/sourced.

**Note.** For either direct receipt distribution network or inventory business unit source type, if there is no valid interunit transfer accounting option between the inventory source business unit (defined as "Source Value") and the destination business unit (the Ship From Business Unit on Sales Order Schedule), then this supply is skipped.

**Note.** If you want to create an interunit transfer (MSR), select either *Inventory Business Unit* or *Distribution Network* in the Source Type field and *Direct Receipt* in the Disposition field.

If you want to create something that is shipped directly to your customer from the vendor (drop ship), select either *New Requisition* or *New Purchase Order* in the Source Type field and *Direct Ship* in the Disposition field.

If you create an interunit transfer for a item that is not currently defined in the destination business unit, the system will automatically create an item definition in the destination business unit prior to creating the interunit transfer. The system will use either the source business unit item definition as the item template to copy or it will use a pre-defined item template. This item source definition is defined on the Inventory business unit transfer item copy options.

If you need to create a direct receipt requisition or purchase order for an item, that item must be defined as a stocked item, even if you typically do not stock that item, and it is not currently defined in any Inventory warehouse. If the item is defined as a stocked item, the system can automatically create the Inventory business unit item definition based on the template item ID defined on the Inventory business unit transfer item copy options. This prepares the destination business unit to receive the item.


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Chapter 10

# Working with the Verity Search Engine in PeopleSoft Order Management

This chapter provides an overview of the Verity search engine and discusses how to:

- Enable the Verity search engine.
- Implement Verity search.
- Configure Verity search indexing options.

## Understanding the Verity Search Engine

This section discusses the ways available to use the Verity search capability and the predefined Order Management data object sets, search queries and search query data.

Customer Service Representatives (CSRs) often need to locate products or customers. The Verity search engine offers CSRs a flexible search mechanism. The Verity search engine searches records and fields to locate the requested information. For instance, if a CSR wanted to find all items with a specific description, he would identify the description on the search page and the search engine would locate the information from data contained in the specified records and fields.

PeopleSoft Order Management is delivered with Verity search capability. The Verity search collection is predefined but can be expanded if necessary.

Three ways are available to use the Verity search capability that is provided with PeopleSoft Order Management.

- Use the predefined search collection and do not add fields to the search or the search results page.
- Add additional fields as searchable criteria but do not add these fields to the search results page.
- Add additional fields to the search and result pages.

### Using the Predefined Order Management Verity Search Collection

PeopleSoft Order Management is shipped with a predefined Verity collection, which is a grouping of fields that are used by the Verity search engine to index and assist users in their search for products. To use the base Verity search collection, you need to enable the Verity Search option on the Order Management Installation Options page.

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## Adding Fields as Searchable Criteria

You can add fields to the verity collection if you want to expand the list of fields that you can use to perform a verity search.

When you add fields to the collection, you can use either batch updates and rebuild or incremental updates to build Verity index collections. You then perform searches against this collection.

Use the PeopleSoft Application Engine process (SAC_IDX_DATA) to build the Verity collection, which is accessible from the Build Verity Collection page. This process extracts data from the database and writes a few intermediate text files: the BIF files and the DAT files. These files are indexed into the Verity collection, which comprises multiple file folders.

See Chapter 10, "Working with the Verity Search Engine in PeopleSoft Order Management," Defining New Search Index Fields, page 131.

## Adding Fields as Searchable Criteria and to the Results Page

Adding a field to the results page of the verity search is slightly more complicated. You need to add the field to the verity search and rebuild the index but you also need to use the Application Designer to add the new search fields to the Order Entry Verity Search page (ORDENT_VERITY_SEC).

See Chapter 10, "Working with the Verity Search Engine in PeopleSoft Order Management," Defining a New Search Query, page 133.

## Predefined Order Management Data Object Sets

Several predefined data object sets are shipped with PeopleSoft Order Management. The tables will include all system data:

| *Record Name* | *Description* | *Sample Where Clause* |
|---|---|---|
| SAC_IDX_DOS_HDR | Data Object Set Header | DOSET_NAME = 'OM_CUST_SOLDTO' |
| SAC_IDX_DOS_LN | Data Object Set Line | DOSET_NAME = 'OM_CUST_SOLDTO' |
| SAC_IDX_TBL | Search Index Table | INDEXNAME = 'OM_CUST_SOLDTO' |
| SAC_IDX_FIELDS | Search Index Fields | INDEXNAME = 'OM_CUST_SOLDTO' |
| SAC_IDX_DOS_XRF | Search Index and DO Set Cross Reference | INDEXNAME = 'OM_CUST_SOLDTO' |

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## Predefined Order Management Search Queries

Several predefined search queries are shipped with PeopleSoft Order Management. The tables will include all system data:

| *Record Name* | *Description* | *Sample Where Clause* |
|---|---|---|
| SAC_SRCH_QRY | Search Query | SRCH_QRY_ID = 'OM_CUST_SOLDTO' |
| SAC_SRCH_QRYFLDS | Search Query Fields | SRCH_QRY_ID = 'OM_CUST_SOLDTO' |

## Predefined Search Query Data

Several predefined search query data sets shipped with PeopleSoft Order Management. The tables will include all system data:

| *Record Name* | *Description* | *Sample Where Clause* |
|---|---|---|
| SAC_SRCH_RSLT | Search Result | SRCH_RSLT_ID = 'OM_CUST_SOLDTO' |
| SAC_SRCH_RSLTFDS | Search Result Fields | SRCH_RSLT_ID = 'OM_CUST_SOLDTO' |
| SAC_SRCH_RLTQRY | Search Result Query Association | SRCH_RSLT_ID = 'OM_CUST_SOLDTO' |

# Enabling the Verity Search Engine

This section discusses how to enable the Verity search engine for use with PeopleSoft Order Management.

## Page Used to Enable the Verity Search Engine

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Management Installation Options | INSTALLATION_OM | Setup Financials/Supply Chain, Install, Installation Options<br>Click the Order Management link. | Enable Verity search for the sales order. |

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## Enabling the Verity Search Engine

Access the Order Management tab (click the Order Management link on the Order Management Installation Options page).

**Verity Search** Select to enable Verity search for Order Management.

**Note.** When this option in selected, Verity search is enabled in addition to the PeopleTools standard search. If Verity Search is not selected, only the PeopleTools standard search is available.

# Implementing Verity Search

This section discusses how to:

- Define subject areas.
- Define source data objects.
- Identify fields.
- Define expressions.
- Define customer filters.

You can implement Verity search for sold to customer, ship to customer, bill to customer, and product. The implementation for each is similar to the product implementation. Only the product implementation is described here.

## Pages Used to Implement Verity Search

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Subject Areas | EOEW_OBJ_OWNER | Enterprise Components, Data Transformation, Setup Subject Areas, Subject Areas | Define subject areas, which are grouping mechanisms on translation sets, transformations, map rules, and map definitions. |
| Source Data Object | EOEW_SRCDO | Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Object | Define a source data object. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Fields | EOEW_SRCFIELD | Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Fields | Identify fields that are needed from the source record tables. |
| Expressions | EOEW_SRCFIELDEXPR | Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Expressions | Define custom expressions to run against the source record. |
| Filters | EOEW_SRCFILTER | Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Filters | Define a custom filter for the source record. |
| Preview | EOEW_SRCPREVIEW | Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Preview | Preview the results of the SQL query. Click the Preview button to view a listing of the search criteria applied to the current data set. |
| View Query | EOEW_SRCQUERY | Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, View Query | View the SQL query. Click the Generate SQL button to view the SQL statement being built for this data source object. |

## Defining Subject Areas

Access the Subject Areas page (Enterprise Components, Data Transformation, Setup Subject Areas, Subject Areas).

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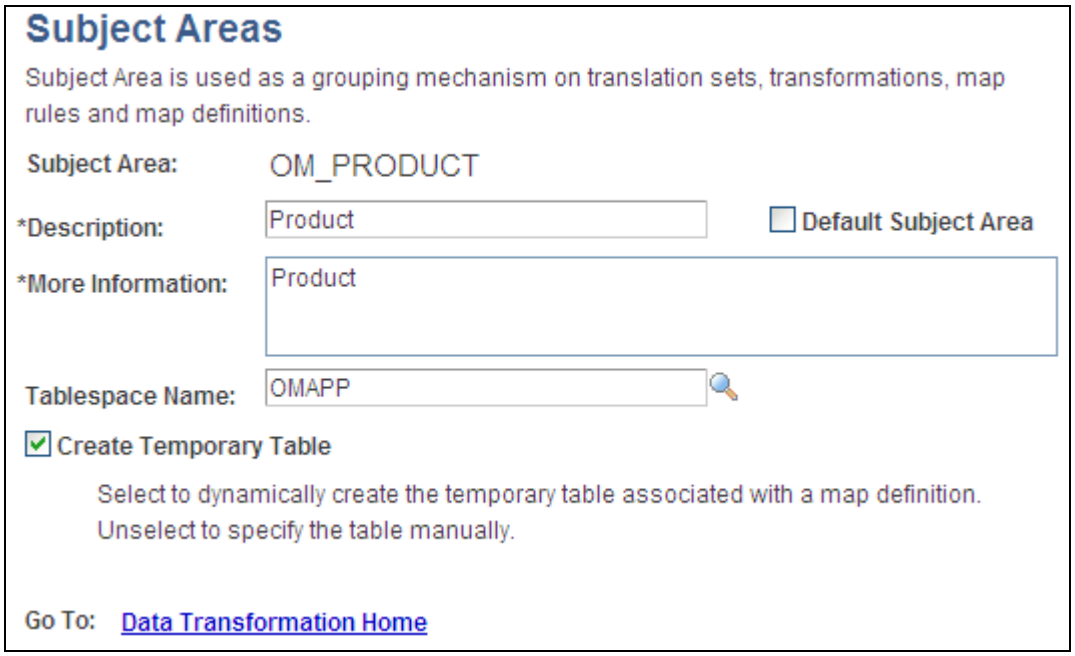


Subject Areas page

| | |
|---|---|
| **Subject Area** | Displays the group translations sets, transformations, map rules, and map definitions. |
| **Description** | The description that you use to identify the specific source data object. |
| **Default Subject Area** | Select this option if you want this subject area to be a default subject area.<br>When this option is selected, the subject area will be given as default when you create the source data object. If no default subject area exists, then when you create the source data object you must select a subject area. |
| **Tablespace Name** | Select the tablespace name that is associated with this subject area. |
| **Create Temporary Table** | Select this option if you want a temporary table to be created during the index process. |

## Defining Source Data Objects

Access the Source Data Object page (Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Object).


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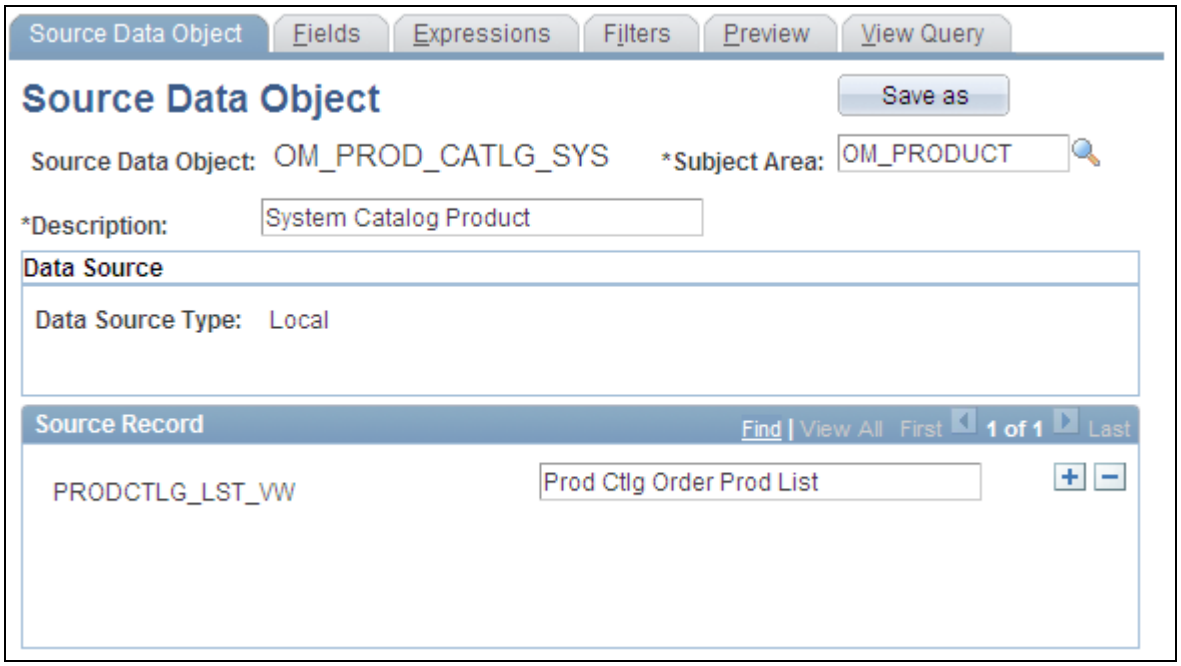


Source Data Object page

### *Source Data Object*

Identify a grouping of source records.

**Subject Area** Select the group translations sets, transformations, map rules, and map definitions.

**Description** Displays the specific source data object.

**Source Record** Tables where you store fields within the PeopleSoft system, and where you want to define a relationship. For example, you may want to identify a relationship between the ship-to customer and the sold-to customers.

## Identifying Fields

Access the Fields page (Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Fields).

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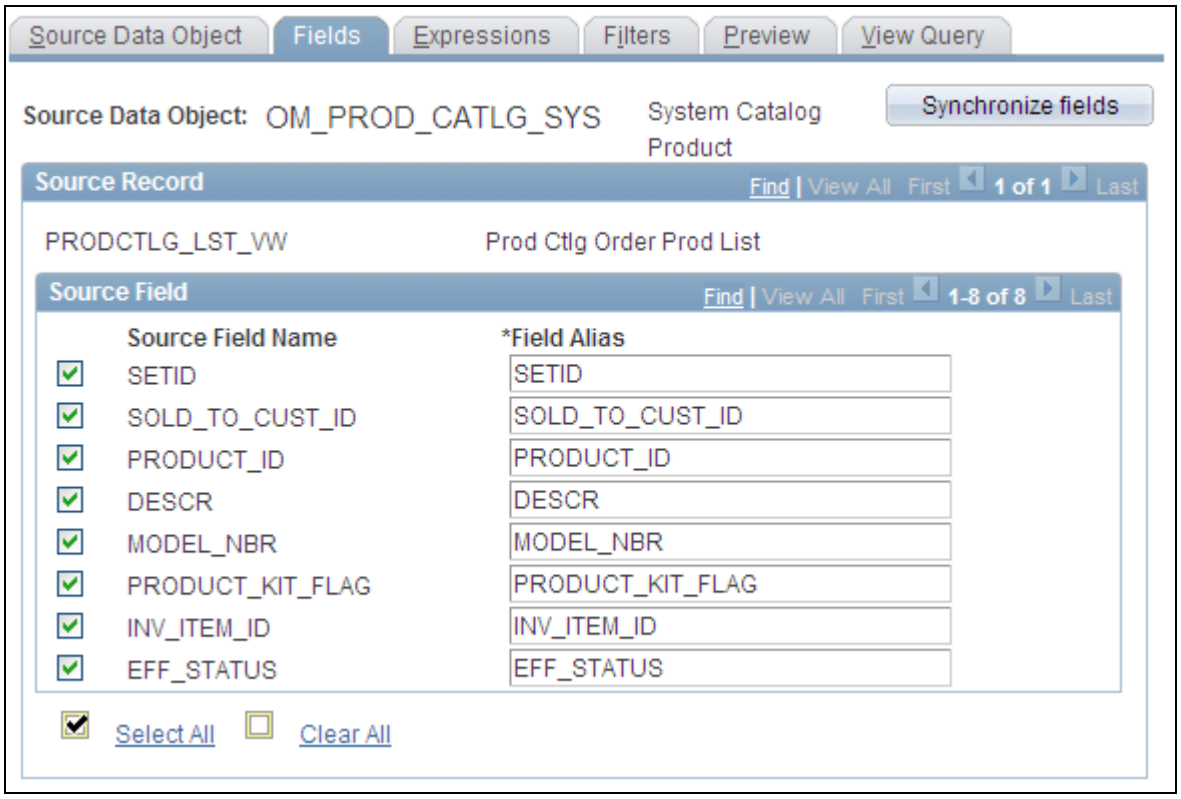


Fields page

**Source Data Object** Displays the internal ID for the source data object.

**Source Record** Displays the source record for the source data object.

**Source Fields** Displays the source fields for the source in the source record for the source data object.

## Defining Expressions

Access the Expressions page (Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Expressions).


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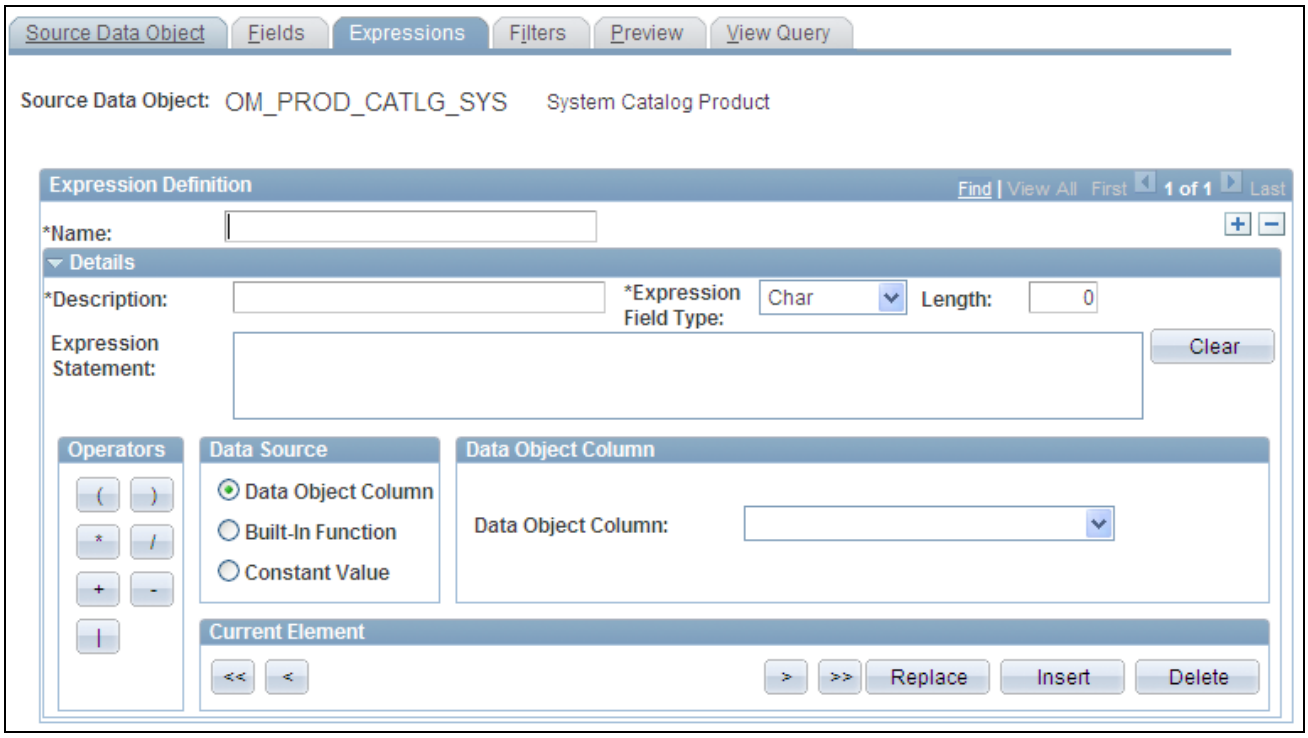


Expressions page

**Name** Displays the field name being referenced.

**Field Type** Displays the type of field being referenced.

**Length** Displays the length of the field being referenced.

**Expression Statement** Enter the search expression that you want performed when this data object is referenced.

**Clear** Click to clear the expression statement that is currently displayed in the Expression Statement field.

**Operators** Select one or more operators to use to build your expression statement.

**Data Source** Select a data source: Values are:

*Data Object Column:* If you select this value, you must also select a data object column from the menu provided. This column will be used as a building block for your query.

*Built in Function:* If you select this value, you must also select a built in function from the menu provided. This function will be used as a building block for your query.

*Constant Value:* If you select this value, you must also select a constant value from the menu provided. This value will be used as a building block for your query.

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## Defining Custom Filters

Access the Filters page (Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Filters).

| | |
|---|---|
| **Record Name** | Select the record name to use to filter data. |
| **Field Name** | Select the field to use to filter values. |
| **Operator** | Select an operator to use to build your filter. |
| **Value** | Enter a specific value to use to filter. |
| **Save Filters** | Click the Save Filters button to reflect changes made on this page. This action captures the changes that are made to the Filters fields listed previously. |

# Configuring Verity Search Indexing Options

This section provides an overview of verity search index options and discusses how to:

- Define a new search.
- Define new search index fields.
- Define a new search query.
- Define the display for new search results.
- Define a new search option.
- Create and update the verity search collection.

## Understanding Verity Search Index Options

PeopleSoft Order Management enables you to dynamically add or remove records and fields from the Verity search engine. To do this:

1. Determine whether an existing data object contains the field that you need to add or remove.
2. If you do not have an existing data object, create one.
3. Select the field from the data object and then index it as a field or a zone.
4. Either map the Verity field or zone to the database field, or define processing logic.
5. Build the verity collection.


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## Pages Used to Configure Verity Search Indexing Options

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Define Search Index | SAC_IDX_DEFINE | Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Index | Define a new search. Identify the data object set, which contains the data source object, records, and fields. The data identified here becomes the search details on the sales order. |
| Define Search Index Fields | SAC_IDX_FIELDS | Setup Financials/Supply Chain, Common Definitions, Search Indexes<br>Select the Define Search Index Fields tab. | Select fields from source records that will be used in the search index. |
| Define Search Query | SAC_SRCH_QRY | Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Query | Identify how the system searches the index and uses messages to define field labels when the work grid is dynamically populated. |
| Define Search Result | SAC_SRCH_RSLT | Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Results | Identify how the system displays the results of the search. |
| Define Search Options | SAC_SRCH_OPTIONS | Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Options | Identify how the system reads the search request, for example, case sensitivity, exact wording, or using a thesaurus. |
| Build Search Index | SAC_IDX_RUN_CTRL | Setup Financials/Supply Chain, Common Definitions, Search Indexes, Build Search Index | If you create your own search index, use this process to build the index. |

## Defining a New Search

Access the Define Search Index page (Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Index).

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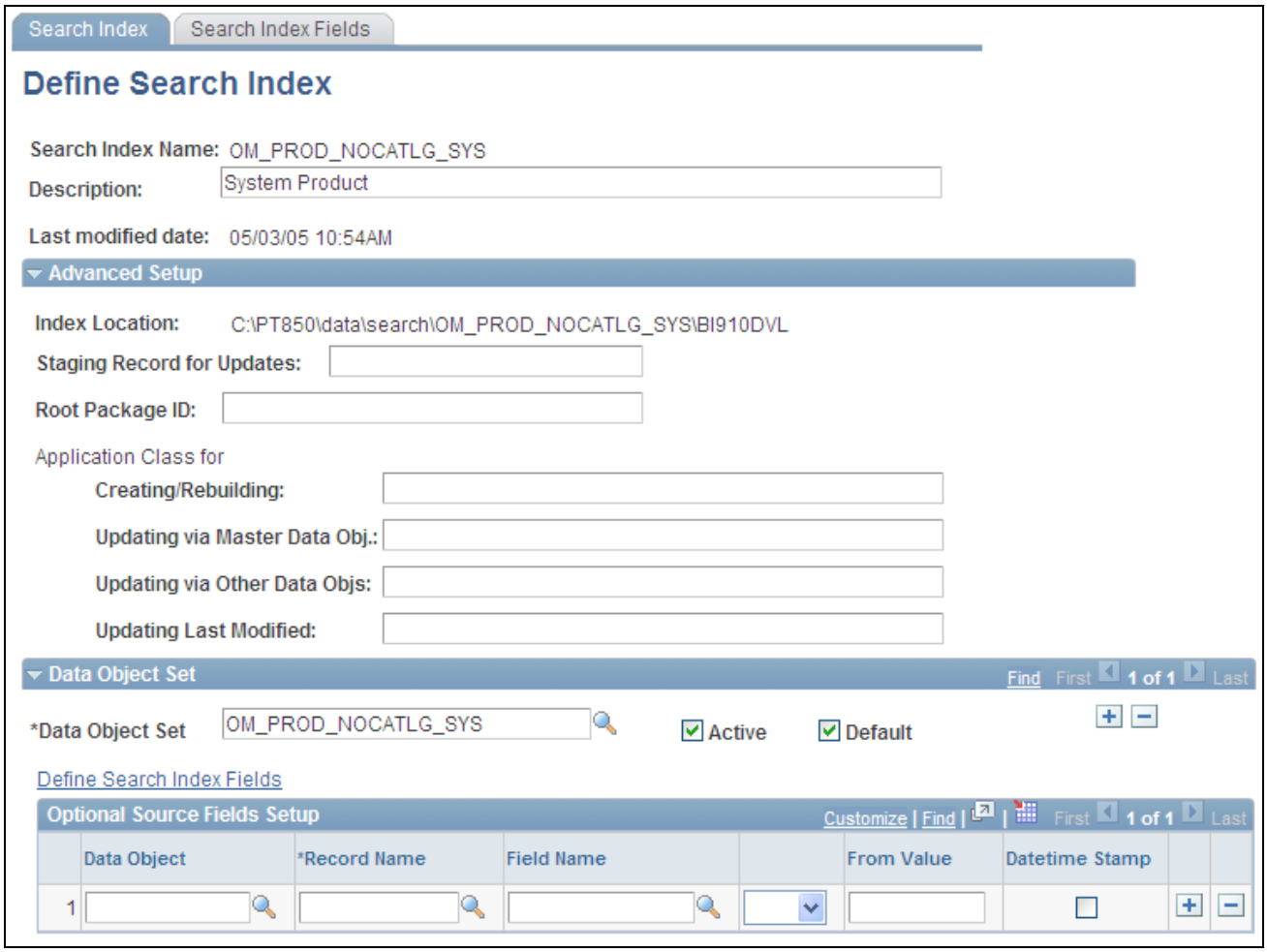


Search Index page

**Search Index Name** The name of the search index.

**Description** The description of the search index.

**Staging Records for Update** The record that stores the keys for incremental updates.

**Note.** This table must share the same key structure as the master table.

**Root Package ID** Identifies the application package that is used for indexing.

**Create/Rebuilding** The application class extending the AppSearchIndex class that handles creating/rebuilding a new search index.

**Update via Master Data Object** The application class extending the AppSearchIndex class that handles updating the search index based on selection criteria on the master table.

**Update via Other Data Objects** The application class extending the AppSearchIndex class that handles updating the search index based on selection criteria on other tables.


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| | |
|---|---|
| **Data Object Sets** | Select a registered data object set to limit data retrieval. |
| **Active** | Select *Active* for all source data object sets that the system can use for this index. |
| **Default** | Select *Default* to tell the system which data object set to display as the default when the user accesses the Build Search Index page. |
| **Datetime Stamp** | Identifies the field as a date/time stamp field. This is used to compare date/time when updating last modified. |

For each source data object set, you created a grouping of source data objects. In the Optional Source Field Setup section of the Search Index page, you can limit the amount of data that is retrieved from each source data object by creating a criterion. To do this:

1. Identify the record fields.
2. Define the search criterion, narrowing the set of data returned by the search by selecting one of the following values:

| | |
|---|---|
| < | Less than. |
| <= | Less than or equal to. |
| <> | Less or greater than. |
| = | Equal to |
| > | Greater than. |
| >= | Greater than or equal to |
| **Between** | Between two entries |
| **LIKE** | Similar to |

3. State the values of the specific field search criterion.

## Defining New Search Index Fields

Access the Define Search Index Fields page (Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Index, Search Index Fields).

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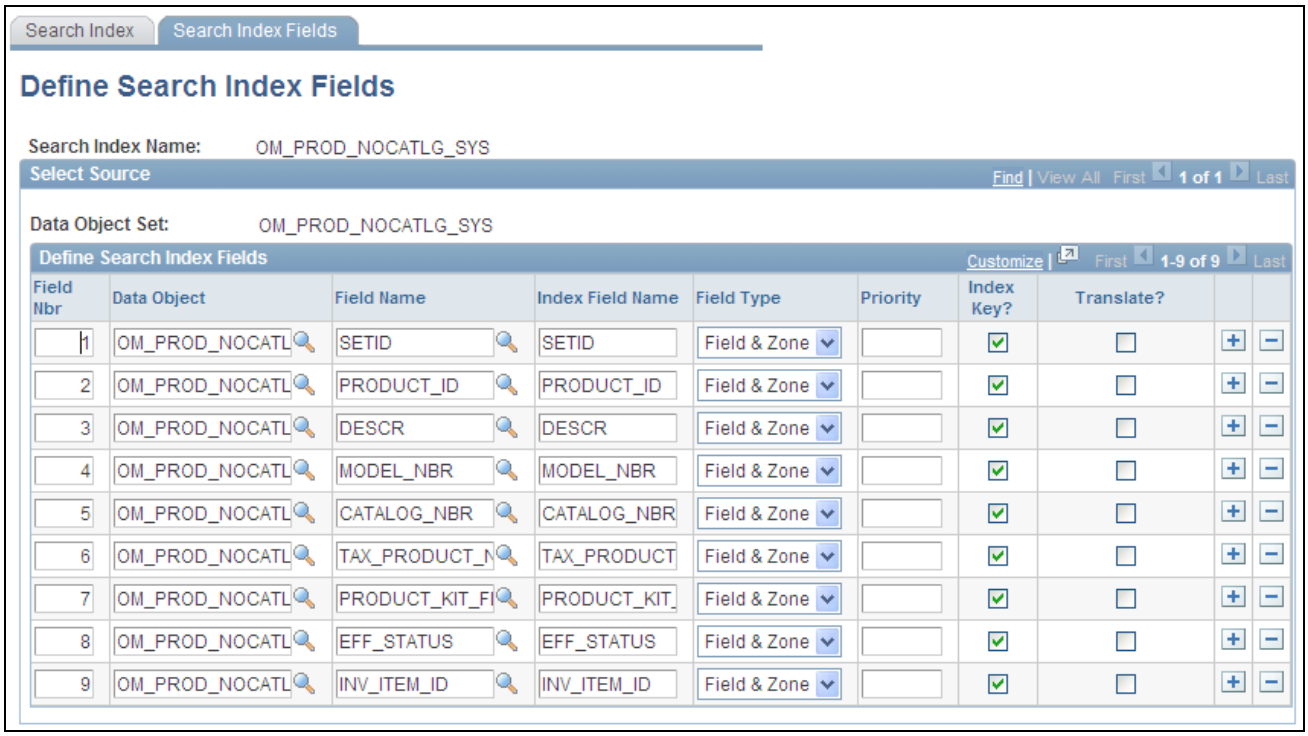


Define Search Index Fields page

Use this page to define specific fields that are stored in the search index file.

**Data Object** The name of the source data object as defined in the data object set assigned to this search index.

**Field Name** The name of the data object field.

**Index Field Name** The name of the search index field to be indexed into the collection. This name is the same as the record field name by default.

**Field Type** Indexed as a Verity field and zone.

**Priority** Identifies how the system determines which field values to use when two or more records contain the same field.

**Index Key** Indicates fields to drive the indexing process.

**Translate** Select Translate if the field needs related language processing.

Example of tasks required for adding a new simple field:

1. Insert a new field to the source data object that is used by the search index.
2. Identify the new field to be used for Verity indexing on the Search Index Field page.

This new field will be used in the Verity indexing engine for direct mapping.

Example of tasks required for adding a new field that requires customized processing:


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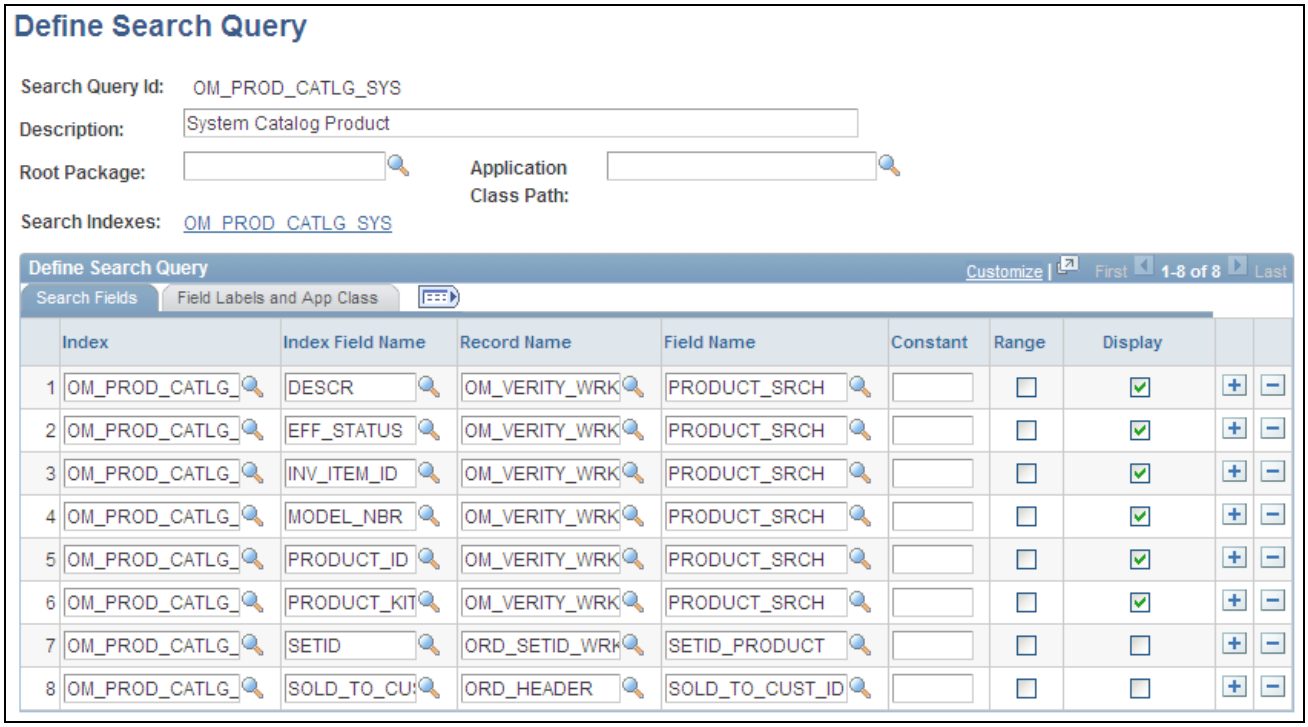
1. Insert a new field to the source data object that is used by the search index.
2. Identify the new field to be used for Verity indexing on the Search Index Field page.
3. Extend the appropriate source data object class to include special processing.

Example of tasks required for adding a new field from a new record:

1. Add a new record to the appropriate source data object that is used by the search index.
2. Identify and insert the new fields from this record in the Data Object Definition page.
3. In the Define Data Object Set page, use the *AnyDataObject* application class to provide default direct mapping from the data object fields to Verity fields.
4. Identify the new field to be used for Verity indexing on the Search Index Field page.
5. Extend the appropriate source data object class to include special processing.

## Defining a New Search Query

Access the Define Search Query page (Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Query).




Define Search Query page

### *Creating a Search Query*

Use this page to define a group of fields that appear as users search fields on the transaction search page.

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| | |
|---|---|
| **Search Query Id** | The ID for this search query definition. |
| **Description** | The description for this search query definition. |
| **Root Package** | The application package that handles the search query mapping. |
| **App Class** (application class) | The application class extending the Format class that controls the formatting logic for the field. |
| **Search Indexes** | Click to define which search indexes to associate with the result set of this query. You can select more than one index. |

### *Search Fields tab*

Select the Search Fields tab.

| | |
|---|---|
| **Index** | Defines the specific index that the query uses for the search. |
| **Index Field Name** | Enter the fields that are available for the search indexes associate with the selected search indexes. |
| **Record Name** | Enter the record names for the work record used in the transaction search scroll. |
| **Field Name** | Enter the work record fields that are used to enter search criteria when requesters are performing a search. This can also be fields that the system populates with search criteria in the background, for example SetID. |
| **Constant** | Search criteria that must always equal a specific, nonchanging value. |
| **Range** | Select to indicate that the search can be given a range. For example, *Price* can equal any amount from 20.00 USD to 25.00 USD. |
| **Display** | Defines whether the field is a background search criterion or a user-defined search criterion. |

### *Fields Labels and App Class Tab*

Select the Fields Labels and App Class tab.

If you are creating a new query, two options are available to display search fields on the Search Query page. You can either hard-code each field using Application Designer, or you can dynamically populate the searchable fields. The Field Labels and App Class tab is where you use messages to define field labels when the work grid is dynamically populated.

| | |
|---|---|
| **Msg Set** (message set) | The message set displayed as the search field label. |
| **Msg #** (message number) | The message number displayed as the search field label. |


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| | |
|---|---|
| **Root Package ID** | The application package ID for the specific field label. |
| **App Class Path** (application class path) | The application class for the specific field label. |

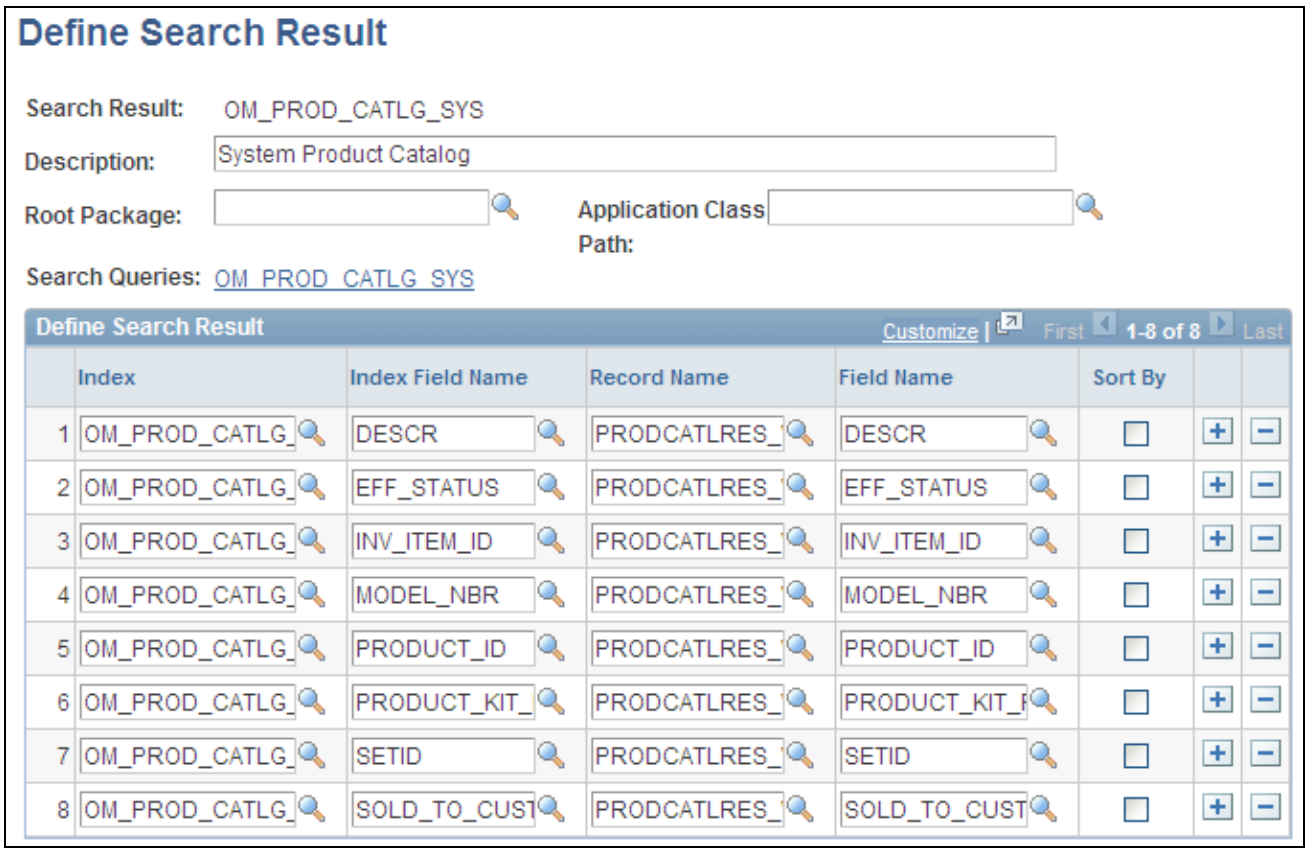
When the transaction search page appears, the following information is displayed on the page:

- The work record used for the search fields. For example, the user sees description.
- The work record used for the search fields by range, if any. For example, the user can enter a price range.
- The work record used for the search options grid. For example, the user can elect to use exact words or synonyms.

**Note.** Other fields, such as *Currency* in the case or price range, need to be manually created.

## Defining the Display for New Search Results

Access the Define Search Result page (Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Result).




Define Search Result page

Based on how you elect to display your search results, the values returned from the Verity search index are mapped to the appropriate component record fields.

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| | |
|---|---|
| **Search Result** | Displays the ID for this search result definition. |
| **Description** | Displays the description for this search result definition. |
| **Root Package** | The application package that handles the search result mapping. |
| **App Class** (application class) | The application class that handles the search result mapping. |
| **Search Queries** | Identifies the search queries that are associated with this result set. |
| **Index** | Defines the specific index that the query uses for the search. |
| **Index Field Name** | The fields that are available for the search indexes associated with the selected search indexes. |
| **Record Name** | The record names for the work record that is used in the transaction search result scroll. |
| **Field Name** | The work record fields that are used to store values of an index field returned after you perform a search. |

## Defining a New Search Option

Access the Define Search Options page (Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Options).

Use the Define Search Options page to enable users to search using the following options:

| | |
|---|---|
| **CASE** | Activate *CASE* if you require the search to be case sensitive. |
| **EXACT** | Activate *EXACT* if you require the search to have the exact word match. |
| **THES** (thesaurus) | Activate *THES* if using the thesaurus. |

## Creating and Updating the Verity Search Collection

Access the Build Search Index page (Setup Financials/Supply Chain, Common Definitions, Search Indexes, Build Search Index).


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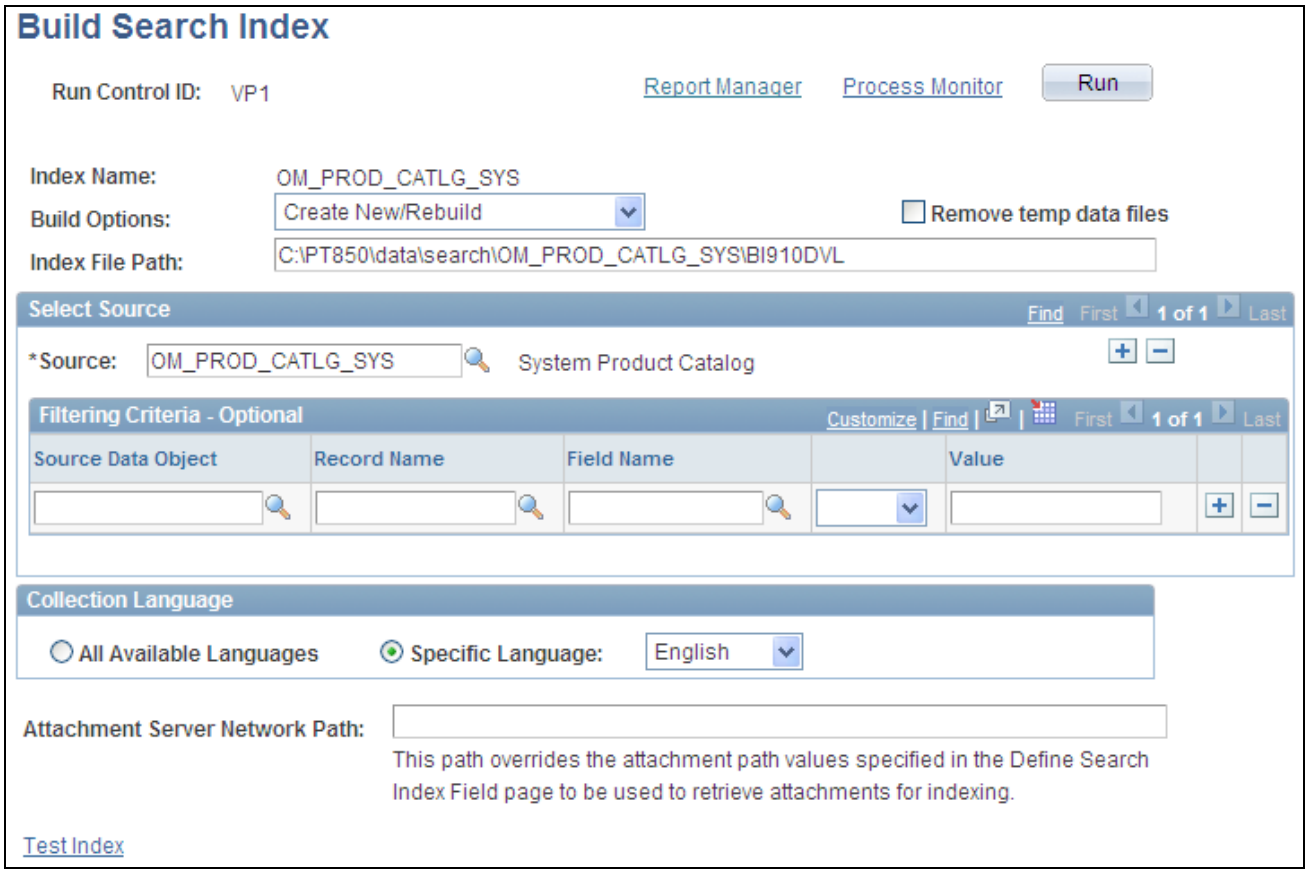


Build Search Index page

Use this page to define parameters for PeopleSoft Order Management customer and product searches. If you are not configuring the index, you need to complete these steps only:

1. Build a search index.
2. Run the Daemon process.

---

**Note.** If you will be configuring the index, you need to complete additional tasks prior to running these processes.

---

**Index Name** If you are configuring your own index, you will create a new index and name it what you want. If you are using the delivered index, the index name is *FDM_PV_ITEMCATALOG*.

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**Build Options**

Select the method that you want to use to build your search index. The filtering criteria changes based on the method that you select. Values are:

*Create New/Rebuild:* Indicates that you are creating or rebuilding an index, and that you can limit the data retrieval by specifying a *SetID.*

*Process Last Modified:* Runs the process based on the last modified incremental updates.

*Update All Items for a Vendor:* Enables you to limit the update to a specific *Vendor SetID,Vendor ID,* or both.

*Update Specific SetID or Items:* Enables you to limit the update to a specific *SetID,* range of *Item IDs,* or both.

*Update by Other Criteria:* Enables you to limit the update by assigning a value to any or all of the criteria:

- *Source Data Object*
- *Record Name*
- *Field Name*

**Source**

If further data filtering is required, you can select the source data object set to assign to this search index.

**Collection Language**

Select a language code. You can index Verity for each language, for example English, Spanish, or Dutch. This enables you to support multiple languages in one system.

**Index File Path**

This field is populated from the Application Configuration file. It is display-only.

**Note.** Ensure that the collection is accessible to all application servers and the process scheduler server that is running this process.

**Chunk Size**

Enter the number of rows to retrieve at one time when using the Verity search engine.

Select Run to run the process.


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Part 2

# Structuring Commissions, Buying Agreements, Claimbacks, and Rebates and Penalties

**Chapter 11**
**Structuring Commissions**

**Chapter 12**
**Creating Buying Agreements**

**Chapter 13**
**Working with Claimbacks**

**Chapter 14**
**Creating Independent Sales Rebates and Penalties**

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Chapter 11

# Structuring Commissions

This chapter provides an overview of commissions and discusses how to calculate commissions.

## Understanding Commissions

PeopleSoft Order Management enables you to determine commission rates in a variety of ways. Commission rates can be defined by employee or by product and can be earned by individuals or shared by teams. They can be granted at the order level or at the scheduled shipment level for quotes in addition to sales orders.

This section lists common elements and discusses:

- Team members.
- Methods for calculating commission rates.
- Commission application levels.

### Common Elements Used in This Section

| | |
|---|---|
| **Basis** | Time at which commission rates are determined, either at booking or at shipping. |
| **Support team** | Group of people working together to sell to or support a customer. You can assemble support teams and associate them with customers, quotes, sales orders, and sales buying agreements. |
| **Team member** | Individual who is part of a support team. Each team member has either a *commissionable* or a *non-commissionable* role. |
| **Commission schedule** | Sale amount, date ranges, and corresponding commission rates for support team members, also known as commission plans. |
| **Pro rata commission method** | Calculation method by which products determine commission rates, which are then distributed among team members. Available at the schedule level only. |

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## Team Members

PeopleSoft Order Management refers to your customer sales and support staff as *team members*.

Define groups of team members by employee role, such as account manager, sales manager, or customer support; such team member groupings are called *team member types*. Refine team member types further by associating them with customers, quotes, and sales orders.

---

**Note.** Support teams (groups of team members) do not have commissionable statuses. You cannot declare a support team eligible or ineligible for commissions as a team. Support teams are distinct from team member types.

---

Each team member type and each individual team member has a status of either commissionable or non-commissionable. That status determines whether the system calculates commission rates for team members. Determine commission statuses for team member types on the Team Member Types page, and commission statuses for team members on the Team Member Personal Data - Member Commissions page. The Member Commissions page takes precedence over the Team Member Types page. If the settings on the two pages conflict, the system uses the settings from the Member Commissions page.

## Methods for Calculating Commission Rates

PeopleSoft Order Management provides three methods for determining commission rates:

- Team member: A flat percent applied to every sales order for a particular team member.

  For example, a team member might receive a 10 percent commission rate on every sales order completed.

- Commission schedule: A varied range for sales date and sales amount applied to every sales order for a particular team member.

  The commission schedule method depends on the date and the minimum and maximum sales amount. You cannot use a date range only. For example, a team member might receive a 6 percent commission on sales orders completed in the first quarter of the year, and 8 percent on sales orders completed in the second quarter of the year, as the commission sales amount increases.

- Pro rata: Based on the ordered product, divided among team members.

  For example, set the commission rate for a product at 10 percent. Two team members are eligible to receive commissions for that product. To split the commission from that schedule evenly between the two team members, each team member receives a 5 percent commission for that schedule.

When you select a commission rate calculation method, some commission options are available and other options become unavailable. The table shows the options available for each of the three commission rate calculation methods:

| *Commission Rate Calculation Method* | *Available at Header Level* | *Available at Schedule Level* | *Rate Determinant* | *Rate Flat or Variable by Sales Amount* | *Time of Sales Amount Calculation* |
|---|---|---|---|---|---|
| Team Member | Yes | Yes | Team Member | Flat | Booking |


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| *Commission Rate Calculation Method* | *Available at Header Level* | *Available at Schedule Level* | *Rate Determinant* | *Rate Flat or Variable by Sales Amount* | *Time of Sales Amount Calculation* |
|---|---|---|---|---|---|
| Commission Schedule | Yes | Yes | Team Member, Sale Price, Date | Variable | Booking or Shipping |
| Pro Rata | No | Yes | Product | Flat | Booking |

## Commission Application Levels

PeopleSoft Order Management can determine commission rates at either the header level or the schedule level:

- Header level: Rates are established for the entire order or quote.

  Use one of the two calculation methods that are based on team member criteria: the team member method or the commission schedule method.

- Schedule level: Rates are established for individual schedules, where the team might vary or the commission rate might vary, based on the products sold.

  Use any of the three calculation methods: team member, commission schedule, or pro rata.

---

**Note.** Enter commission information at the header level even if you have chosen to calculate commissions at the schedule level. If you are calculating commissions by schedule, the system uses the commission information that you enter at the header level to create a commission template that changes by default to every schedule for the order; you can override that template.

---

# Prerequisites

Before you can calculate commission rates, set commission variables for your business units and products, and set up team members:

1. Establish whether or not commissions are calculated, and if they are, whether they are calculated at the header or schedule level on the Order Management Definition - Order Management Setup page.
2. Define products as commissionable on the Product Definition - Options page.
3. Establish commission settings on the Team Member Types page.
4. Establish commission settings for team members on the Team Member Personal Data - Member Commission page.
5. Set up a commission schedule on the Member's Commission Schedule page.

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### *See Also*

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing the Order Management Definition, page 24

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing Team Member Commission Schedules, page 69

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products," Establishing Product Definition Options

## Calculating Commissions

PeopleSoft provides you with the ability to calculate commission rates because the algorithms used to calculate commissions vary greatly, but leaves the computation of commission amounts to you. For example, the system informs you that a team member has earned a commission equivalent to 10 percent of a 1,000 USD shipment, but it does not calculate the actual amount–100 USD.

The system calculates commission rates on the Header Commissions page and the Schedule Commissions page.

**Note.** PeopleSoft Order Management does not calculate commission amounts; rather, it calculates commission rates by percentage. You can then calculate commission amounts in another application. For example, you could download commission rate information to a financial spreadsheet application and perform calculations there.

### *Calculating Commissions on Quotes*

The critical difference between sales orders and quotes commissions is that the system does not consider quotes when calculating a team members total bookings and shipments to determine that team members commission schedule level for a calendar period.

This section discusses how to:

- Calculate commissions at the header level.
- Calculate commissions at the schedule level.
- Run the Update Order Commission Data process.

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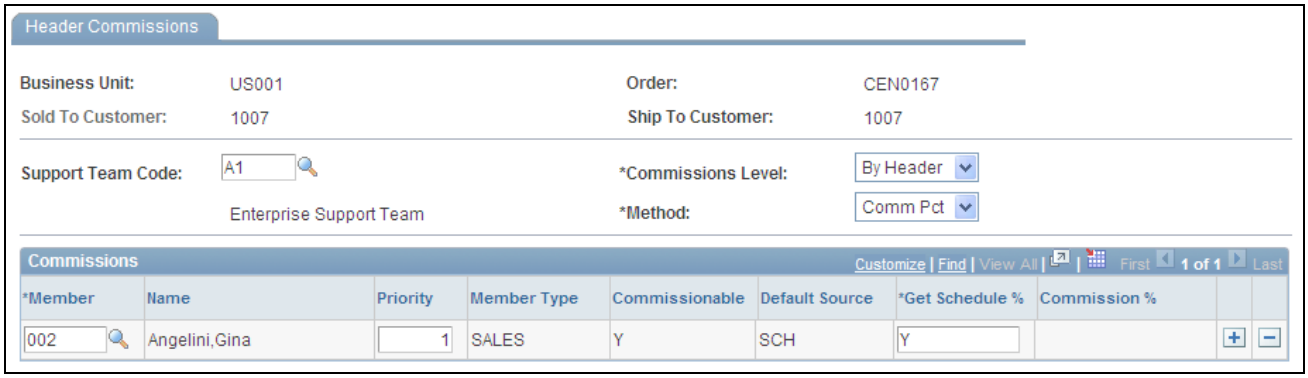
## Pages Used to Calculate Commissions

| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Header Commissions | ORDENT_HDR_COMM | Select Commissions from the Header Menu on the Order Entry Form page. | View or modify commission information for a sales order at the header level. |
| Schedule Commissions | ORDENT_SCH_COMM1 | Select Commissions from the Schedule Menu on the Shipment Schedules page. | View or modify commission information at the schedule level. |
| Update Order Commission Data | RUN_OMS5300 | Order Management, Quotes and Orders, Process Orders, Update Commission Information | Establish request parameters to calculate commission schedule percentages and create the commission Structured Query Report. |

## Calculating Commissions at the Header Level

Access the Header Commissions page (select Commissions from the Header Menu on the Order Entry Form page).




Header Commissions page

**Support Team Code** Displays the support team code, which appears by default from the General Miscellaneous Info (general miscellaneous information) page, associating the commission with the default team for orders by this customer.

**Note.** You can maintain support team information for an order regardless of whether any support team members are eligible to receive commissions.

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**Commissions Level** Select the commission level, which appears by default from your selection on the Order Management Setup page. Values are:

*By Header:* The Method field can only be *Comm Pct* (commission percentage).

*By Sched* (by schedule): The Method field can be either *Comm Pct* or *Pro-Rata.*

**Member** The system populates the member lines with members of the selected support team, thereby making those team members eligible to share this commission. You can change the default support team code or opt for no support team at all. You can also add or delete team members from the commission.

**Priority** Appears by default from the Support Team Members page. Confirm that the person selected as the *001* priority member is actually a member that has been identified as a salesperson on the Team Member Types page. If not, then you might have the wrong salesperson referenced on PeopleSoft Billing and Receivables documents.

**Member Type** Appears by default from the Member Commission page for the team member along with the Commissionable option. The default source can be either *SCH* (schedule), if the commission is based on a schedule, or *MBR* (member), if the commission is based on a flat rate.

**Get Schedule %** (get schedule percentage) Applies to commission schedule percentages only.

**Commission %** (commission percentage) Displays the commission percentage. Values are based on the Default Source field. If the default source is:

*MBR*: Percentage changes by default from the selection on the Members Commission page for the team member.

*SCH:* Percentage is updated after the Update Order Commissions Data process is run. The process determines the correct percentages from the commission schedule set up on the Member's Commission Schedule page, and populates the Comm Pct field with that value.

*SCH:* when you are using the Pro-Rata method: Enter a portion of 100 percent for each team member who shares the commission for the product. The commission percentage for the product is established on the Product Definition - Options page. The total of the values entered for Comm Pct can be any amount from 0 to 100. The split between the commission points of the various team members must equal to 100 percent.

---

**Note.** Commissions are not calculated or paid on orders. The information is optional and is not currently used for any calculations.

---

## Calculating Commissions at the Schedule Level

Access the Schedule Commissions page (select Commissions from the Schedule Menu on the Shipment Schedules page).


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Schedule commission information appears by default from the Header Commissions page. You can override the commission percent and commission rate calculation method settings here at the schedule level. You can also add or delete team members from the commission.

### *See Also*

Chapter 11, "Structuring Commissions," Calculating Commissions at the Header Level, page 145

## Running the Update Order Commission Data Process

Access the Update Order Commission Data page (Order Management, Quotes and Orders, Process Orders, Update Commission Information).

The Update Order Commission Data process is the final step in commission rate calculation. The process:

- Populates orders from electronic data interchange with commission information under these circumstances:
  - The Support Team field on the order header is blank.
  - The Commission Level field on the order header is blank, or the value in it matches the default commission level for the business unit.
- Calculates commission rates for schedules by searching tables to determine what each team member has sold in the past and the team members' schedule levels.

  The process then calculates the commission rate for the order under these circumstances:
  - The order has a commission method of commission percentage.
  - There are team members whose default source for commission percentage is commission schedules.
- Generates the Update Order Commission Data report.

### *Update Options*

**Default Commissions Data** Displays the default commissions data. The system populates commission for orders entered by EDI/XML. The system enters the default support team data for the ship to customer and commission information for each member of the team.

**Schedule Percentage Commission** Displays the schedule percentage commission. The system calculates the team members total bookings or shipments for the period in which the order falls (defined by the Date From and Date To fields on the team members commission schedule), and calculates the commission rate. The process enters commission percentages for both sales orders and quotes, but quotes are not considered in calculating the total bookings or shipments for a team member.

**Both** Populates commission data for orders entered by EDI/XML to calculate commission percentage for commission schedules.

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### *Order Selection Option*

**By Get Percent Flag** Uses commission lines when the Get Pct flag is selected on the Header Commissions page or the Schedule Commissions page.

**Note.** If you select this option and you want the process to consider all orders, select Schedule Percentage Commission, not both, in the Update Options group box.

**By Order Date Range** Uses all commission lines for orders within the specified date range for the team members whose commission percent source is *SCH*, and ignores the Get Pct flag value.

**Note.** If you select this option, the system overrides any values entered in the percent field manually where a schedule is the default source, even if you have not selected the Get Pct flag.

**From Date** and **Through Date** Enter the from date and the through date for the orders that you want the process to consider.

### *Bookings/Shipments Calculation Option*

**Commissionable Lines Only** All sales order lines or only commissionable lines can be included when calculating the total bookings or shipments for a team member. This affects calculations when you are processing sales orders for commissions calculated at the header level. If the option is not selected, the process includes all of the lines on the sales order. When the option is selected, the process includes only those lines whose products are commissionable. When calculating commissions at the schedule level, only commissionable lines have commission records, so there are no non-commissionable lines for the system to consider.

**Note.** If non-commissionable lines are included in the process, the system uses them only to determine which level of the commission schedule applies to order headers or schedules. Commission percentages are applied to headers and schedules that include commissionable products only.


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Chapter 12

# Creating Buying Agreements

This chapter provides an overview of buying agreements and discusses how to:

- Set up buying agreements.
- Maintain additional buying agreement information.
- Maintain additional buying agreement line information.
- Copy quotes or existing buying agreements.
- Create sales orders from buying agreements.
- Use buying agreement rebates and penalties.
- Inquire about buying agreements.

## Understanding Buying Agreements

Through the use of buying agreements, you can structure flexible and easy-to-use buying arrangements for customers or groups of customers. A buying agreement is a schedule between you and the customer defining terms and conditions. Buying agreements enable you to:

- Define a beginning and end date and a maximum amount.
- Specify the minimum dollar value per order placed.
- Define certain shipping defaults for all sales orders.
- Define all products and product groups that are to be included.
- Define special pricing terms for a customer or customer group.
- Maximum and minimum line item ordering quantities for each line item.
- Generate sales orders automatically when the customers know in advance when products are needed.
- Create sales orders in situations where shipment scheduling is unknown.
- Create rebates and penalties.

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## Common Elements Used in This Chapter

**Product Source** Appears by default from the General Information - Sold To Options page.

*System:* Use the product IDs that are in the system. If the buying agreement applies to a customer group, this option is the default and cannot be changed.

*Customer:* Use the customer's part numbers.

# Setting Up Buying Agreements

To define buying agreements, use the Buying Agreement component.

This section discusses how to enter buying agreement header information.

## Pages Used to Set Up Buying Agreements

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Buying Agreement Type | CONTRACT_TYPE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Buying Agreement Type | Define codes that can categorize buying agreements. Buying agreement types categorize buying agreements for reporting purposes or mark buying agreements with similar renewal characteristics, such as annual purchase agreements. |
| Buying Agreement Form | SCON_FORM | Order Management, Buying Agreements, Create Buying Agreement | Enter buying agreement header information. Define to whom the buying agreement applies (this can be a customer or customer group) and the effective dates of the buying agreement. Enter buying agreement line information including associated product groups or product IDs and establish pricing for those products. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Refresh Buying Agreement Prompt Table | RUN_OMS2001 | Order Management, Buying Agreements, Create Buying Agreement, Refresh Prompt Table | Establish parameters to initiate the process to update the active buying agreement table if you make changes by using electronic data interchange (EDI) or a conversion program to buying agreements, sold to customers, customer groups, products, or product groups. The system automatically updates this table whenever changes are made online. |
| Close Agreement | RUN_OM_CLOSE_SCON | Order Management, Buying Agreements, Convert and Close Agreements, Close Buying Agreement | Establish process parameters to close buying agreements that reach their expiration dates, the buying agreement ending date plus grace days. Once closed, the buying agreement cannot be referenced on sales orders or quotations. |

## Entering Buying Agreement Header Information

Access the Buying Agreement Form page (Order Management, Buying Agreements, Create/Update Buying Agreement).

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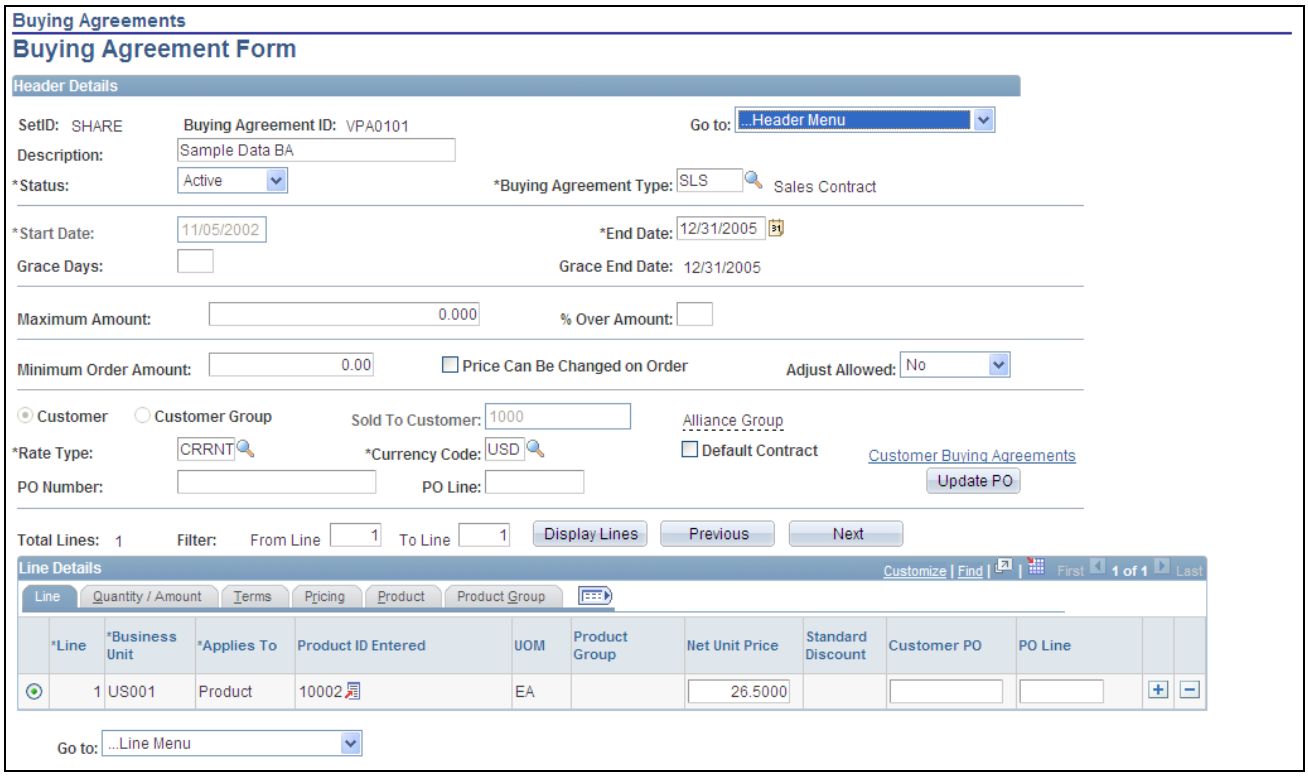


Buying Agreement Form page

**Note.** If you enter orders against a buying agreement or if orders are automatically created from releases, the only changes that you can make on the buying agreement line are in the Maximum Quantity (or Amount) and % Over fields.

**Copy**

In Add mode, click to copy data from an existing buying agreement or from a quote.

**Note.** When you copy a Buying Agreement, do not copy the PO Number and PO Line.

**Status**

Values are:

*Active:* Can be referenced on orders and copied to another buying agreement.

*Canceled:* Is not valid and cannot be referenced on orders. Canceled buying agreements can be copied.

*Hold:* Is on hold for an indefinite period of time and cannot be referenced on orders. Buying agreements that are on hold can be copied.

*Closed:* All terms are fulfilled or the buying agreement is expired. Closed buying agreements cannot be referenced on orders but can be copied.

**Buying Agreement Type**

Established on the Buying Agreement Type page.


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**Start Date** and **End Date**
Enter for the buying agreement. The system date is used as a default for the start date. The term of the buying agreement can span multiple fiscal years.

**Grace Days**
Enter the number of days that needs to be added to the end date to obtain the grace end date (in Display mode). If you do not want to provide an extension, enter *0.*

**Maximum Amount** and **% Over Amount** (percentage over amount)
To permit buying agreement orders to exceed the maximum amount by that tolerance percentage. These fields are for information only.

**Minimum Order Amount**
Enter the smallest dollar value for which the buying agreement pricing applies. This field is for information only.

**Price Can Be Changed on Order**
To enable the price to be changed on the quote or order. Otherwise, you cannot adjust the price manually and repricing the sales order does not change the price for lines that are associated with this buying agreement.

**Adjustment Allowed**
Set to *Yes* if you want to allow this buying agreement to be eligible for adjustments. Set to *No* if you do not want this buying agreement to be eligible for additional pricing adjustments.

**Note.** Allowing buying agreements to be adjusted can also be controlled at the customer, group, and Order Management business unit level.

**Customer** or **Customer Group**
Select either, and then select a value from the available options.

**Important!** You can apply a buying agreement to a customer group only if you designate the group as a sales buying agreement group type on the Customer Group Table page.

**Currency Code**
Identifies the customer's currency for the buying agreement.

**Rate Type**
Identifies the market rate type that is associated with the currency code that is on the buying agreement.

**Default Contract**
Indicates that this is the primary buying agreement for the customer or customer group. This buying agreement is selected by default on any sales orders that are entered for the sold to customer or a sold to customer in the specified customer group.

**PO Number**
Enter the customer's PO number for the buying agreement. This PO number can be used to default to new buying agreement lines or to update existing buying agreement lines when using the Update PO button. The PO number will also default to any order releases that are created and to the sales order when the buying agreement is entered on the sales order header or line. This field is required when an order release is created if indicated on the default bill-to customer for the sold-to customer.

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**PO Line** Enter the customer's PO line number for the buying agreement. This PO line number can be used to default to new buying agreement lines or to update existing buying agreement lines when using the Update PO button. The PO line number will also default to any order releases that are created and to sales order lines when the buying agreement is entered on the sales order line. This field is required when an order release is created if indicated on the default bill-to customer for the sold-to customer.

**PO Number Required** The PO Number Required checkbox is displayed when the default bill-to customer for the sold-to customer indicates that the PO Number is required.

**Update PO** Click to copy the PO Number and PO Line from the Buying Agreement header and populate all buying agreement lines with the same information. The user will be prompted to determine if the system should overwrite existing values on the line.

**Customer Buying Agreement** Click to copy data from quotes or buying agreements for a designated sold to customer or customer group.

### *Line*

**Applies To** Select whether the buying agreement line applies to a product or a product group.

**Product Source** Select the product source; the available options are *Customer* and *System.*

**Product ID Entered** Enter a product ID. The products that are available are determined by the catalogs, if any, that are associated with the sold to customer on the General Information - Product Catalog page.

---

**Note.** If the buying agreement is for a customer group, all the products that are in the system are available.

---

**Customer Item Number** The customer's part number, or product alias, appears in the Customer Item Number field, if you define an alias on the General Information - Product Aliases page and the product source is *Customer.* The system product ID appears in the Product ID field.

**Customer PO** Enter the customer's PO number for the buying agreement line. The Customer PO number will default to any order releases that are created for the buying agreement line and to sales order lines when the buying agreement line is entered on an order line.

**PO Line** Enter the customer's PO line number for the buying agreement line. The PO line number will default to any order releases that are created for the buying agreement line and to sales order lines when the buying agreement line is entered on an order line.


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**Note.** You can configure the maximum number of lines displayed on buying agreements on the Installation Options - Order Management page.

### *Quantity/Amount*

The Quantity/Amount fields vary depending on the selection of Product or Product Group in the Applies To group box and the selection of Quantity and Amount.

**Maximum Quantity (or Amount)**

Defines the maximum ordering limit for the product during the buying agreement period. This field places a lower limit on the quantity that you can enter on an order line that references the buying agreement line. Orders that violate these limits can be placed on hold, depending on the parameters for business unit holds that you establish on the Holds Processing page.

You can define a maximum for a buying agreement line by quantity or amount for products, but only by amount for product groups.

**Note.** You can generate releases only for buying agreement lines that specify a quantity. You cannot generate sales orders from buying agreement lines that specify an amount.

**UOM**(unit of measure)

Enter separate buying agreement line products in different UOMs.

**% Over** (percentage over)

If the business unit parameters that are established on the Holds Processing page define a hold on sales orders that surpass a maximum quantity or amount for a buying agreement, enter a tolerance to override that hold.

### *Terms*

**Rebate ID** and **Penalty ID**

Select either a rebate ID, penalty ID, or both if you are implementing rebates and penalties to administer rebates and penalties when the customer meets or does not meet the buying agreement terms.

**Payment Terms ID** and **Payment Method**

To select different options for the line than those from the Buying Agreement Header - Terms page.

### *Pricing*

**Exclusive Pricing ID**

To link pricing with the buying agreement line if the buying agreement applies to a single customer and the buying agreement line identifies a single product. Exclusive pricing is established on the Arbitration Plan page by tying a price rule to an arbitration plan. The exclusive pricing ID is used to derive the net unit price for the buying agreement line.

**Ship To Customer**

The field is linked to the sold to customer that is selected on the buying agreement header. Choose a different ship to customer for the buying agreement line. This field is unavailable for entry if the buying agreement applies to a customer group.

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**Ship From INV BU** (ship from inventory business unit) The highest-priority Inventory business unit, the one with the highest priority assigned number in the ship to customer's distribution network, is used as the default in the field. This field is unavailable for entry if you define the buying agreement for a customer group or if the line references a product group.

**Net Unit Price** If you enter a value in this field, you cannot enter an exclusive pricing ID. If the buying agreement applies to a product group, enter a single net unit price, which the system uses for all products in the group.

**List Price** From the Inventory business unit if the product can be stocked.

**Extended Net Amount** and **Extended List Price** The net unit price or list price multiplied by the maximum quantity.

**Standard Discount** To apply a standard discount to the buying agreement. The discount is applied to the net unit price on the sales order if this buying agreement line is assigned. It is not applied to the net unit price of the buying agreement.

### *Product*

**Product** Enter a product ID. The products that are available are determined by the catalogs, if any, that are associated with the sold to customer on the General Information - Product Catalog page.

The customer's part number, or product alias, appears in the Customer Item Number field, if you define an alias on the General Information - Product Aliases page and the Product Source is *Customer*. The system product ID appears in the Product ID field.

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**Note.** If the buying agreement is for a customer group, all the products that are in the system are available.

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### *Product Group*

**Product Groups**

Available options differ, depending on whether catalogs are associated with the sold to customer.

- If the customer does not use catalogs, the product groups that are available must be defined as a *Buy Agrmnt* (buying agreement) product group type on the Product Groups page.
- If you attach catalogs to the customer, the available product groups must be included in the customer's catalog. The product groups that are available if the buying agreement applies to a customer group must be defined as a buying agreement product group type on the Product Group Table page

**Note.** If you define a buying agreement for a customer group and a product group, it is possible that customers with attached catalogs might be included in a buying agreement for products that they are not authorized to buy. If this occurs, the system notifies you at order entry.

# Maintaining Additional Buying Agreement Information

This section provides information about entering or modifying additional information for the options available under the Header menu section of the Buying Agreements form.

This section discusses how to:

- Enter additional information about the buying agreement.
- Associate attachments with the buying agreement header information.
- Associate notes with the buying agreement header information.

## Pages Used to Maintain Additional Buying Agreement Header Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Header Additional Information | SCON_HDR2 | Select *Additional Info* in the Header menu field on the Buying Agreement Form page. | Enter information about buying agreements, negotiators, contacts, and record reason codes for changes to the buying agreement. |
| Header Attachments | SCON_HDR_ATT | Select *Attachments* in the Header menu field on the Buying Agreement Form page. | Attach various media to a buying agreement at the header level. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Buying Agreement Usage | SCON_HDR_USAGE | Select *Buying Agreement Usage* in the Header menu field on the Buying Agreement Form page. | Review sales order buying agreement lines by line, order, or product. |
| Header Competitors | SCON_HDR_CMPT | Select *Competitor Information* in the Header menu field on the Buying Agreement Form page. | Enter information about the competition for a buying agreement. |
| Customer Conversations | FS_CONVERSATIONS | Select *Customer Conversation* in the Header menu field on the Buying Agreement Form page. | View or add conversations about or with a customer.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations." |
| Line Summary | SCON_HDR_ORDER | Select *Line Summary* in the Header menu field on the Buying Agreement Form page. | Review buying agreement line information. |
| Header Notes | SCON_HDR_NOTE | Select *Notes* in the Header menu field on the Buying Agreement Form page. | Add notes to the header buying agreement. |
| Header Terms | SCON_HDR_TRMS | Select *Terms* in the Header menu field on the Buying Agreement Form page. | Define payment and shipping options. |

## Entering Additional Information About the Buying Agreement

Access the Header Additional Information page (select *Additional Information* in the Header menu field on the Buying Agreement Form page).

**Contact Sequence Number** The primary contact that is established for the sold to customer on the Contact Customer page in the Maintain Contact menu.

**Product Source** Select type of product ID for the buying agreement to identify the ordering product preference for the sold to customer. Options are: *Customer, System, UPC,* or *Universal.*

**Team Member** Enter any number of people who are responsible for negotiating the buying agreement. Associate team members with a buying agreement ID in order to populate the Buying Agreement Renewal letter and the Buying Agreement Status report. You can also define a workflow to route buying agreement renewal notices to those individuals.


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**Reason Code** Enter a reason code if you make any changes to the buying agreement or if you change the status of the buying agreement to *Hold.* The description of the reason code appears. Reason codes with a reason type of sales buying agreement must already be defined in the Establish Order Processing menu.

## Associating Attachments with Buying Agreement Header Information

Access Header Attachments page (select *Attachments* in the Header menu field on the Buying Agreement Form page).

**Add** Click this button to browse for and add an attachment.

**View** After you upload an attachment, click this button to view it.

**Attached File** After you upload an attachment, its name appears here.

**Attachment Type** Enter the file type and add a description of the multimedia item that you are attaching.

**Note.** Attachment type is not a file extension, but a categorization of the attachment defined through system configuration on the Attachment Types page.

## Associating Notes with Buying Agreement Header Information

Access the Header Notes page (select *Notes* in the Header menu field on the Buying Agreement Form page).

**Sequence** Determines the order in which notes are printed on the selected documents.

**Classification** Select a value:

*Standard:* Assigns a standard note. For this value, select a standard note code. Standard notes are created on the Common Definitions Standard Notes page.

*Custom:* Creates a custom note. For this value, select a note type, and then enter the custom note in the text field.

**Use Predefined Standard Note** Select this option to use a predefined note for your customer note.

**Note Code** Enter the note code for this note. If you are using predefined standard notes, select the standard note to assign to this page or type in the note code. The note type, note text, key words, and print on documents are displayed.

**Note Type** For custom notes, select the note type.

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**Documents To Print The Note On** For custom notes, select *Buying Agreement Renewal* or *Buying Agreement Status.*

## Defining payment and shipping options

Access the Header Terms page (select *Terms* in the Header menu field on the Buying Agreement Form page).

**Use Preferred Freight Carrier** If a carrier is entered for the buying agreement terms, this field indicates whether the carrier has been designated for freight purposes.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Basic Setup Steps for Freight Charges.

**Deliveries Restricted to Order** Indicates whether more than one sales order can be assigned to the same delivery.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Understanding the Delivery Management Setup Steps.

# Maintaining Additional Buying Agreement Line Information

This section lists the pages used to enter or modify additional information for the options available under the Line menu section of the Buying Agreements form.

## Pages Used to Maintain Additional Buying Agreement Line Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Line Attachments | SCON_LINE_ATT | Select *Attachments* in the Line menu field on the Buying Agreement Form page. | Attach various media to a buying agreement at the line level.<br>See Chapter 12, "Creating Buying Agreements," Associating Attachments with Buying Agreement Header Information, page 159. |
| Line Competitors | SCON_LINE_CMPT | Select *Competitor Information* in the Line menu field on the Buying Agreement Form page. | View and add information about competitors. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Line Usage | SCON_LINE_ATT | Select *Line Usage* in the Line menu field on the Buying Agreement Form page. | Review buying agreement line usage. |
| Line Notes | SCON_LINE_NOTE | Select *Notes* in the Line menu field on the Buying Agreement Form page. | Associate standard or custom notes with a buying agreement at the line level.<br>See Chapter 12, "Creating Buying Agreements," Associating Notes with Buying Agreement Header Information, page 159. |

# Copying Quotes or Existing Buying Agreements

You can copy quotes or existing buying agreements to new buying agreement.

1. In Add mode, click the Copy link on the Buying Agreement Form page to copy from an existing buying agreement or from a quote.

   Select Quotes or Buying Agreements.

2. Select the quote on the Quotes by Customer page or buying agreement on the Buying Agreements by Customer page from which you want to copy information.

   Select whether to copy the header, all or some on the lines for the quote or buying agreement.

3. Use the Quote Lines page or Buying Agreement Lines page to copy the individual lines to the buying agreement.

## Pages Used to Copy Quotes or Existing Buying Agreements

| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Buying Agreement Form | SCON_HDR1 | Order Management, Buying Agreements, Create Buying Agreement, Buying Agreement Form | Use the Buying Agreement Form page to begin entering buying agreement header information. |
| Quotes by Customer | SCON_QUOTE_SEC | Click the Customer Buying Agreements link on the Buying Agreement Form page, and select Quotes on the Selection Criteria page. | Copy quotes to a new buying agreement. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Quote Lines | SCON_QUOTE_LINE | Select a quote to copy from the Quotes by Customer page and select Selective in the dialog box that appears.<br>Select a quote and click the Show Detail Entry link on the Quotes by Customer page. | Copy quote lines from an existing buying agreement to a new one or view the quote lines. |
| Buying Agreements by Customer | SCON_CUST_SEC | Click the Customer Buying Agreements link on the Buying Agreement Form page, and select Buying Agreements on the Selection Criteria page. | Copy an existing buying agreement to a new buying agreement. |
| Buying Agreements Lines | SCON_CUST_LINE | Select a buying agreement, and click the Show Detail Entry link on the Buying Agreements by Customer page. | Copy lines from an existing buying agreement to a new one or view line information.<br>Select a buying agreement to copy from the Buying Agreements by Customer page, and select Selective in the dialog box that appears. |

# Creating Sales Orders from Buying Agreements

This section lists common elements and discusses how to:

- Create buying agreement line releases.
- Process sales orders that are created from buying agreements.
- Generate ad hoc sales orders for buying agreements.

## Common Elements Used in This Section

**Order Creation** Values are: *Single Ord for Each Contract* (single order for each contract) or *Single Ord for Multi Buying Contracts* (single order for multiple buying contracts).

**Release Quantity** This quantity must be equal to or greater than the minimum order quantity that you define on the Buying Agreement - Line page and must be in the valid increment for the product. Establish valid product-ordering increments by UOM on the Product Attributes by UOM page.


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**Ship To Customer** Displays information from the Buying Agreement - Line page. Change the ID if you want the release to go to a different ship to customer.

## Pages Used to Create Sales Orders from Buying Agreements

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Line Release | SCON_LINE_RELEASE | Click the Release Information link from the buying agreement header or line level. | Set up buying agreement releases when you know the customer's scheduling requirements. |
| Create Sales Orders | RUN_OM_SCON | Order Management, Buying Agreements, Convert and Close Agreements, Convert Agreements to Orders, Create Sales Orders | Set up the parameters for the Create Sales Orders process (OMCNTRCT). The Create Sales Orders process automatically generates sales orders from the buying agreement releases that are defined on the Line Release page. |
| Generate Order By Customer | SCON_CREATE_SO | Order Management, Buying Agreements, Convert and Close Agreements, Convert Agreement by Customer, Generate Order by Customer | Create sales orders online for sold to customers. |

## Creating Buying Agreement Line Releases

Access the Line Release page (click the Release Information link from the buying agreement header or line level).

**Start Date** Enter the date and optionally the start time from which all releases are to be built.

**Copy Line Release** Click the link to populate the bottom of the page with the number of releases that are entered.

**Order To Date Quantity** Displays the total quantity that is already entered on sales orders that reference the buying agreement line. The quantity is calculated by taking all the order lines that reference the buying agreement line, unless they are canceled, and subtracting the returned material authorization quantities, if they are returned in the same unit of measure.

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**PO Number** Enter the customer's PO number for the line release or let it default from the buying agreement line. This PO number can be used to default to new release schedules or to update existing release schedules when using the Update PO button. The PO number will default to any order releases that are created for the buying agreement. This field is required if indicated on the default bill-to customer for the sold-to customer.

**PO line** Enter the customer's PO line number for the line release or let it default from the buying agreement line. This PO line number can be used to default to new release schedules or to update existing release schedules when using the Update PO button. The PO line number will default to any order releases that are created for the buying agreement. This field is required if indicated on the default bill-to customer for the sold-to customer.

**PO Number Required** The PO Number Required checkbox is displayed when the default bill-to customer for the sold-to customer indicates that the PO Number is required.

**Update PO** Click to copy the PO Number and PO Line from the Line Release and populate all release schedules with the same information. The user will be prompted to determine if the system should overwrite existing values on the line.

**Interval** Values are: *Each Month, Every Day, Every Hour, Every Week,* and *Quarterly.* In the For field, enter the number of releases to create for the interval that you select.

**Note.** The Release Quantity value multiplied by the value in the For field cannot exceed the value in the Order To Date Quantity field for the line.

**Change Planning Flags** Use to *Select All* or *Deselect All* buying agreement lines for PeopleSoft Supply Planning.

**Schedule, Requested Arrival Date, Requested Arrival Time,** and **Release Quantity** The system automatically populates the fields based on the interval and the number of releases that are selected.

**Include in Planning** Select to enable PeopleSoft Supply Planning to consider release quantities in the planning algorithms.

**Order** Appears along with the Line field when a sales order is automatically created for the buying agreement line release.

**Note.** You can define buying agreement releases only for single-customer buying agreements in which the buying agreement lines specify a quantity.

## Processing Sales Orders Created from Buying Agreements

Access the Create Sales Order process page (Order Management, Buying Agreements, Convert and Close Agreements, Convert Agreements to Orders, Create Sales Orders).


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**Sold To Customer** — If this customer has open buying agreements with established buying agreement releases, the orders are created from the releases. If you leave this field blank, the process creates orders for all sold to customers with open buying agreement releases.

**Request Arrival Thru Date/Time** (request arrival through Date/Time) — The system creates order lines for buying agreement releases, starting with the current date and ending with the date and time that you enter here. The time must be entered in the field to the right of the calendar button manually.

When an order is created and a Buying Agreement is entered on the header that has a PO Number; that PO Number will be displayed as the default. If a PO number previously existed it will be overwritten. The PO Number is then populated to the line level for new lines. It is not updated on existing lines.

---

**Note.** After you run the Create Sales Orders process, run the Order Completion process (OM_BACKGRND) to access the orders in the standard order entry pages. After running the Order Completion process against the orders, run the Hold Checking (OM_HOLD), Credit Checking (OM_CREDIT), and Populate Demand (OM_DEMAND) processes to move the orders into inventory fulfillment.

---

## Generating Ad Hoc Sales Orders for Buying Agreements

Access the Generate Order by Customer page (Order Management, Buying Agreements, Convert and Close Agreements, Convert Agreement by Customer, Generate Order by Customer).

**Order Status** — The selection becomes the default on the sales order that is created from the buying agreement.

**Order Group** — Appears by default along with Source from user preferences, or select values that appear by default on the sales orders that are created from the buying agreement.

**PO Number** — Enter a value in this field and a PO Line if the customer requires this information on the sales order. The PO number and PO line will default from the buying agreement header if they have been entered.

When you save your work and the system creates a sales order, order information appears in the group box.

---

**Note.** After you create these orders, run the Order Completion process to access the orders on the standard order entry pages. After running the Order Completion process against the orders, run the Hold Checking, Credit Checking, and Populate Demand processes to move the orders into inventory fulfillment.

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# Using Buying Agreement Rebates and Penalties

To define rebate and penalty definitions, use the Rebate Penalty Definition and Rebate Penalty Table components.

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To enhance control of the buying agreement relationships that you have with customers, you can implement rebate and penalty calculations for sales buying agreements.

This section discusses how to:

- Set up formulas to calculate rebates and penalties.
- Set up the points to calculate rebates and penalties.
- Set up the parameters for applying the rebate or penalty.
- Establish the parameters for the rebate and penalty calculation process.
- View and alter the rebate or penalty information.
- Populate the Billing interface tables.

## Pages Used to Set Up Buying Agreement Rebates and Penalties

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Accounting and Billing | BUS_UNIT_TBL_OM5 | Click the Accounting and Billing link on the Order Management Definition - Order Management Setup page. | Specify a rebate product, penalty product ID, and rebate/penalty bill by ID. |
| Rebate Penalty - Definition | RBT_PNLTY_DEFN | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition | Set up the comparison basis and parameters for the rebate or penalty that the system uses to calculate rebates and penalties. Define how the system should compare the current sales. Define whether the comparison must be on the basis of amount, percentage of amount, quantity, or simply check whether the customer meets the buying agreement terms. Define whether the rebate or penalty should be calculated as a flat amount or as a percentage of an amount. |
| Rebate Penalty - Definition Step | RBT_PNLTY_DEFN_STP | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition Step | Define the points at which the penalty or rebate amount or percentage changes. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Rebate Penalty Table | RBT_PNLTY_TABLE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate Penalty Table | Define the qualified sales orders to consider when calculating the rebate or penalty. Select the basis on which the rebate or penalty is to be calculated. Before you select a rebate and penalty definition, establish rebate and penalty definitions on the Rebate Penalty - Definition page. |
| Calculate Rebates/Penalties | RUN_OM_REBATES | Order Management, Buying Agreements, Rebates and Penalties, Calculate Rebates/Penalties | Establish the parameters for the Calculate Rebates/Penalties process. |
| Rebates and Penalties | SCON_REBATES | Order Management, Buying Agreements, Rebates and Penalties, Verify Rebates and Penalties | View the results of the Calculate Rebates/Penalties process. View or alter penalty and rebate information on this page. |
| Rebate Interface | RUN_OM_RBTINTFC | Order Management, Buying Agreements, Rebates and Penalties, Load Rebates/Penalties Intrfc | Populate the interface tables in PeopleSoft Billing with penalty invoice and rebate payment information. |

## Setting Up Comparison Basis and Parameters for Rebates and Penalties

Access the Rebate Penalty - Definition page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition).

**Status** Changes by default to *Active.*

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**Basis Parameters**

Select from the options to define the comparison basis that the system uses to determine whether rebate or penalties are applicable:

*Amount:* Buying agreement amounts are compared to order amounts. The different between the buying agreement maximum amount or quantity and the total sales amount is used to determine whether the rebate or penalty applies.

*Percent:* The percentage difference between the buying agreement maximum amount or quantity and the total sales amount or quantity is used to determine whether the rebate or penalty applies.

*Quantity:* Buying agreement quantities are compared to order quantities. The difference between the buying agreement maximum quantity and the total sales order quantity is used to determine if the rebate or penalty applies.

*None:* The penalty or rebate calculation is based on whether the customer meets the buying agreement terms. If total sales amount or quantity is greater than the buying agreement amount or quantity, the rebate applies. If total sales amount or quantity is less than the buying agreement amount or quantity, the penalty applies.

**Amount** or **Percent**

Select a value to define whether the rebate or penalty should be a flat amount or a percent of an amount. Define as either. The values in the Amount Type and Percent Type fields vary according to the basis parameter that you select. The table lists the possible combinations:

| *Basis Parameter* | *Rebate and Penalty Amount Type* | *Rebate and Penalty Percent Type* |
|---|---|---|
| Amount, Percent, None | *Flat Amount* | *% of Amount* (percent of amount). |
| Quantity | *Flat Amount*<br>*Flat Amount per Unit*<br>*Net Price*<br>*(List-Net) Price* | *% of Amount*.<br>*% of Net Price* (percent of net price).<br>*% of (List-Net) Price* (percent of list net price). |

**Note.** The amount that is referred to in the value *% of Amount* for rebate percent type is the qualified base that is selected on the Rebate Penalty Table page.

**Maximum Amount**

The system caps the rebate or penalty at this amount, even if the calculation for the rebate or penalty is a higher figure.

## Setting Up the Points to Calculate Rebates and Penalties

Access the Rebate Penalty - Definition Step page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition Step).


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**Break ID**

Enter the field and the percent or the basis amount of the rebate or penalty. Where applicable, enter the low and high amounts. The low and high amounts define the breaks at which you define different tiers of rebates or penalties. The available fields on this page are determined by the selections on the Rebate Penalty - Definition page.

The table lists the combinations of basis parameter types, rebate penalty parameter types, and amount or percentage types, which determine whether you must define steps. It also includes examples of sample rules.

| ***Basis Parameter*** | ***Rebate Penalty Parameters*** | ***Amount or Percent*** | ***Step Required?*** | ***Definition Steps*** | ***Example*** |
|---|---|---|---|---|---|
| None | Percent | *% of Amount* | No (1 step allowed to enter percent. Comparison to buying agreement terms can only be true or false). | Break ID 1.<br>Percent 3. | If this is a rebate, rebate 3 percent of the basis (defined in rebate/penalty table) when sales are greater than buying agreement terms.<br>If this is a penalty, charge 3 percent of the basis (defined in rebate/penalty table) when sales order is less than buying agreement terms. |

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| ***Basis Parameter*** | ***Rebate Penalty Parameters*** | ***Amount or Percent*** | ***Step Required?*** | ***Definition Steps*** | ***Example*** |
|---|---|---|---|---|---|
| None | Amount | *Flat Amount* | One step to identify the *Flat Amount.* | Break ID 1 Amount 20,000 USD. | If this is a rebate, the rebate is 20,000 USD when sales are greater than the buying agreement terms.<br>If this is a penalty, the penalty is 20,000 USD when sales are less than the buying agreement terms. |
| Quantity | Amount | *Flat Amount per Unit* | At least 1 step. | Break ID 1 Amount 20 USD. | If this is a rebate, the rebate is 20 USD for each unit that exceeds the buying agreement maximum quantity.<br>If this is a penalty, the penalty is 20 USD for each unit that is the difference between the quantity sold and the buying agreement maximum quantity. |


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| *Basis Parameter* | *Rebate Penalty Parameters* | *Amount or Percent* | *Step Required?* | *Definition Steps* | *Example* |
|---|---|---|---|---|---|
| Quantity | Amount | *Flat Amount* | At least 1 step. | Break ID 1 Amount 10,000 USD.<br>Low 1.<br>High 100.<br>Break ID 2, Amount 25,000 USD.<br>Low 101.<br>High 200. | If this is a rebate, the rebate is 10,000 USD when the quantity of sales against the buying agreement is between 1 and 100 units greater than the buying agreement line maximum quantity. The rebate is 25,000 USD if the sales against the buying agreement is between 101 and 200 more than the buying agreement line maximum quantity. |
| Quantity | Amount | *(List-Net) Price* | Only 1 step allowed. | Break ID 1.<br>Low 15.<br>High 99999. | If this is a rebate, the rebate does not start until the customer orders 15 units more than the maximum quantity defined on the buying agreement line. The rebate amount is the difference between the list and the net unit prices on the sales order schedule. If there is no upper limit, enter 99999 as the high amount. |

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| *Basis Parameter* | *Rebate Penalty Parameters* | *Amount or Percent* | *Step Required?* | *Definition Steps* | *Example* |
|---|---|---|---|---|---|
| Quantity | Amount | *Net Price* | Only 1 step allowed. | Break ID 1.<br>Low 15.<br>High 99999. | If this is a rebate, the rebate does not start until the customer orders 15 units more than the maximum quantity defined on the buying agreement line. The rebate amount is the net unit price of the order schedule. If there is no upper limit, enter 99999 as the high amount. |
| Quantity | Percent | *% of Amount* | At least 1 step. | Break ID 1 Percent 3.<br>Low 1.<br>High 500.<br>Break ID 2 Percent 10.<br>Low 501.<br>High 6000. | If this is a rebate, the rebate is applied when the sales quantity against the buying agreement is between 1 and 500 more than the buying agreement maximum quantity. The rebate is 3% of rebate basis amount. The rebate is 10 percent of the rebate basis amount if the sales quantity against the buying agreement is between 501 and 6000. |


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| *Basis Parameter* | *Rebate Penalty Parameters* | *Amount or Percent* | *Step Required?* | *Definition Steps* | *Example* |
|---|---|---|---|---|---|
| Quantity | Percent | *(List-Net) Price* | At least 1 step. | Break ID 1 Percent 50.<br>Low 1.<br>High 500. | If this is a rebate, the rebate is 50 percent of the difference between list price and the net unit price *(List-Net) Price*, and the number of units sold (quantity) is between 1 and 500 greater than the buying agreement line maximum quantity. |
| Quantity | Percent | *Net Price* | At least 1 step. | Break ID 1 Percent 35.<br>Low 1.<br>High 500. | The rebate is 35 percent of the *Net Price*, if the number of units sold (quantity) is between 1 and 500 greater than the maximum quantity defined on the buying agreement. |

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| *Basis Parameter* | *Rebate Penalty Parameters* | *Amount or Percent* | *Step Required?* | *Definition Steps* | *Example* |
|---|---|---|---|---|---|
| Amount | Percent | *% of Amount* | At least 1 step. | Break ID 1 Amount 100 USD.<br>Low 1.<br>High 10,000. | If this is a rebate, the rebate is 5 percent of the rebate qualified basis (defined in Rebate/Penalty Table) if the amount difference between the buying agreement terms and the orders is between 1 USD and 10,000 USD. |
| Amount | Amount | *Flat Amount* | At least 1 step. | Break ID 1 Amount 100 USD.<br>Low 100,000.<br>High 999,999,999.99 | The rebate is 100 USD if the buying agreement terms are exceeded by more than 100,000 USD. |
| Percent | Percent | *% of Amount* | At least 1 step. | Break ID 1 Percent 3.<br>Low 5.<br>High 100. | The rebate is three percent of the rebate qualified basis defined in the Rebate/Penalty Table. The rebate is applied if the sales against the buying agreement is more than 5% of the buying agreement maximum amount. |


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| *Basis Parameter* | *Rebate Penalty Parameters* | *Amount or Percent* | *Step Required?* | *Definition Steps* | *Example* |
|---|---|---|---|---|---|
| Percent | Amount | *Flat Amount* | At least 1 step | Break ID 1 Amount 300 USD.<br>Low .01.<br>High 2.00.<br>Break ID 2 Amount 1,000 USD.<br>Low 2..01.<br>High 100. | The rebate is 300 USD if the sales against the buying agreement line is less than or equal to 2% of the buying agreement maximum amount. The rebate is 1,000 USD if the sales against the buying agreement is more than 2% of the buying agreement maximum amount. |

**Note.** The system does not calculate a rebate or penalty over the last high amount or percentage. Overlapping steps are not allowed, and the low amount or percentage must be less than the high amount or percentage.

## Setting Up the Parameters for Applying the Rebate or Penalty

Access the Rebate Penalty Table page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate Penalty Table).

**Qualified Orders**

Select *All Orders* or *Invoiced Orders* as the amount to compare to buying agreement terms to determine whether a rebate or penalty is applicable.

**Qualified Base**

Determines the basis on which the system calculates the rebate or penalty. The table describes the options and how each is calculated for rebates that are associated with buying agreements and independent sales rebates.

**Note.** The qualified base works differently with buying agreement or independent sales rebates.

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| *Qualified Base* | *Buying Agreement* | *Sales Rebate* |
|---|---|---|
| *Agreement or Previous Amt/Qty* (agreement or previous amount/quantity). | Rebate or penalty calculated on the buying agreement line maximum amount or quantity. | Rebate or penalty calculated on the previous period or compared to period amounts and quantities defined on the independent sales rebate/penalty. |
| *Amount/Qty Difference* (amount/quantity difference). | Rebate or penalty calculated based on the difference between sales and the buying agreement amounts. | Rebate or penalty calculated on the difference between the current sales and quantities and previous (or compare to) amounts and quantities defined on the independent sales rebate/penalty. |
| *Qualified Sales Amount/Qty* (qualified sales amount/quantity). | Rebate or penalty calculated on the sales that are associated with the buying agreement. | Rebate or penalty calculated on the amount and quantity of sales in the current period. |

## Establishing the Parameters for the Rebate and Penalty Calculation Process

Access the Calculate Rebates/Penalties page (Order Management, Buying Agreements, Rebates and Penalties, Calculate Rebates/Penalties).

Calculate penalties and rebates for a single buying agreement ID or for all buying agreements in a setID with expiration dates that are between the dates that you enter.

## Viewing and Altering the Rebate and Penalty Information

Access the Rebates and Penalties page (Order Management, Buying Agreements, Rebates and Penalties, Verify Rebates and Penalties).

**Buying Agreement ID** Displays customers who have a penalty or a rebate for the selected ID and the agreement line number.

**Status** Rebates and penalties are created with *Pending* status. When you review the penalty or rebate, change the status to *Approved.* manually.

**Recalculate ?** Select for a sold to customer, so that rebates and penalties are not recalculated during subsequent runs of the Calculate Rebates/Penalties process.

## Populating the Billing Interface Tables

Access the Rebate Interface process page (Order Management, Buying Agreements, Rebates and Penalties, Load Rebates/Penalties Intrfc).


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Enter a setID and a buying agreement ID to limit the run to particular setIDs and buying agreement IDs. If you leave the fields blank, the process runs for all setIDs and buying agreement IDs.

# Inquiring About Buying Agreements

PeopleSoft Order Management provides easy access to buying agreement information. View order activity for a buying agreement or a buying agreement line, and see all the buying agreements that you establish for a customer or customer group, even down to line detail.

This section lists the pages used to inquire about buying agreements.

## Pages Used to Inquire About Buying Agreements

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Agreement Usage | SCON_HDR_USAGE | Order Management, Buying Agreements, Review Buying Agreement Info, Buying Agreement Usage, Agreement Usage | View order activity against a buying agreement, including the line and schedule number against which the order is applied. |
| Agreement Summary | SCON_HDR_ORDER | Order Management, Buying Agreements, Review Buying Agreement Info, Line Summary, Agreement Summary | View a summary of the activity for all the lines that are on a buying agreement. You can also select a line to view the line detail on the Agreement Line Use page. |
| Agreement Line Use | SCON_LINE_ORDER | Order Management, Buying Agreements, Review Buying Agreement Info, Line Usage, Agreement Line Use | View line details of the buying agreement usage. |
| Customer Buying Agreements | SCON_CUST | Order Management, Buying Agreements, Review Buying Agreement Info, Customer Buying Agreement, Customer Buying Agreements | View buying agreements by customer. |
| Quote Lines | SCON_QUOTE_LINE | Select a quote, and click the Show Detail Entry link on the Customer Quotes page. | View quote lines. |
| Buying Agreements Lines | SCON_CUST_LINE | Select a buying agreement, and click the Show Detail Entry link on the Customer Buying Agreements page. | View line information for the buying agreement. |

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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
| --- | --- | --- | --- |
| Customer Quotes | SCON_QUOTE | Order Management, Buying Agreements, Review Buying Agreement Info, Customer Quotes | View quote data for a particular sold to customer. |


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Chapter 13

# Working with Claimbacks

This chapter provides an overview of claimback functionality in PeopleSoft Order Management, lists prerequisites, and discusses how to:

- Set up PeopleSoft Order Management claimbacks.
- Create claimback contracts.
- Analyze the effect of claimbacks on profitability.
- Process claims for claimback contracts.
- Review claim accruals.

## Understanding PeopleSoft Claimbacks

The claimback functionality of PeopleSoft Order Management facilitates collaboration among manufacturers, distributors, and customers.

A claimback refers to money paid to a distributor by a manufacturer (supplier) for the sale of specific products or product groups to specific customers.

In the wholesale distribution environment, the distributor has unique relationships with suppliers and contractors. In our example, the distributor is PeopleSoft system users. They buy from manufacturers and sell to many different entities; most often to contractors. A claimback is an agreement between the distributor and the manufacturer based on sales (orders that are entered and shipped) to a contractor (or customer of the distributor).

This diagram shows the relationship of manufacturers and distributors with their customers within the wholesale distribution environment:

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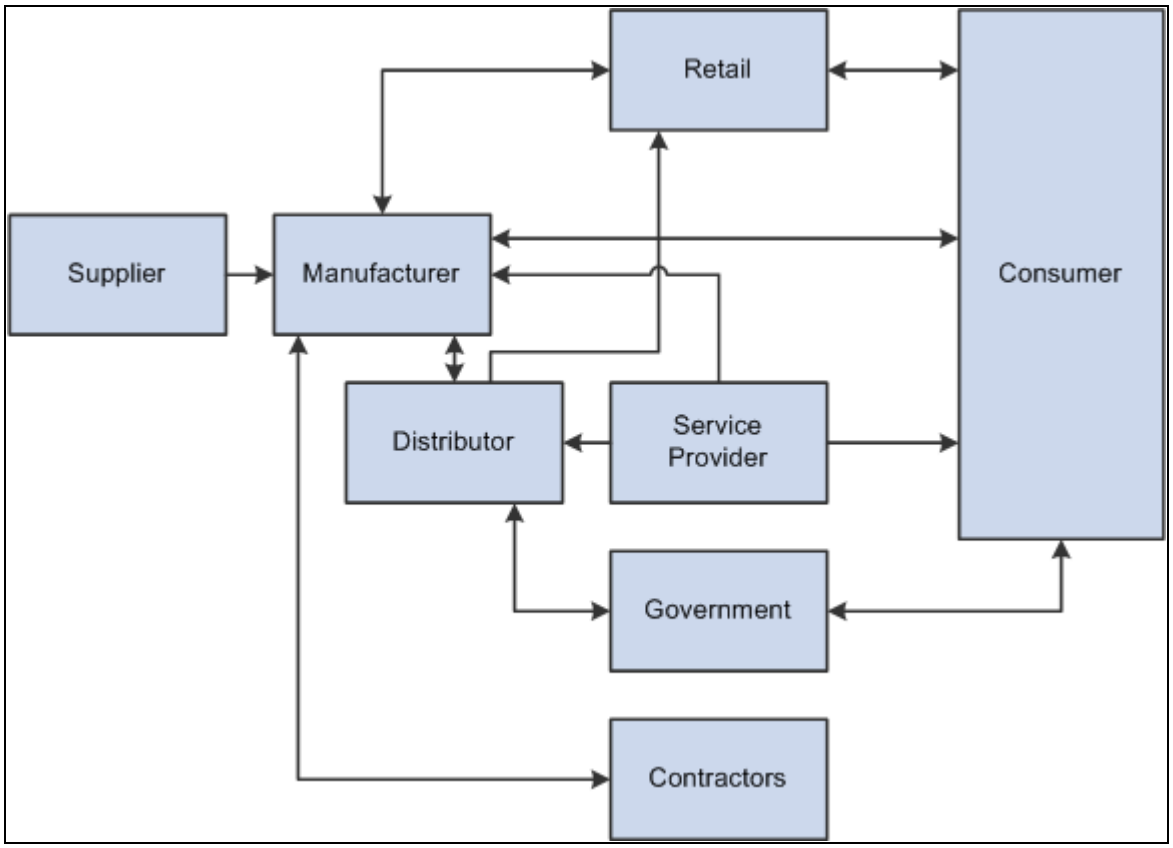


Wholesale distribution environment showing the relationship of manufacturers and distributors with their customers

The distributor (the PeopleSoft system user) might have a contract to buy doors from a specific manufacturer (supplier) for 100 USD per door. The manufacturer might also have an agreement to sell the same door to a specific contractor for 90 USD, but the contractor must go through the distributor to get this price. The distributor needs to pay the manufacturer 100 USD per door and needs to sell it to the contractor for 90 USD. The difference of 10 USD is a claimback that must be managed using the claimback functionality of PeopleSoft Order Management. The difference of 10 USD will apply to each door shipped to the specified contractor, and it will be a reimbursement paid to the distributor by the manufacturer. The claimback ensures that the distributor can maintain its target sales margin for the door.

---

**Note.** In this example, we assumed a 0 percent sales margin. The claimback amount would be greater if the distributor maintained a larger sales margin.

---

### *Claimback Process Overview*

The following diagram shows the high-level process flow for creating a claimback contract and processing the claimback claim within PeopleSoft Order Management:


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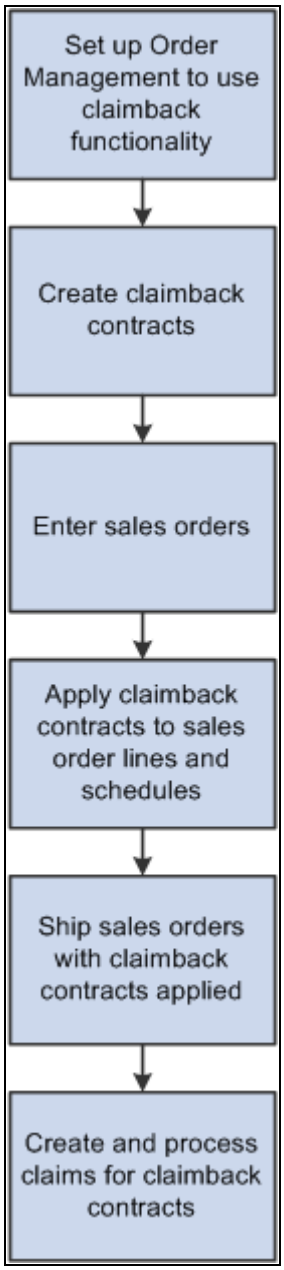


Overview of claimback process flow

The following steps are an example of a typical business process for claimbacks:

1. Enable claimback functionality for PeopleSoft Order Management.
2. Create a claimback contract for a specific product and customer.

   ---

   **Note.** You can also create claimback contracts for product groups and customer groups.

   ---

   The Claimback manager can review the Claimback History page at any time to review the complete audit trail of the changes made to a given claimback contract. The Claimback manager can also review the Claimback Activity page, which displays order, shipment, and claim information related to the claimback contract.

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3. During order entry, the Customer Service Representative (CSR) enters an order line that matches a claimback contract. In our example, the claimback contract for product 123 is applied when the CSR clicks the Calculate Price button on the order entry form.
4. The system generates claims for orders that are applied to the claimback contract and shipped.
5. Using the Claims Management Workbench, process and adjust claims.

   You can defer claims to the next period, and you can settle claims by cash, credit notes, check, electronic funds transfer (EFT), draft, direct debit, or adjustment voucher.
6. The system generates accrued revenue transactions, as requested, for unsettled claims. Users with appropriate security can then:

   - Review the accrued revenue transactions that were generated before posting them to the General Ledger.
   - Review the effect of a claimback contract on sales costs, margin, and profitability.

---

**Note.** The processing of claimback claims uses the same functionality as the vendor rebate process, which is covered in detail in the PeopleSoft Purchasing book.

---

See *PeopleSoft Purchasing 9.1 PeopleBook*, "Managing Vendor Rebate Claims."

# Prerequisites

Before you process claimbacks in PeopleSoft Order Management, you must:

1. Enable claimback processing in Order Management. You do this on the Order Management Installation Options page.
2. Set up default information for claimbacks on the Order Management Business Unit Definition, Claimback Settings page.
3. Determine claimback default values, processing options, and user security using the Claimback SetID Options page.
4. Set up Order Management business unit groups to assist you in creating claimback contracts.
5. Create special customer groups for claimback contracts.
6. Create special product groups for claimback contracts.
7. Set up feature security for maintaining the claimback Status,Recalculate Claims, and Next Claims Generation Date fields on the claimback contract.

### *See Also*

Chapter 13, "Working with Claimbacks," Setting Up PeopleSoft Order Management Claimbacks, page 183

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Establishing Customer Group Tables

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# Setting Up PeopleSoft Order Management Claimbacks

To set up claimbacks, use the Claimback SetID Options and OMBU Groups for Claimbacks components.

This section discusses how to:

- Configure claimback options and defaults.
- Configure claimback user security.
- Define Order Management Business Unit groups for claimbacks.

See Chapter 5, "Establishing Feature Function Security," page 75.

## Pages Used to Set Up PeopleSoft Order Management Claimback Options

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Management Installation Options | INSTALLATION_OM | Setup Financials/Supply Chain, Install, Installation Options, Order Management | Select the Process Claimback option to enable claimback processing in Order Management. |
| Options & Defaults | CB_SETUP_OPT | Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options, Options & Defaults | Set up default values and contacts, claimback contract and claim prefixes, and claimback claim over and under tolerances for claimback contracts. |
| Unrestricted Managers | CB_UNRESTRICTED | Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options, Unrestricted Managers | Identify specific roles or users with unrestricted access to claimback contracts for the selected claimback SetID. |
| OM Business Unit Groups | CB_OMBU_GRP | Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback OMBU Groups, OM Business Unit Groups | Define which Order Management Business Units belong to each user-defined group. These groups will provide the list of Order Management Business Units by default to the claimback contract line. |

## Configuring Claimback Setup Options and Defaults

Access the Options & Defaults page (Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options, Options & Defaults).

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Enter header-level default values for the claimback contract on this page.

### *Claimback SetID Information*

**Automatically Apply**

The system applies a claimback only when the CSR clicks the Calculate Price button on the order entry form. Select a claimback contract processing option from these available options:

*First To Expire:* If more than one contract qualifies for an order line or schedule and the flag is set to *First to Expire*, then the system applies the claimback contract with the earliest end date.

*Largest Claimback Amount:* If more than one contract qualifies for an order line or schedule and the flag is set to *Largest Claimback Amount,* then the system applies the claimback contract with the largest calculated claimback amount.

*None:* If the flag is set to *None,* then the system will not apply a claimback contract to an order line or schedule.

**Schedule ID**

Enter a schedule ID, as set up in the schedules component, to indicate how often claims should be generated for this claimback SetID.

**Stop Apply At Max Quantity** (stop apply at maximum quantity)

Indicates whether or not the contract should still be applied to a sales order line or schedule when the maximum quantity on the claimback contract has been reached.

If this option is not selected, the system sends a warning message indicating that the maximum quantity on the claimback contract was reached.

If the option is selected, the system sends an error message and does not apply the claimback contract to the sales order line or schedule because the maximum quantity on the claimback contract was reached.

**Base Currency**

Select a base currency to be used when creating claimback contracts for this SetID.

**Rate Type**

Identifies the conversion rate to be used if currency conversion is required.

### *Claimback Contacts*

**Notify Claimback Manager**

Specify if the Claimback manager should be notified when a claim is submitted for processing in the Claims Management Workbench for the claimback contract. If enabled, enter the Claimback manager ID in the field provided.

**Claimback Manager ID**

Specifies who has access to create and maintain claimback contracts for this SetID. This field is required, and it is provided by default to all claimback contracts created for this SetID.

**Notify Settlement Manager**

Specify if the Settlement manager should be notified when a settlement method is determined for a claim during the settlement process. If enabled, enter the Claimback Settlement manager ID in the field provided.


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**Claimback Settlement Mgr ID** (claimback settlement manager ID) Specifies who owns the settlement process for any claims created against a claimback contract. This person is responsible for processing the claim through Accounts Receivable or Accounts Payable, depending on the settlement method. This field is required, and it is provided by default to all claimback contracts created for this SetID.

### *Prefixes*

**Claimback Contract Prefix** Specify one of the auto-numbering prefixes set up for the Claimback Contract ID number type.

**Claim Prefix** Specify one of the auto-numbering prefixes set up for the Claim ID number type.

### *Tolerances*

Tolerances, both over and under based on either a flat amount or a percentage, are defined in the Claimback Contract Header and passed to the Claims Management Workbench to be used during the settlement process.

---

**Note.** The Accounts Receivable Payment Predictor functionality allows the user to set up matching tolerances that will automatically write off any remaining claim balance. The claim tolerances defined in the Claimback Contract Header are handled differently through the Claim Settlement process, which creates an adjustment to an open item to handle the amount of the remaining claim to be written off. To avoid creating duplicate write-offs for an open item, which could create a credit balance for the customer (vendor), you should not use a Payment Predictor method that uses a tolerance.

---

**Over Tolerance Percent** If the amount above the claim amount that is received from a vendor is greater than or equal to this percentage of the claim amount, then the claim will be closed automatically.

**Over Tolerance Amount** If the amount above the claim amount that is received from a vendor is greater than or equal to this amount, then the claim will be closed automatically.

**Under Tolerance Percent** If the amount below the claim amount that is received from a vendor is less than or equal to this percentage of the claim amount, then the claim will be closed automatically.

**Under Tolerance Amount** If the amount below the claim amount that is received from a vendor is less than or equal to this amount, then the claim will be closed automatically.

## Configuring Claimback User Security

Access the Unrestricted Managers page (Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options, Unrestricted Managers).

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To allow a user to access the Claimback Contract, you must define the user as an Unrestricted Manager or as the Claimback Manager on the Options & Defaults page. To allow a user to view and maintain Claimback Claims for the contract, you must define the user as an Unrestricted Manager, as the Claimback Manager on the Options & Defaults page, or as the Settlement Manager on the Claimback Contract.

**Security Type** Define multiple users and roles as unrestricted for a given claimback SetID. These users can maintain all of the fields on the claimback contract except the Status, Recalculate Claims, and Next Claims Generation Date fields. Select a security type of *Role* or *User ID.*

**User ID/Role** Specify the actual user ID or role code. This user or role has full access to maintain all of the claimback contract fields except the Status,Recalculate Claims, and Next Claims Generation Date fields.

---

**Note.** Access for maintaining the claimback contract Status,Recalculate Claims, and Next Claims Generation Date fields is controlled by standard feature security functionality. You can set up this security for a role, a user, an Order Management Business Unit, or the installation.

---

## Defining Order Management Business Unit Groups for Claimbacks

Access the Order Management Business Unit Group page (Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback OMBU Groups, OM Business Unit Group).

**Group Name** Enter the name of the Order Management Business Unit group being created.

**Description** Enter a description of the Order Management Business Unit group being created.

**OM Business Unit** Select one or more business units to associate with the Order Management Business Unit group being created.

# Creating Claimback Contracts

This section discusses how to:

- Create claimback contracts header and line information.
- Enter claimback value-added tax (VAT) information.
- Review claimback activity.
- Review claimback history.

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## Pages Used to Create Claimback Contracts

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Claimback Header | CB_HDR | Order Management, Claimbacks, Claimback Contract, Claimback Header | Enter claimback contract header and settlement information. |
| VAT | CB_VAT | Order Management, Claimbacks, Claimback Contract, Claimback Header, VAT - Review link | Enter or modify VAT information for the claimback contract. |
| Claimback Activity | CB_ACTIVITY | Order Management, Claimbacks, Claimback Contract, Claimback Activity | Review claimback contract order, shipment, and claim activity. |
| Claimback History | CB_HISTORY | Order Management, Claimbacks, Claimback Contract, Claimback History | Review an audit trail of all changes to the claimback contract. |
| Default Claimback ID | RUN_CB_DEFAULT | Order Management, Claimbacks, Default Claimback ID | Provide the default Claimback ID to sales order lines and schedules processed in batch.<br><br>**Note.** When processing new orders (OM_EC) or orders to be completed (OM_BACKGRND), updating orders (OM_ORDCHG), or copying orders (OM_ORDCOPY), run the Default Claimback ID process (OM_CLAIMBK) if claimback defaults are needed. You can set up a job to link the Default Claimback ID process to other processes, such as those listed previously.<br><br>See *PeopleTools PeopleBook: PeopleSoft Process Scheduler*. |

## Creating Claimback Contracts Header and Line Information

Access the Claimback Header page (Order Management, Claimbacks, Claimback Contract, Claimback Header).

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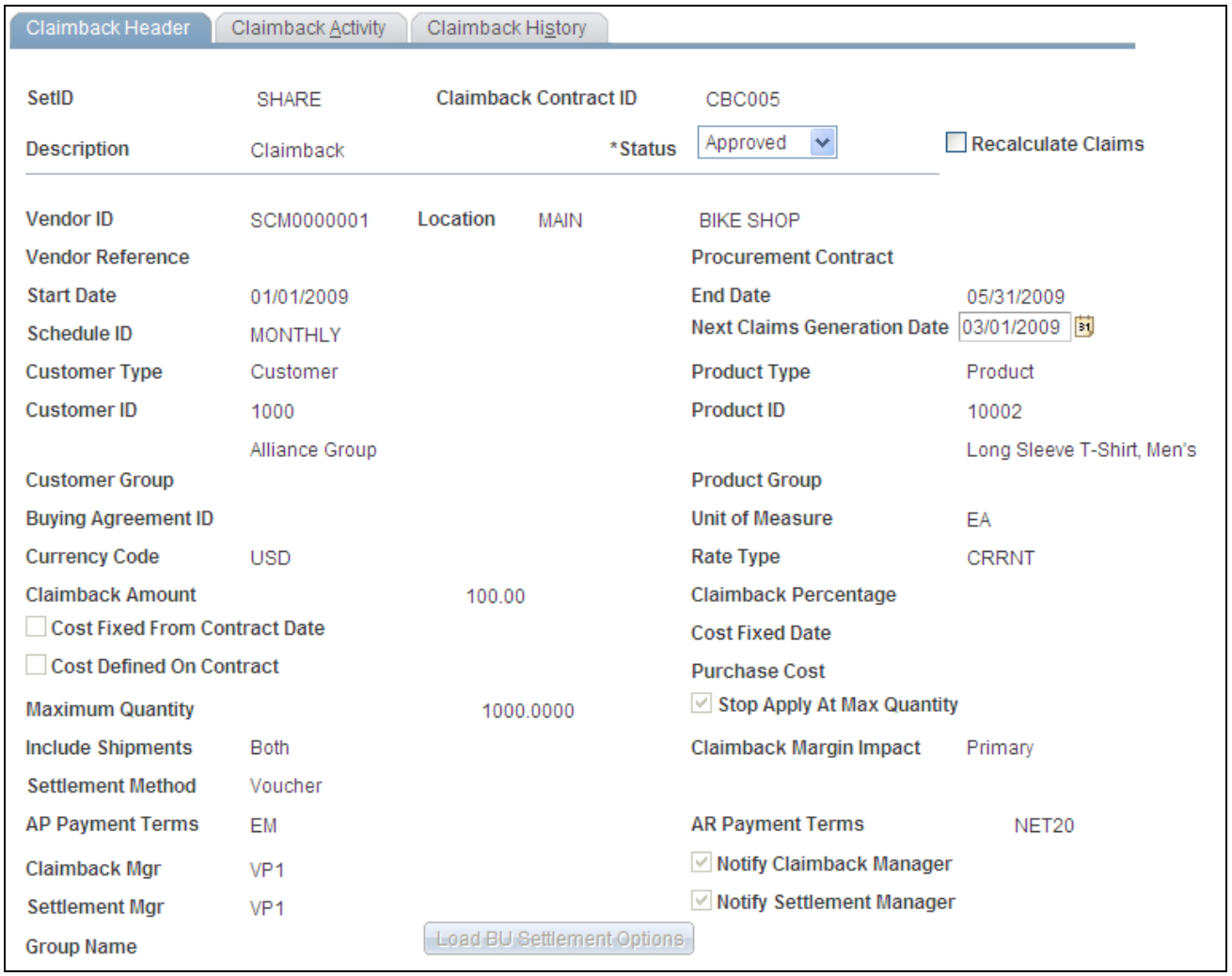
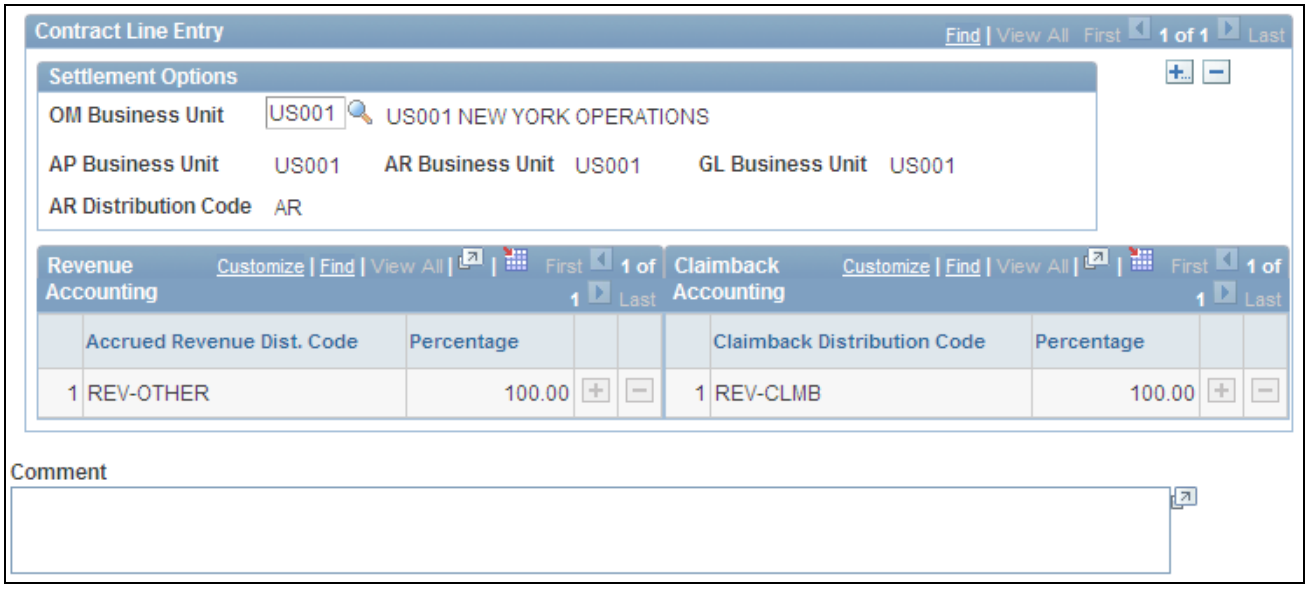



Claimback Header page (1 of 2)




Claimback Header page (2 of 2)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**Recalculate Claims**

Select this check box if changes to any of the fields on the claimback contract will affect the actual claim or claim amount; for example, purchase price, claimback amount, percentage, and price date fields. You can select this option if you have access through the Feature Security to edit the Recalculate Claims field.

See Chapter 5, "Establishing Feature Function Security," page 75.

When you select this option, the Generate Claims batch process will update the claim amounts for any existing claims that have not yet reached the settlement process for the claimback contract. Then, it will set the value of this field back to *N* (deselected).

**Next Claims Generation Date**

The system calculates this value when a new claimback contract is added. The date is based on the start date and the schedule ID defined for the claimback contract. You can override the calculated date if you have access through the Feature Security to edit the Next Claims Generation Date field. Claims are generated for the claimback contract only if the Next Claims Generation Date value is less than or equal to the current date.

**Customer ID**

Enter a value for the sold-to customer shown on the sales order. this field is required, and it is based on the Customer Type value.

**Customer Group**

Enter a specific customer group with a Group Type equal to *CLMB* (claimback). This required field is based on the Customer Type value.

**Product ID**

Enter a value based on the Product Type. This field is required.

**Product Group**

Enter a specific product group with a Group Type equal to *CLMB* (claimback). This required field is based on the Product Type value.

**Unit of Measure**

Select a value. This field is required if the Product Type is equal to Product ID or if a maximum quantity is entered on the claimback contract. The default is the product sales unit of measure (UOM). If the Product Type is equal to Product Group, then the UOM is always the sales UOM entered on the sales order.

The UOM value entered on the claimback contract determines the UOM for which the claimback amount or percentage is entered, as well as the UOM for the maximum quantity field. When applying the claimback contract to the sales order line or schedule, you must apply a UOM conversion if the order UOM is different than the claimback contract UOM. This conversion application is necessary for maximum quantity calculations as well as for margin calculations.

**Stop Apply at Max Quantity** (stop applying at maximum quantity)

Indicates whether or not the contract should still be applied to a sales order line or schedule when the maximum quantity on the claimback contract is reached. If the option is not selected, then a warning message is displayed during order entry. If the option is selected, an error message is displayed during order entry and the contract is not applied to the sales order because the maximum quantity has been reached.

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**Maximum Quantity**

Optional. Limits the quantity that can be ordered against the claimback contract.

If a value is entered in the Maximum Quantity field on the claimback contract, then the order quantity will be validated before a claimback contract can be applied to a sales order line or schedule to ensure that the maximum quantity has not already been reached.

**Include Shipments**

If the sales order line or schedule is marked as *Direct Ship to Vendor,* the system will apply only claimback contracts with the Include Shipments option set to *Both* or *Direct* to the sales order line or schedule.

If the sales order line or schedule is not marked as *Direct Ship to Vendor,* then the system will apply only claimback contracts with the Include Shipments option set to *Both* or *Standard* to the sales order line or schedule.

**Claimback Amount**

Displays a per unit value for the claim amount calculated for the claimback contract.

**Claimback Percentage**

Displays a percentage of the product purchase cost that applies to the claim amount calculated for the claimback contract.

---

**Note.** If a claimback amount and a claimback percentage are both provided for a specific claimback contract, the claimback percentage will be applied to the claim amount first, and then the claimback amount will be applied.

---

**Claimback Margin Impact**

Displays if the claimback contract will affect the margin calculation, which is based on either the unit cost or the alternate unit cost defined on the sales order.

**Settlement Method**

Displays the method used to reimburse the claimback amount or percentage specified in the contract.

If the settlement method is other than *Voucher,* where vendor payment is processed through accounts receivable instead of accounts payable, then a vendor and bill-to customer relationship must exist. If the vendor and bill-to customer relationship does not exist, then a warning message will be sent informing you that additional setup is required. Additionally, if the settlement method is *Draft* or *Direct Debit,* then a warning message will appear if the settlement method for the customer (which is associated with the vendor) is different.

---

**Note.** The vendor and bill-to customer relationship can be automatically created from the Vendor, Identifying Information page if you select the Create Bill To Customer option. Selecting this option creates a bill-to customer with the same ID used to create the vendor ID and associates it to the vendor. Using the same page, you can also enter an existing bill-to customer in the Customer ID field in the Additional ID Numbers section.

---

**AP Payment Terms** (accounts payable payment terms)

Calculates payment due days for claims that are processed through accounts payable. This field is required.


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**AR Payment Terms** (accounts receivable payment terms) Calculates payment due days for claims that are processed through accounts receivable. This field is required.

**Group Name** Enter the Order Management Business Unit Group ID for this claimback contract. When the Order Management Business Unit Group ID is entered on the Claimback Header page and you click the Load BU Settlement Options button, the system populates the claimback contract line table with one record for each Order Management Business Unit assigned to the Order Management Business Unit Group ID. The system also populates all default values for each business unit, as long as they are already established for the Order Management Business Unit.

### *Contract Line Entry*

In the Settlement Options group box, specify the claimback line information.

---

**Note.** The Settlement Options group box contains several fields. The Accounts Payable Business Unit, Accounts Receivable Business Unit, and General Ledger Business Unit fields are provided by default from the Order Management Business Unit. They are not stored in the claimback line table.

---

**AR Distribution Code** (accounts receivable distribution code) Appears by default from the Accounts Receivable Business Unit associated with the Order Management Business Unit. This field is required if the Settlement Method is not *Voucher,* and it will be used to populate the ChartFields for the debit entry when processing claims through accounts receivable.

If the distribution code is not defined for the Accounts Receivable Business Unit, then an error message will appear when the claimback contract is saved if you do not manually enter an AR distribution code.

**Accrued Revenue Distribution Code** Appears by default from the Order Management Business Unit claimback settings.

If a distribution code is not found through the normal distribution rule processing, then the default Accrued Revenue Distribution Code stored at the Order Management Business Unit level is selected.

If more than one accrued revenue distribution code is found through the distribution rule processing, then the system will take the first rule found and populate the claimback contract line record with that value.

The accrued revenue distribution code is used to populate the ChartFields for the debit entries for accrued revenue transactions.

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**Claimback Distribution Code** Appears by default from the Order Management Business Unit claimback settings.

If a distribution code is not found through the normal distribution rule processing, then the default claimback distribution code stored at the Order Management Business Unit level is selected.

If more than one claimback distribution code is found through the distribution rule processing, then the system will take the first rule found and populate the claimback contract line record with that value.

The claimback distribution code is used to populate the ChartFields for the credit entries for accrued revenue transactions and for claims that are processed through accounts receivable and accounts payable. The sum of all percentages entered for the claimback distribution codes must be 100.

**Percentage** Calculates the sum of all percentages entered for the distribution codes. It must be 100.

## Entering Claimback VAT Information

Access the VAT page (Order Management, Claimbacks, Claimback Contract, Claimback Header, VAT - Review link).

The VAT - Review link appears on the Claimback Header page only when VAT is applicable to the claimback contract. VAT is considered to be applicable if the General Ledger Business Unit associated with the *first* Order Management Business Unit entered on the claimback contract is tied to a VAT entity. The VAT entity's registration ID and country for the Accounts Payable Business Unit location code are retrieved by the system. In addition, the vendor's VAT registration, country, and location are provided by default to the VAT page, but the user can override any of the default VAT information as necessary.

---

**Note.** Because VAT applicability is determined by the first Order Management Business Unit defined for the claimback contract, all business units you define for the contract should have the same VAT applicability. Likewise, all products defined for a product group associated with the contract should have the same VAT treatment because only one set of VAT defaults will be defined for the claimback contract.

---

### *See Also*

Chapter 29, "Order Processing in a VAT Environment," page 545

## Reviewing Claimback Activity

Access the Claimback Activity page (Order Management, Claimbacks, Claimback Contract, Claimback Activity).

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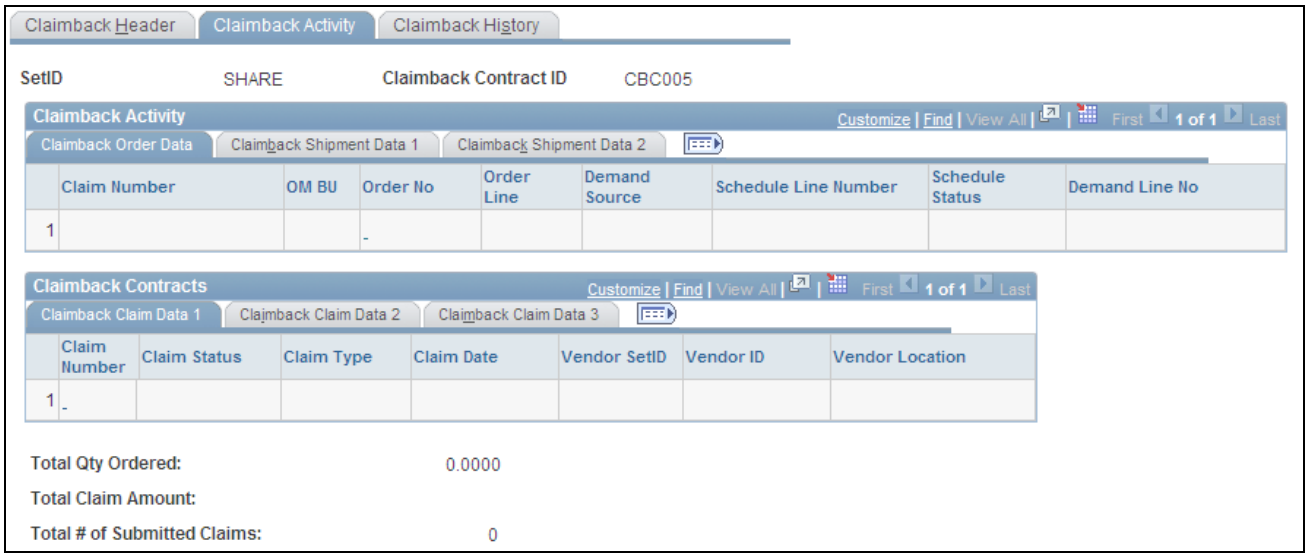
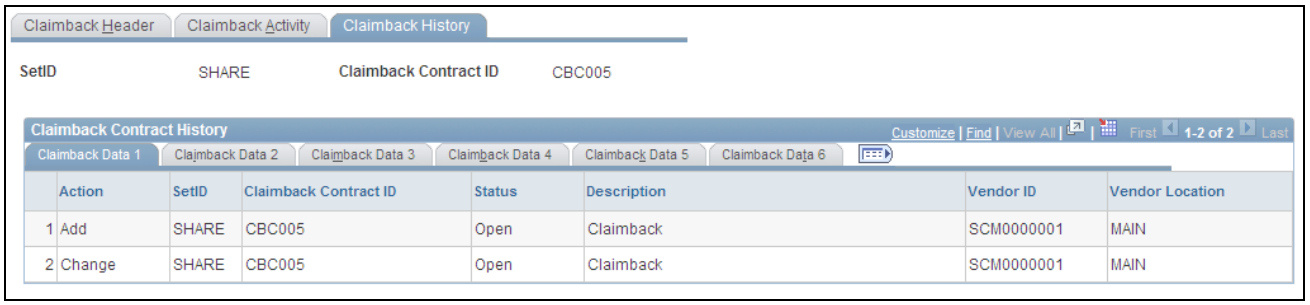



Claimback Activity page

The Claimback Activity page displays order, shipment, and claim information related to the claimback contract. It also provides links to the appropriate pages (order entry, stock request inquiry, and claim details) based on the information displayed for each line. This page displays the total quantity ordered against the claimback contract, the total claim amount generated for the claimback contract, and the number of claims submitted to the vendor for the claimback contract.

## Reviewing Claimback History

Access the Claimback History page (Order Management, Claimbacks, Claimback Contract, Claimback History).




Claimback History page

The Claimback History page provides a complete audit trail of the actions taken against a claimback contract, including the operator ID responsible for creating or modifying the contract, the date and time the contract was created or modified, and the audit action (add or change) taken against the claimback contract.

# Analyzing the Effects of Claimbacks on Profitability

This section lists the page used to analyze the effects of a claimback contract on product profitability.

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## Page Used to Analyze the Effects of Claimbacks on Profitability

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Product Profitability Report | CB_RUN_CBS1000 | Order Management, Claimbacks, Product Profitability Report | Generate the data used to analyze product profitability by running the Generate Profitability Report process (CB_GENPROFIT).<br><br>Review the effect of a claimback contract on product profitability, margins, and revenue. Select the Print Profitability Report process, CBS1000, to see the data that was generated by the Generate Profitability Report process. |

# Processing Claims for Claimback Contracts

This section provides overviews of applying claimback contracts to sales orders and calculating the claim amount for the claimback contract, and discusses how to:

- Generate claims.
- Use the Claims Management Workbench.

**Note.** The claimbacks feature uses the same functionality to process claims as the vendor rebates feature.

### *See Also*

*PeopleSoft Purchasing 9.1 PeopleBook,* "Managing Vendor Rebate Claims," Maintaining Claims

## Applying Claimback Contracts to Sales Orders

You validate claimback contracts and apply them to sales order lines or schedules in one of two ways:

- Automatic application during online or batch order entry.
- Manual application during sales order entry.

### *Automatic Application of Claimback Contract*

To automatically apply claimback contracts during the order entry process, the CSR clicks the Calculate Price button.


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When the Process Claimbacks option is set to *Y* on the Order Management Installation Options page, the claimback fields will be available for entry on the sales order line and schedule, and the system will attempt to retrieve a claimback contract ID both online and in batch mode. During online order entry, the claimback will not be applied until the Calculate Price button is clicked.

---

**Note.** For the claimback to be provided by default to the order, the sales order must have a scheduled ship date that falls between the contract start and end dates.

---

If the Automatically Apply field on the Claimback SetID Options page is not set to *None*, then the system will automatically populate the Claimback Contract ID field on the sales order line and the sales order schedule with the matching claimback contract ID when the Calculate Price button is clicked.

### *Manual Application of Claimback Contract*

You can override the application of a Claimback Contract ID on the sales order line or schedule. This capability is particularly important when:

- More than one claimback contract qualifies.
- The Automatically Apply option is set to *None.*
- You need to maintain the Claimback Contract ID on the schedule to control changes to the product group defined for the contract.

---

**Note.** You can modify the Claimback Contract ID field on the Sales Order Schedule even if the schedule has been partially shipped. If the schedule is shipped completely or a claim for the claimback contract has reached the settlement process, then you cannot modify the Claimback Contract ID field.

---

### *Common Scenarios for Applying Claimbacks*

This table describes the fields and sales order entry scenarios that affect the claimback contract matching process:

| *Scenario* | *Effect on Matching* |
|---|---|
| Product ID or Product Group field is changed after a Claimback Contract ID is identified for the sales order line or schedule. | Claimback Contract ID field for the line or schedule is cleared, and the automatic claimback contract matching process begins again. |
| Customer ID or Customer Group field is changed after a Claimback Contract ID is identified for the sales order line or schedule. | Claimback Contract ID field for the line or schedule is cleared, and the automatic claimback contract matching process begins again. |
| Order quantity on the line or schedule is changed. | Claimback Contract ID field for the line or schedule is cleared, and the automatic claimback contract matching process, including validation against the maximum quantity if defined for a matching contract, begins again. |

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| *Scenario* | *Effect on Matching* |
|---|---|
| Claimback contract specifies a maximum quantity. | If a maximum quantity is defined for the claimback contract, then the order quantity is validated to ensure that it can still be applied to the contract.<br><br>If the Stop Applying at Maximum Quantity field is not selected on the claimback contract, then a warning message appears in the message grid, indicating that applying this quantity to the claimback contract will result in an excess quantity beyond that specified in the claimback contract.<br><br>If the Stop Applying at Maximum Quantity field is selected on the claimback contract and the order quantity exceeds the claimback contract maximum quantity, then the claimback contract ID is not applied to the line or schedule and an error message appears in the message grid. |
| Claimback specifies a maximum quantity and the order quantity changes, causing it to exceed the maximum quantity specified for the claimback contract. | An error message appears, indicating that applying this quantity to the claimback contract will result in an excess quantity beyond that specified in the claimback contract. As a result, the claimback contract ID will not be applied to the line or schedule. |
| Multiple valid claimback contracts are located during the matching process. | The system attempts to apply contracts based on the Automatically Apply SetID option.<br><br>If the option is set to *First to Expire*, then the contract with the earliest end date is applied.<br><br>If the option is set to *Largest Claimback Amount*, then all valid claimback contracts are evaluated on the calculated claimback amount, and the contract generating the largest claim amount is applied to the sales order line or schedule. The *Largest Claimback Amount* is calculated using this formula: claimback amount + (unit cost * claimback percent). |
| Sales order line or schedule is marked as *Direct Ship to Vendor*. | If the sales order line or schedule is marked as *Direct Ship to Vendor*, the system only applies claimback contracts with the Include Shipments option set to *Both* or *Direct* to the sales order line or schedule. |
| Sales order line or schedule is not marked as *Direct Ship to Vendor*. | If the sales order line or schedule is not marked as *Direct Ship to Vendor*, the system only applies claimback contracts with the Include Shipments option set to *Both* or *Standard* to the sales order line or schedule. |
| Buying agreement specified in the claimback contract does not match the buying agreement specified in the sales order. | A warning message appears, indicating that the buying agreement on the claimback contract and the sales order line do not match. |

## Calculating the Claim Amount for a Claimback Contract

The claim amount for a given claimback contract is calculated using the formula:


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( (Starting Purchase Cost × Claimback Percentage) + Claimback Amount) + (Current Purchase Cost − Starting Purchase Cost))

Several factors affect the value of the starting cost:

- *Cost Defined on Contract:* If this field is selected on the contract, then the Starting Purchase Cost is equal to the Purchase Cost defined in the claimback contract.
- *Cost Fixed from Contract Date:* If this field is selected on the contact, then the Starting Purchase Cost is retrieved for the product and is based on the Cost Fixed Date defined in the Claimback Contract.
- *Neither:* If neither the *Cost Defined on Contract* nor the *Cost Fixed from Contract Date* fields are selected on the contract, then the Starting Purchase Cost is *always* equal to the Current Purchase Cost. Current Purchase Cost is always the purchase cost based on the claim generation date.

---

**Note.** The purchase cost is determined by the vendor list price minus any discounts. The vendor list price is retrieved from either a procurement contract (if defined on the claimback contract) or from the price defined on the Vendor's Unit of Measure & Pricing Info page. The discounts are retrieved from either a procurement contract (if defined on the claimback contract) or from vendor price adjustments that are defined in the system. The logic to determine the starting or current purchase cost for the claimback calculation is similar to the logic used in Purchasing to determine the purchase order price.

---

See *PeopleSoft Source-to-Settle Common Information 9.1 PeopleBook.*

### *Example of Cost Fixed from Contract Date (Amount)*

When the *Cost Fixed From Contract Date* option is selected for a claimback contract, the cost is derived from the product cost for the date specified on the contract and is compared to the product cost at the time the claim is generated. The claimback amount can be determined once both product costs are derived.

- Create a claimback contract, select the *Cost Fixed from Contract Date* option, and enter a Cost Fixed Date of *January 1, 2005.*
- In the Claimback Amount field, define the claimback amount as 10 USD.
- The date (January 1, 2005) stored in the *Cost Fixed Date* field is used to determine the starting cost for the product. As of January 1, 2005, the product starting cost is 75 USD. February 1, the cost for the product increases to 100 USD. Assume that the total quantity shipped in January is 20 units, and the total quantity shipped in February is 10 units.

When calculating the per unit and total claimback amount:

- Claimback claim amount (per unit shipped) for January 2005:

  (75 USD × 0) + 10 USD) + (75 USD − 75 USD) = (0 + 10 USD) + 0 = 10 USD/unit shipped.

- Total claimback claim amount for January 2005:

  Total Claimback Amount = 10 USD × 20 units = 200 USD

- Claimback claim amount (per unit shipped) for February 2005:

  (75 USD × 0) + 10 USD) + (100 USD − 75 USD) = (0 + 10 USD) + 25 USD = 35 USD/unit shipped.

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- Total claimback claim amount for February 2005:

  Total Claimback Amount = 35 USD × 10 units = 350 USD

### *Example of Cost Defined on Contract (Percent)*

When the *Cost Defined on Contract* option is selected for a claimback contract, the claimback amount, per unit and total, is determined using the cost stored in the claimback contract.

- Create a claimback contract on January 1, 2005. This claimback contract has the *Cost Defined on Contract* option selected. The cost, defined in the *Purchase Cost* field, is 125 USD. The calculated product purchase cost for the month of January is 130 USD, and the calculated product cost for the month of February is 135 USD.
- In the Claimback Percent field, define the claimback percent as 15.00.
- Assume the total quantity shipped in January is 12 units, and the total quantity shipped in February is 8 units.

When calculating the per unit and total claimback amount:

- Claimback claim amount (per unit shipped) for January 2005:

  (125 USD × 15%) + 0) + (130 USD − 125 USD) = 18.75 USD + 5 USD = 23.75 USD/unit shipped

- Total claimback claim amount for January 2005:

  Total Claimback Amount = 23.75 USD × 12 units = 285 USD

- Claimback claim amount (per unit shipped) for February 2005:

  (125 USD × 15%) + 0) + (135 USD − 125 USD) = 18.75 USD + 10 USD = 28.75 USD/unit shipped

- Total claimback claim amount for February 2005:

  Total Claimback Amount = 28.75 USD * 8 units = 230 USD

---

**Note.** The Purchase Cost defined in the claimback contract determines the Starting Purchase Cost in this calculation, and the Current Purchase Cost is calculated based on the claim generation date.

---

### *Example of Neither Cost Fixed from Contract Date or Cost Defined on Contract (Amount and Percent)*

When neither the *Cost Defined on Contract* option nor the *Cost Fixed from Contract Date* option is selected for a claimback contract, the system uses the Current Purchase Cost, as of the claim generation date, to determine the product cost and to derive the claimback amount per unit and total.

- Create a claimback contract on January 1, 2005. Neither the *Cost Defined on Contract* option nor the *Cost Fixed from Date* option is selected for this claimback contract.
- In the Claimback Percent field, define the claimback percent as 9.00.
- In the Claimback Amount field, define the claimback amount as 7 USD.
- The purchase cost, as of January 1, is 20 USD. February 1, the purchase cost increases to 30 USD.


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- Assume the total quantity shipped in January is 25 units, and the total quantity shipped in February is 18 units.

**Note.** If both an amount and a percentage are entered in the claimback contract, then the percentage discount is applied before applying the flat amount to the total claimback amount.

When calculating the per unit and total claimback amount:

- Claimback claim amount (per unit shipped) for January 2005:

  ((20 USD × .09) + 7 USD) + (20 USD − 20 USD)) = (1.8 USD + 7 USD) + 0 = 8.80 USD/unit shipped.

- Total claimback claim amount for January 2005:

  Total Claimback Amount = 8.80 USD × 25 units = 220 USD

- Claimback claim amount (per unit shipped) for February 2005:

  ((30 USD × .09) + 7 USD) + (30 USD − 30 USD)) = (2.7 USD + 7 USD) + 0 = 9.70 USD/unit shipped.

- Total claimback claim amount for February 2005:

  Total Claimback Amount = 9.70 USD × 18 units = 174.60 USD

## Pages Used to Perform Claimback Claim Maintenance

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Generate Claim Request | CB_CLAIM_RQST | Order Management, Claimbacks, Generate Claims/Accrue Revenue, Generate Claim Request | Create claimback claims to submit to the vendor and generate accrued revenue transactions for the claimback contract. |
| Notify Claimback Manager | VRBT_NTFY_RM_RC | Order Management, Claimbacks, Claimback Claims, Notify Claimback Manager | Run a batch process that notifies the Claimback Manager when claims are generated by the Claimback Claims and Accruals process. |
| Claimback Claims Print | VRBT_CLAIMS_PRT_RC | Order Management, Claimbacks, Claimback Claims, Claimback Claims Print | Run a batch process that prints claimback claims by SetID, Claimback Contract ID, or Claim ID. This process prints the formal claims to send to the vendor for payment. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Notify Settlement Manager | VRBT_NTFY_SM_RC | Order Management, Claimbacks, Claimback Claims, Notify Settlement Manager | Run a batch process that notifies the Settlement Manager when the claim settlement process is initiated for all claims, a specific claimback contract, or a specific claimback claim for the selected setID. |
| Incoming Payment Reconcile | VRBT_CLAIMS_WB | Order Management, Claimbacks, Claimback Claims, Incoming Payment Reconcile | Run a batch process that reconciles incoming claimback payments for all claimback claims or all claimback claims for a specific claimback contract for the selected setID. You can enter an accounting date (blank by default) on this page. |
| Claims Management Workbench | VRBT_CLAIMS_WB | Order Management, Claimbacks, Claimback Claims, Claims Management Workbench | Manually submit a specific claimback claim for processing. Once a claim is generated, the Claims Management Workbench pushes the transaction to Accounts Payable or Accounts Receivable for settlement. Additionally, the Claimback Manager uses this page to defer a claim ID to the next payment cycle, create a deduction for an overdue payment from the vendor, reverse a deduction, reconcile payment for a claim, or print a claimback claim. |
| Claim Details | VRBT_CLAIM_DETAIL | Order Management, Claimbacks, Claimback Claims, Claim Details | View the details of a specific claimback claim, including details of the shipments that comprise the claim amount for the claimback contract. |
| Claim Reconciliation | VRBT_CLAIM_RECON | Order Management, Claimbacks, Claimback Claims, Claim Reconciliation | View reconciliation details and maintain the reconciliation status for claimback claims. |
| Claim Settlement Inquiry | VRBT_CLAIM_SETTLE | Order Management, Claimbacks, Claimback Claims, Claim Settlement Inquiry | View settlement information about specific claimback claims. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Claim Incoming Payment | VRBT_CLAIM_INPAY | Order Management, Claimbacks, Claimback Claims, Claim Incoming Payment | Manually enter incoming payment information for claimback claims. |

## Generating Claims

Access the Generate Claim Request page (Order Management, Claimbacks, Generate Claims/Accrue Revenue, Generate Claim Request).

The Generate Claims page allows you to submit the Claimback Claims and Accruals batch process. This process automatically creates claims for shipments that have been made against a claimback contract and creates new claims for claims that were deferred to another period.

**Run Process By** Select the claim processing option to use as the basis for generating claims. The options are:

*Claimback SetID:* Generate claims for all the claimback contracts that belong to the specified claimback contract SetID.

*Single Claimback Contract:* Generate claims for the specified claimback contract.

*Vendor ID:* Generate claims for the specified vendor ID.

**Create Claimback Claims** Select this option to create claimback claims for the specified Claimback SetID, Claimback Contract, or Vendor ID. This process automatically recalculates claims for claimback contracts with the Recalculate Claims flag set to *Y* if the Create Claimback Claims option is selected.

**Accrue Claimback Revenue** Select this option to automatically accrue incurred revenue for claimbacks that have not gone through the settlement process.

See Chapter 13, "Working with Claimbacks," Reviewing Claimback Accruals, page 202.

## Using the Claims Management Workbench

The Claimback Manager can update the status of claims that have been created for claimback contracts using the Claims Management Workbench. The claimback status determines what actions the Claimback Manager can perform.

**Claim ID** Click this link to view the claimback activity for the claimback contract.

**Claim Status** Select the appropriate search criteria for the claimback status.

For example, if you want to view approved claimback claims, select *Approved* from the Claim Status option.

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**Apply Claim Action**

*Approve:* Change claims with an open status to an approved status.

*Cancel:* Change claims with an open, approved, or deferred status to a canceled status.

*Defer:* Change claims with an open or approved status to a deferred status.

*Unapprove:* Change claims with an approved status to an open status.

**Apply Process Action**

*Cancel Deduction:* Submit the claim to the deduction process in order to reverse the adjustment voucher previously sent to Payables for an overdue action and to send back the Pending Accounts Receivable item to Receivables so that they will again expect the payment from the vendor. This option is only valid for claims with a status of pending payment or partial payment where the overdue status is Y, and the overdue deduction is set to an adjustment voucher.

*Claim Settlement:* Submit the claim to the settlement process and send an expected payment from the vendor to Payables in the form of an adjustment voucher if the settlement method is adjustment voucher, or to Receivables if the settlement method is other check, draft, EFT, and so on. This selection also changes the claim status to *Pending Payment* and notifies the Claimback Settlement Manager if configured to do so.

*Overdue:* Submits the claim to the deduction process in order to reverse the pending Accounts Receivable item sent to receivables and then to send an adjustment voucher to Payables. This option is available only for claims with a status of pending payment, partial payment, and a settlement method other than adjustment voucher, with the overdue flag set to N.

---

**Note.** For claims with a status of partial payment, overdue action is only allowed if no related Active Claim Settlement has a Collected Amount greater than zero.

---

*Payment Reconciliation:* Submit the claim to the incoming payment reconciliation process, which reconciles the claim with the incoming payment from receivables. This action can only be applied to claims with a status of pending payment or partial payment.

*Print for Dispatch:* Print the formal claim document to send to the vendor. This action can only be performed on claims with a status of pending payment or approval.

**Submit for Processing**

Click to load all of the claimback claims applicable to the specified claimback ID.

## Reviewing Claimback Accruals

This section provides an overview of revenue accrual for general ledger and lists the pages used to review claimback accruals.


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## Accruing Revenue for General Ledger

The Generate Claim Request page provides a batch process and request capability for automatically accruing incurred revenue for claimbacks that have not gone through the settlement process. In this case, shipments were made against the claimback contract, and claims may have been generated, but the claims were not yet passed to Accounts Payable or Accounts Receivable for processing. The Accrued Revenue transactions will be sent to General Ledger so that new journal entries can be created by the Journal Generator.

You can submit the Claimback Claims and Accruals process for:

- A specific claimback contract (SetID and Contract ID).
- All claimback contracts for a SetID.
- All claimback contracts for a specific Vendor ID.

The process is run based on the status of the claimback contract. Claimback contracts with a status of *Approved* or *Closed* will compute accrued revenue amounts for all shipments for which the order schedule is tied to the claimback contract and a claim has:

- Not yet been generated.
- Not yet been passed to Accounts Payable or Accounts Receivable for processing.
- Been deferred to another period, but a new claim has not yet been created.

The Claimback Claims and Accruals process looks at any shipments that have a claimback contract applied to them and determines if an accrual transaction needs to be generated. If no claim has yet been generated, an existing claim has not yet been settled, or a claim has been deferred to another period, then the claimback amount will be accrued and passed to the General Ledger.

---

**Note.** The Claimback Claims and Accruals process will process any claims with a status of Open or Approved, but it ignores any claims with a status of Pending Payment, Partially Paid, Paid, or Cancelled. If a claim has a status of Deferred, then it will only be included in the accrual calculations if no new claim has been generated for the deferred claim or if the new claim has a status of Open or Approved.

---

The system retrieves the Accrued Revenue Distribution Code from the claimback contract. The Accrued Revenue Distribution Code is provided by default to the claimback contract line for the Order Management Business Unit, and it is then used to retrieve the Accrued Revenue ChartField information and to populate that information in the Accrued Revenue transaction table for debit entry.

The system retrieves the Claimback Distribution Code from the claimback contract. The Claimback Distribution Code is provided by default to the claimback contract line from the Order Management Business Unit, and it is then used to retrieve the Claimback Revenue ChartField information and to populate that information on the Accrued Revenue transaction table for the credit entry.

A user can review transactions written to the Accrued Revenue transaction table before they are posted to the General Ledger on the Claimback Accruals Inquiry page.

Accrued Revenue transactions written to the Accrued Revenue transaction table are retrieved and posted to the General Ledger using the Journal Generator batch process (FS_JGEN). A special journal template has been created for Claimback Accrued Revenue. A journal entry is made to the Accrued Revenue ChartFields at the end of the current period, with a reversing entry to the same account in the start of this period. A user can review Accrued Revenue transactions that have been posted to the General Ledger on the GL Accrued Revenue page.

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## Pages Used to Review Claimback Accruals

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Claimback Accrual Inquiry | CB_ACCRUALS_INQ | Order Management, Claimbacks, Review Claimback Information, Claimback Accrual Inquiry | Inquire on the details of claimback accrued revenue transactions by Vendor ID, Claimback Contract ID, or Order Management Business Unit. The transactions that appear are generated from the Claimback Claims and Accruals process. |
| GL Accrued Revenue | CB_GL_ACCRUAL | Order Management, Claimbacks, Review Claimback Information, GL Accrued Revenue | Inquire on the details of the accrued revenue accounting entries that are posted to the General Ledger. |


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Chapter 14

# Creating Independent Sales Rebates and Penalties

This chapter provides an overview of independent sales rebates and discusses how to set them up.

## Understanding Independent Sales Rebates

Sales rebates and penalties enable you to reward or penalize customers based on criteria that you define. For example, you can reward them for increasing order amounts over a period of time or penalize them for decreasing order quantities.

The two types of rebates and penalties are:

- Those that are calculated against sales orders with buying agreement terms.
- Those that are independent of buying agreements and calculated against sales orders.

***See Also***

Chapter 12, "Creating Buying Agreements," Using Buying Agreement Rebates and Penalties, page 165

## Setting Up Independent Sales Rebates

You must define the rebate or penalty definition and the rebate or penalty table entries before defining independent sales rebates and penalties. The rebate/penalty definitions and table entries are used for both buying agreement rebates and penalties and for independent rebates and penalties.

After defining the rebate and penalty definition and table entries, use the Sales Rebate component to define the independent sales rebate or penalty.

Perform these steps to set up individual sales rebates.

1. Specify a rebate product ID and penalty product ID on the Order Management business unit Accounting and Billing page. Billing uses these product IDs to invoice the rebate or penalty to the customers.

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2. Set up parameters for a rebate or penalty calculation on the Rebate Penalty - Definition page. This defines the basis for comparison (amount, percent, or quantity), defines whether the rebate or penalty is an amount or a percent of some amount, and also defines the maximum rebate or penalty amount that can be applied. The comparison basis parameter of "none" is used only with buying agreement rebates and penalties in which case the system determines whether a rebate or penalty is applied based on whether the customer met the terms of the buying agreement.

3. Set up the Rebate Penalty Table page. This defines whether the qualified sales orders must first be invoiced. It also defines the basis upon which the rebate or penalty is calculated. If using independent sales rebates, this basis can be defined on the independent sales rebate definition; it can be the difference between actual qualified sales and the amount or quantity defined on the independent sales rebate definition; or, it can simply be the qualified sales amount or quantity. If using buying agreements, this basis can be the amount or quantity defined on the buying agreement line; it can be the difference between actual qualified sales and the amount or quantity defined on the buying agreement line; or, it can simply be the actual qualified sales amount or quantity.

4. On the Sales Rebate - Definition page, establish criteria for the sales rebate or penalty. This defines the criteria for the independent sales rebate. For buying agreement rebates and penalties, these criteria are defined in the buying agreement terms.

5. Set up the points to calculate the rebates and penalties on the Rebate Penalty - Definition Step page. This defines the rebate or penalty breaks or steps which you can establish based on the comparison basis you choose on the Rebate Penalty - Definition page (amount, percent, or quantity).

6. Run the Sales Rebate process (OMSRBT) to calculate the rebate or penalty.

7. Approve the rebate or penalty on the Sales Rebates page.

8. Run the Sales Rebate Interface process (OMSRBTIN).

   This process passes the calculated information to the Billing Interface tables for invoicing.

9. Run the Billing Interface process (BIIF0001) to create the rebate or penalty invoice.

---

**Note.** The Rebate Penalty Definition and Definition Step page and the Rebate Penalty Table entries page are used for independent sales rebates and for buying agreement rebates and penalties.

---

This section discusses how to:

- Define sales rebates.
- Associate customers and products with sales rebates.
- Process sales rebates.
- View sales rebate information.
- Run the Sales Rebate Interface process.

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## Pages Used to Set Up Sales Rebate and Penalties

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Accounting and Billing | BUS_UNIT_TBL_OM5 | Click the Accounting and Billing link on the Order Management Definition - Order Management Setup page. | Specify a rebate and penalty product IDs to be used on the invoices. |
| Rebate Penalty - Definition | RBT_PNLTY_DEFN | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition | Set up the basis for comparison, the type of rebate or penalty, and the maximum rebate or penalty allowed that the system uses to calculate rebates and penalties. |
| Rebate Penalty - Definition Step | RBT_PNLTY_DEFN_STP | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition Step | Define the points at which the penalty or rebate amount or percentage to be assigned changes. |
| Rebate Penalty Table | RBT_PNLTY_TABLE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Table, Rebate Penalty Table | Define the qualified orders to be considered and define the qualified basis amount to be used for each rebate and penalty definition. Before you select a rebate or penalty definition, establish rebate and penalty definitions on the Rebate Penalty - Definition page. |
| Definition | SRBT_TABLE | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup, Definition | Set up sales rebate or penalty criteria. |
| Customer/Product | SRBT_CUSTPROD_TBL | Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup, Customer/Product | Establish which customers or customer groups and product or product groups receive the sales rebate. |
| Sales Rebates process | RUN_OM_SRBT | Order Management, Quotes and Orders, Track Sales Rebates, Request Sales Rebates, Sales Rebates | Calculate sales rebates. |

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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Sales Rebates | SRBT_REBATES | Order Management, Quotes and Orders, Track Sales Rebates, Identify Sales Rebate Info, Sales Rebates | View the results of the Sales Rebate process, to change the results of the calculation, and to approve the rebate or penalty |
| Sales Rebate Interface | RUN_OM_SRBTINTFC | Order Management, Quotes and Orders, Track Sales Rebates, Request Sales Rebate Interface, Sales Rebate Interface | Populate the interface tables in PeopleSoft Billing to create an invoice. Refund checks are processed in PeopleSoft Accounts Receivable for rebates. |

## Establishing Sales Rebate Definitions

Access the Definition page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup, Definition).

**Calendar ID** Enter to set up the rebate and penalty that is to be calculated more often within the rebate start and end dates. Each sales rebate may have one rebate or several periodic rebates between the sales rebate start and end dates. If there is no calendar ID on a sales rebate, one rebate is calculated from the rebate start and end dates. However, if you want the system to calculate a rebate every quarter or every month, you do not have to define a sales rebate for each period; simply use the calendar ID to tell the system to calculate them monthly.

**Selection Date** Select *Order Date*, *Requested Arrival Date*, or *Schedule Ship Date* to determine which sales order date to use in determining qualified orders when running the independent sales rebate calculation process.

**Rebate ID, Penalty ID** Select either or both fields to define the assign a rebate and penalty definition to the independent sales rebate. You do not have to enter both. For example, you might want to rebate a customer who meets the rebate criteria, but not penalize a customer who qualifies for a penalty. In this example, you would enter a Rebate ID only.

**Compare To Criteria** The value in this field is used to determine which sales should be compared to current sales when calculating independent rebates or penalties. Sales that are considered to be current sales are indicated on the run control when you run the calculation process. In the field, select one of these options: *Fixed Amount/Quantity, Previous Period,* or *Same Period Last Year.* If you select *Fixed Amount/Quantity,* enter the Compare Amount or Compare Quantity. If you enter a compare amount, you must also enter a currency from the available options.


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## Associating Customers and Products With Sales Rebates

Access the Customer/Product page (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup, Customer/Product).

**Customer ID, Customer Group, Product ID, Product Group**

Depending on the selection on the Sales Rebate - Definition page, enter the customer or customer group and the product or product group. If the sales rebate is calculated against products, also select the UOM (unit of measure). The constraints defined on this page define which customers/customers groups and products/product groups will receive the rebate and/or penalty assigned to this independent sales rebate definition.

**Conversion UOM** (conversion unit of measure)

All other order UOMs are converted to the UOM that is specified in the field.

## Processing Sales Rebates

Access the Sales Rebates page (Order Management, Quotes and Orders, Track Sales Rebates, Request Sales Rebates, Sales Rebates) to run the Sales Rebate process (OMSRBT).

**End Date, Calendar Method**

Allows you to run the calculation process for multiple independent sales rebate definitions based on their end date or the calculation calendar period if you do not specify a Sales Rebate ID. These values can also be used to narrow the selection of independent rebates that should be calculated in this run.

**Calculation Periods**

Defines which sales are considered current sales for comparison with the sales defined on the independent sales rebate definition. Select *Current Period*, *Current and Previous Period*, or *Previous Period* as the sales activity to include in the sales rebate calculations.

Use the information in the table to help you select field combinations to get the sales rebate or penalty calculation results that meet the business requirements:

| ***Business Unit*** | ***Sales Rebate ID*** | ***Calendar Method*** | ***Calculation Periods*** |
|---|---|---|---|
| X | X | NA | Current period |
| X | X | NA | Previous period |
| X | X | NA | Current and previous period |
| X | NA | Monthly calendar | Current period |

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| *Business Unit* | *Sales Rebate ID* | *Calendar Method* | *Calculation Periods* |
|---|---|---|---|
| X | NA | Quarterly calendar | Previous period |
| X | NA | Semiannual calendar | Current and previous period |

## Viewing Independent Sales Rebates

Access the Sales Rebate page (Order Management, Quotes and Orders, Track Sales Rebates, Identify Sales Rebate Info, Sales Rebates).

**Customer ID** The rebate and penalty information appears for each. You can view and override the Rebate Amount and the Penalty Amount that result from running the Sales Rebate process.

**Status** Rebates and penalties are always created in *Pending* status. When you review the penalty or rebate, you must manually change the Status to *Approved.* The Sales Rebate Interface process (OMSRBTIN) picks up only *Approved* rebates or penalties. When the penalty or rebate is sent to PeopleSoft Billing, the Sales Rebate Interface process sets the Status to *Granted.*

**Recalculate ?** If you select this option, rebates and penalties are recalculated for subsequent runs of the Sales Rebates page.

## Running the Sales Rebate Interface

Access the Sales Rebate Interface page (Order Management, Quotes and Orders, Track Sales Rebates, Request Sales Rebate Interface, Sales Rebate Interface) to run the Sales Interface Rebate process (OMSRBTIN).

**Business Unit** and **Sales Rebate ID** Enter to limit the process run. If you leave the fields blank, the process runs for all business units and sales rebate IDs.


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## Part 3

# Creating and Maintaining Sales Orders

**Chapter 15**
**Introduction to Sales Order Entry**

**Chapter 16**
**Setting Default Sales Order Values**

**Chapter 17**
**Adjusting Pricing in PeopleSoft Order Management**

**Chapter 18**
**Maintaining Order Header and Line Information**

**Chapter 19**
**Maintaining Order Schedule Information**

**Chapter 20**
**Working with Large Orders and Quotes**

**Chapter 21**
**Entering Counter Sales**

**Chapter 22**
**Using Self-Service Order Entry and Order Status**

**Chapter 23**
**Maintaining Quotation Information**

**Chapter 24**
**Processing Sales Orders**

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Chapter 15

# Introduction to Sales Order Entry

This chapter provides overviews of sales order entry and additional sales order options and discusses how to:

- Enter required order entry data.
- Use the Customer Service Representative (CSR) desktop.
- Copy sales order information.
- Change and view address information on orders.
- View order, customer, and product information with the Message Board.
- View messages, notes, and attachments.
- Track orders.
- Check price and availability.
- Check price and availability for product kits.
- Use alternate sourcing and pegging.
- Use lot allocations.
- Change orders.
- View order information.

## Understanding Sales Order Entry

This section discusses:

- Sales order information navigation.
- Default ship-from values.
- Shipment and arrival dates.

PeopleSoft Order Management separates sales order information into these levels:

- Header information, which pertains to the entire order.

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- Line information, which applies to products and quantities.

  **Note.** Header and line information are entered on the Order Entry Form page.

- Schedule information, which separates the line quantity into one or more shipments.

  The system automatically creates a schedule for each order line, so use only the schedule pages when a line has multiple shipments.

If you are working with margin adjustments, the CSR can create sections to make it easier to manipulate the lines that make up the order.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Entering Margin Adjustments on the Worksheet, page 317.

## Sales Order Information Navigation

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Order). You can also use links to initiate additional sales order functions, such as notes and attachments, reserving, changing currencies, and manually calculating freight charges and weight and volume pricing.

To inquire about orders, select Order Management, Quotes and Orders, Review Order Information, and select a topic.

### *See Also*

Chapter 18, "Maintaining Order Header and Line Information," page 323

Chapter 19, "Maintaining Order Schedule Information," page 377

Chapter 23, "Maintaining Quotation Information," page 461

Chapter 16, "Setting Default Sales Order Values," page 283

Chapter 20, "Working with Large Orders and Quotes," page 391

Chapter 22, "Using Self-Service Order Entry and Order Status," page 449

Chapter 21, "Entering Counter Sales," page 401

## Default Ship-From Values

The system may use any of the PeopleSoft Inventory business units listed in the table as the default in the Ship From field on the Order Entry Form page.

**Note.** You can also use alternate sourcing to expand the ship from options and potentially source the line to new or existing supply.

See Chapter 9, "Setting Up Alternate Sources of Supply," Creating Alternate Sources of Supply Arbitration Plans and Rules, page 111.

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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| A | Priority 1 Inventory business unit in the ship-to customer's distribution network.<br>See Condition 3. | Condition 3:<br>This condition applies if the statements are true:<br>• You selected *None* as the Availability Option on the Order Entry Features page.<br>• You assigned a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>PeopleSoft Inventory business unit A becomes the default. |
| B | Highest priority Inventory business unit in the ship-to customer's distribution network that has enough product to supply the quantity ordered.<br>See Condition 1. | Condition 1:<br>This condition applies if the statements are true:<br>• You selected *Network, Automatic,* or *Manual* as the Availability Option on the Order Entry Features page.<br>• You assigned a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>• More than one PeopleSoft Inventory business unit in the ship-to customer's distribution network contains the product.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields do not match the transaction.<br>PeopleSoft Inventory business unit B becomes the default. |

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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| C | The default Inventory business unit you selected for the Order Management business unit on the Shipping and Returns page.<br>See Condition 6. | Condition 6:<br>This condition applies if the statements are true:<br>• You selected *Network*, *Automatic*, or *Manual* as the Availability Option on the Order Entry Features page.<br>• You did not assign a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>• You selected a default ship from the PeopleSoft Inventory business unit on the Order Management business unit Shipping and Returns page.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields do not match the transaction.<br>PeopleSoft Inventory business unit C becomes the default.<br>The setting for the Availability Option Order Entry Features page does not apply. |


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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| D | The Priority 1 Inventory business unit in the default distribution network that you selected for the Order Management business unit on the Shipping and Returns page.<br>See Condition 7. | Condition 7:<br>This condition applies if the statements are true:<br>• You selected *None* as the Availability Option on the Order Entry Features page.<br>• You did not assign a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>• You selected a default distribution network on the Order Management business unit Shipping and Returns page.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields do not match the transaction.<br>PeopleSoft Inventory business unit D becomes the default. |

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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| E | Highest priority Inventory business unit in the default business unit distribution network that has enough product to supply the quantity ordered.<br>See Condition 4. | Condition 4:<br>This condition applies if the statements are true:<br>• You selected *Network, Automatic,* or *Manual* as the Availability Option on the Order Entry Features page.<br>• You did not assign a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>• You selected a default distribution network on the Order Management business unit Shipping and Returns page.<br>• More than one PeopleSoft Inventory business unit in the default distribution network contains the product.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields do not match the transaction.<br>PeopleSoft Inventory business unit E becomes the default. |


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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| F | The Inventory business unit that contains the product.<br>See Condition 2 and Condition 5 | Condition 2:<br>This condition applies if the statements are true:<br>• You selected *Network*, *Automatic*, or *Manual* as the Availability Option on the Order Entry Features page.<br>• You assigned a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>• Only one PeopleSoft Inventory business unit in the ship-to customer's distribution network contains the product.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields do not match the transaction.<br>PeopleSoft Inventory business unit F becomes the default. |

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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| | | Condition 5:<br>This condition applies if the statements are true:<br>• You selected *Network*, *Automatic*, or *Manual* as the Availability Option on the Order Entry Features page.<br>• You did not assign a distribution network to the ship-to customer on the General Information - Ship To Options page.<br>• You selected a default distribution network on the Order Management business unit Shipping and Returns page.<br>• Only one PeopleSoft Inventory business unit in the default distribution network contains the product.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields do not match the transaction.<br>PeopleSoft Inventory business unit F becomes the default. |


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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| G | Highest sort option source of supply from the sourcing arbitration plan that has enough product to supply the quantity ordered.<br>See condition 8. | Condition 8:<br>The conditions apply if the statements are true.<br>• You selected *None* as the Availability Option on the Order Entry Features page.<br>• You assign a distribution network to the ship-to customer on the General Information - Ship to Options page or you select a default distribution network on the Order Management business unit Shipping and Returns page.<br>• No PeopleSoft Inventory business unit in the ship-to customer's distribution network or Order Management default distribution network contains the product.<br>• You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose defined key fields match the transaction.<br>PeopleSoft Inventory business Unit G becomes the default. |

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| *PeopleSoft Inventory Business Unit* | *Description* | *Condition* |
|---|---|---|
| | | **Note.** If you select *Network* as the Availability Option, only one PeopleSoft Inventory business unit in the distribution network returns (even if insufficient stock exists in the PeopleSoft Inventory business unit that was returned to fulfill the entire quantity requested on the order line). The system does not automatically create two separate schedules.<br><br>If you use the Order Completion (OM_BACKGRND) process to process orders with electronic data interchange (EDI) as the order source, the system will not create order lines if the ship from cannot be derived. In these cases, the order status will be set to Pending.<br><br>When you are in the counter sale environment, the ship from business unit defaults from the User Preferences. You can override this when adding or updating the sales order or quote. No further defaults are provided. |

**Important!** If none of the conditions are met, no PeopleSoft Inventory business unit defaults are used and you cannot save the order line.

## Shipment and Arrival Dates

For scheduled shipment and arrival dates, the system finds the dates that accommodate customer requirements for receipt of the product. This is controlled by a setting on the Order Entry Features page that indicates whether customer and carrier exception calendars and PeopleSoft Inventory business unit closure calendars should be consulted at field change, order save, or not at all. You can also determine whether transportation lead times are calculated at field change, order save, or not at all. When using transportation lead times, you can also determine whether the system should process adjustments to the shipment and arrival dates by calculating the dates going forward or backward. In doing so, the system continues to cross-check against the closure calendar for the shipping warehouse and carrier and then against the exception ship date calendar for your customer, until it arrives at dates that meet the restrictions. Additionally if the date is too early or late relative to the requested arrival date, hold processing can be used to further control the shipment.

**Note.** When you change either of the scheduled dates–shipment or arrival–the system does not recalculate them. The system assumes that you are manually overriding the date. Changes to the requested dates trigger an automatic recalculation of the scheduled dates.


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**Note.** Schedules marked for customer pickup will only use the ship from business unit calendar. Customer and carrier calendars and transportation rules will be ignored.

**Note.** When using the any of the exception calendars (customer, carrier, ship from) to calculate the scheduled shipment date and time, there may be an extra minute adjustment with day exceptions that could change the date of the shipment. The system will adjust forward by one minute if the exception represents an entire day (indicated by start time of 12:00 a.m. and end time of 11:59 p.m.) Block adjustments are not affected.

### *See Also*

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features, page 46

Chapter 8, "Setting Up Transportation Lead Times and Internal Freight Charges," page 93

# Understanding Additional Sales Order Options

PeopleSoft Order Management supplementary features increase efficiency, add information, and improve system flexibility. This section discusses:

- Currency and credit currency information.
- Delete line and delete schedule.
- Product alternates.
- Deliveries.
- Total order and line reservations.
- Reservation and backorder defaults.
- Available to Promise (ATP).
- Distribution codes.
- Routes.
- Direct shipping products.
- Sales order messages.
- Sales orders from contracts.

## Currency and Credit Currency Information

You can have only one currency per order. You can change the currency for the order before lines are added. The default value for the currency comes from the value established on the General Info page for the customer.

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When you are viewing customer available credit, the system uses the Credit Check Currency field to bring all open receivables in multiple PeopleSoft Receivables business units to a common currency. If the customer has open receivables with different currencies in different PeopleSoft Receivables business units, the system converts the open amounts to a single credit-checking currency and then subtracts them from the customer's credit limit. The credit-checking currency can be different from the sales-order transaction currency.

### *See Also*

*PeopleSoft Global Options and Reports 9.1 PeopleBook*, "Processing Multiple Currencies"

## Delete Line and Delete Schedule

You can quickly delete a new line or schedule if there is no quantity entered by selecting *Delete Line* from the Line Menu field on the Order Entry Form page or *Delete Schedule* from the Schedule Menu field on the Shipment Schedules page. Use these options if you accidentally enter a new line or schedule and must remove it. If you have not yet saved the line, you may change the quantity to zero and delete the line, or you may change the status to *Canceled.* If you have saved the line, you must change the status to *Canceled* to make it invalid for the order.

## Product Alternates

You can define product alternates and substitute those alternates for products under the conditions:

- You have set up one or more alternates for a product on the Alternates page.
- The sold to customer allows substitutions, as established on the Sold To Options page for the customer.
- The alternate exists in the same PeopleSoft Inventory business unit as the original product.
- The order date is within the start and end dates for the alternate product.
- The alternate product does not have an associated message with the action of Reject.
- The alternate product is an active product.

The View Product Alternates link in the Order Lines section of the Order Entry Form page is available only when alternate products exist for the product ID entered in the selected PeopleSoft Inventory business unit and if your customer allows substitutions.

When you select a product alternate, the system displays the alternate product ID on the order line. This enables you to maintain demand information for analysis and to print both product IDs on order acknowledgments and in other documents when there is a change.

The system also makes item substitutions during the picking process, if your customer allows substitutions and there are suitable substitutes for the product or item requested.


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## Deliveries

If the sales order delivery processing feature is turned on for the Order Management business unit, the system will automatically group sales order schedule demand into deliveries. The grouping is configured for each Inventory business unit to define which sales order demand attributes must match to be grouped in the same delivery. This way, at order entry time, you can view the number of shipments that you might have for the order. Based on the deliveries created, you can then calculate freight charges for each shipment individually and accumulate the freight charges for each shipment to obtain the order total freight charges. If you are integrating with a third party freight system, you can also use the freight shopping feature in order entry to choose different carrier IDs for the sales order shipment schedules and regroup the schedules into new deliveries for the most efficient freight options. Deliveries also enable you to use weight and volume pricing to offer discounts and surcharges if the shipment weighs out or cubes out. You can use deliveries for both sales orders and quotes.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Setting Up Delivery Management.

See Chapter 8, "Setting Up Transportation Lead Times and Internal Freight Charges," page 93.

These fields must be the same to group schedules into the same delivery:

- Inventory business unit.
- Scheduled shipment date.
- Document reference number.

In addition to the two required fields, you can further define deliveries by selecting other attributes on the Inventory Definition - Business Unit Options: Delivery Management Definition page.

For example, you might group order schedules that have the same ship via code, freight terms, and ship-to customer into one logical shipment. If the inventory is available for these items, they are shipped together.

You can have different delivery definitions for each PeopleSoft Inventory business unit.

---

**Note.** For weight and volume pricing, include the ship via code in the delivery definition. The ship via code determines minimum and maximum weight or volume limits. These limits are automatically managed at order entry time.

---

---

**Note.** If you override the ship-to address during order entry, the system creates a new delivery only if any of the fields are different: State,Country, and Primary Address - Ship To.

---

The delivery ID is assigned when the order schedule is created or modified. The Order Management business unit processing option selected on the Order Entry Features page determines whether you use deliveries and whether you want deliveries to be assigned when you change the field or save the page. If you elect to have deliveries assigned when you change the field, you can modify the delivery if you changed any of the required or optional fields that were used to group the delivery on the Delivery Management Definition page.

---

**Note.** Deliveries are available only for open schedules. Non-inventory order schedules or direct-shipped schedules are excluded.

---

During order entry, you can view shipping information for the delivery on the Deliveries page, and you can see the schedules that make up the delivery on the Schedules on Delivery page.

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### *Ship Via Weight and Volume Test for Deliveries*

If you include the ship via code field as part of the delivery definition, the system looks at the ship via to see if the delivery cubes or weighs out. The cube and weight dimensions are stored on the Ship Via page. The system checks both the volume and weight for the delivery against the minimum and maximum dimensions on the ship via to see if the shipment weight and cube fall within the specified parameters.

If the new order schedule causes the delivery to violate the cube or weight limits for the shipping method, the system automatically places the new schedule on a new delivery. If the new schedule as a whole violates the shipping method cube or weight limits, the system displays a warning message to the CSR when the order is saved. The CSR should then change the shipping method for the schedule or break the order line into multiple schedules so that the system can create separate deliveries.

To cube or weigh out, the delivery has to fall within the minimum and maximum values defined for the volume or weight.

If the delivery falls within:

- The volume dimensions but not within the weight dimensions, then the system uses the volume to determine weight and volume pricing.
- The weight dimensions but not the volume dimensions, then the system uses the weight to determine weight and volume pricing.
- Both the volume and weight dimensions, then the system uses the first price rule in the weight and volume arbitration plan.

All weight and volume price adjustments for the deliveries will be summed together and added to the total order adjustments at the order header level.

The example demonstrates how the system uses weight for weight and volume pricing:

- You have an order with five lines and one delivery.
- The delivery contains schedules one through five.
- A truck or container load is equal to 35,000 to 40,000 pounds or 3,500 to 4,000 cubic feet.
- The schedule one weight is 10,000 pounds and 1,000 cubic feet.
- The schedule two weight is 15,000 pounds and 500 cubic feet.
- The schedule three weight is 7,000 pounds and 500 cubic feet.
- The schedule four weight is 3,000 pounds and 100 cubic feet.
- The schedule five weight is 5,000 pounds and 200 cubic feet.
- The order should weigh out at 40,000 pounds and qualify for the weight and volume pricing discount.

## Total Order and Line Reservations

When you save a sales order with a status of *Open*, the system writes to the demand table that PeopleSoft Inventory reads to reserve product quantities. The Material Reservation process runs against this table periodically, based on parameters that you define in the Process Scheduler.

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To create soft reservations for orders or order lines without waiting for the Material Reservation process to run, save the order with a status of *Open.* To reserve the entire order, select *Reserve Order* from the Header Menu field on the Order Entry Form page. To reserve an individual line, select the individual line and select *Reserve Line* from the Line Menu field of the Order Entry Form page. All schedules associated with the line are reserved at the same time.

You can cancel a reserve by canceling the order line or schedule or by decreasing the quantity. Restrictions for decreasing quantity and canceling demand is controlled by the demand change configuration on the inventory business unit. You can also cancel an order line reserve using the Undo Fulfillment process in PeopleSoft Inventory.

You can select the auto-reserve option on the Order Entry Features page to automatically reserve the order lines when you save the order. This enables automatic reservations of everything on the order where possible.

---

**Note.** If an item is marked as a demand priority item, the system ignores it when you reserve the order or line.

---

See *PeopleSoft Inventory 9.1 PeopleBook,* "Defining Your Operational Structure in PeopleSoft Inventory."

See *PeopleSoft Inventory 9.1 PeopleBook,* "Preparing to Implement PeopleSoft Inventory," Setting Up Business Unit and Item Options.

See *PeopleSoft Inventory 9.1 PeopleBook,* "Promising and Reserving Inventory."

## Reservation Backorder Defaults

Reservation/Backorder fulfillment rules are used during fulfillment to determine when to hold demand in the unfulfilled state until enough quantity has been reserved and to determine in what state to backorder demand if enough quantity is not available. Order Management uses the reservation/backorder rule defaulting engine to default the reservation/backorder rules to the order schedule:

- Header level reservation rule
- Line level reservation rule
- Line level backorder rule
- Line level backorder reservation rule

These order schedule reservation and backorder rules can be modified on the order schedule page and they are passed to inventory.

---

**Note.** Changes to these rules for existing sales orders are not changed or reevaluated but the changes are passed to Inventory. Rule changes on existing demand lines must be changed in Inventory. For example, if rule is entered on the sales order and the Inventory Business Unit Ship From is changed, the rules are not reevaluated.

---

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Promising and Reserving Inventory"

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# ATP

You can calculate ATP quantities to promise orders against future supply in PeopleSoft Inventory. The system uses the APICS-standard ATP calculation. In PeopleSoft Order Management, you can perform ATP checks online to see more detailed information about sources of supply and demand.

See *PeopleSoft Inventory 9.1 PeopleBook*, "Promising and Reserving Inventory."

### *ATP Calculation Method During Online Sales Order Entry*

ATP will be calculated after you enter the product and quantity on the line or schedule:

1. If the Skip Promising option on the Ship Options tab of the line or schedule is not selected when you save the order.

2. When you select ATP Decision from the Header or Line menu on the Order Entry Form page or from the Schedule Menu from the Shipment Schedules page.

If the entire quantity requested is available on the date requested, the system promises the item to the sales order schedule without displaying any additional information.

If you select the header or line level, the system will perform the ATP calculation for all of the associated schedules. If the system cannot promise all of the schedules, you will be directed to the Sales Order Message page to address the situation. If there is only one schedule and there is not enough quantity available on the date requested, the system will display the ATP Decision page where you can select from one of three options:

- The quantity that can be promised for the given scheduled shipment date. The quantity on the order line and schedule is changed to the amount available to promise on the scheduled ship date.

- A date when the total requested quantity can be promised. The system updates the scheduled shipment date on the order line or schedule.

- To split the order line into multiple schedules, with each schedule having the maximum quantity that can be promised for the different scheduled shipment dates.

To view availability information detail, select *Item/Product Availability* from the Line Menu field on the Order Entry Form page, the Schedule Menu field from the Shipment Schedules page, or the Review Product Information menu.

The examples illustrate how the system handles ATP processing for situations where the entire quantity is not available on the date requested.

### *Example of Quantity Meeting the Customer's Requested Quantity But Not the Requested Shipment Date*

The table shows the quantity meeting the customer's requested quantity.

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| Step | Action | Result |
|---|---|---|
| Create a new order. | The system pulls in the PeopleSoft Order Management business unit options. The requested shipment date for the line uses today's date (for example, 02/01/2006) as the default. | |
| Enter *Product A (10001)* and the quantity of *50* on Line 1. | The system checks the order promise option for the item. Then the system enters the highest priority PeopleSoft Inventory business unit as the default in the order line and calculates the scheduled shipment date. | The appropriate PeopleSoft Inventory business unit and scheduled shipment date (02/01/2006) appear automatically on the line. |
| Select the ATP option. | The system calls the ATP function for the PeopleSoft Inventory business unit. The requested quantity, scheduled shipment date, item ID, and Inventory business unit are passed to this function. | The system retrieves the appropriate ATP function. PeopleSoft Order Management displays the quantity available to promise on the scheduled shipment date (02/01/2005), as well as the promise date when all 50 will be available. |
| The three available options (based on the ATP information) are:<br>1. Accept the amount available today (10).<br>2. Accept a later date (2/7/2006) to get all 50 in one shipment.<br>3. Create multiple schedules. | Based on the option selected, the system:<br>1. Changes the quantity scheduled to 10 for 02/01/2006.<br>2. Changes the scheduled shipment date to 2/7/2006.<br>3. Creates four schedules:<br>• 2/120/06 (quantity of 10)<br>• 2/2/2006 (quantity of 10)<br>• 2/3/2006 (quantity of 20)<br>• 2/7/2006 (quantity of 10) | The system creates the schedules based on the selected options. |

### *Example of Quantity Not Meeting the Customer's Requested Quantity and Shipment Date*

Suppose that a customer orders 100 of product A, but only 70 units are available according to the ATP calculation. In this example, the product is a buy item, and PeopleSoft Purchasing is installed. The standard lead time to purchase item 10001 is 10 days. In this case, you have these options:

- Accept the amount available today (70).

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- Accept a later date when all 100 can be shipped together.

  The scheduled shipment date is the order date plus the standard lead time (2/1/2006 plus 10 days equals 2/11/2006).

- Create multiple schedules:

  - 2/1/2006 quantity of 10
  - 2/2/2006 quantity of 10
  - 2/3/2006 quantity of 20
  - 2/7/2006 quantity of 10
  - 2/9/2006 quantity of 20
  - 2/11/2006 quantity of 30 (based on standard lead time)

#### *Example of Quantity Not Meeting the Customer's Requested Quantity and No Future Supply Is Available*

Suppose that a customer orders 60 of product A, but none are available according to the ATP calculation. The product is a make item; the fixed lead time to make item A is 7 days, and the variable lead time is 3 hours. In this case, ATP returns no promise quantities or dates on the sales order.

The system calculates the scheduled shipment date as follows:

Today plus fixed lead time plus (order quantity variable lead time) equals 2/1/2006 plus 7 days plus (60 multiplied by 3 hours) equals 2/8/2006 plus 180 hours equals 2/8/2006 plus 7.5 days equals 2/16/2006 (rounded up to the nearest day).

No other option is available.

## Distribution Codes

PeopleSoft Order Management does not post entries directly to PeopleSoft General Ledger ChartFields except for incurred revenue from claimback claims. Instead, you select distribution codes that determine the accounts to debit and credit for invoice transactions, and the system passes the information to PeopleSoft General Ledger by way of PeopleSoft Billing. PeopleSoft Inventory manages the account distribution for the inventory transactions involved with a sale.

Set up distribution codes in PeopleSoft Billing or PeopleSoft Receivables. The codes reflect detailed account distribution information. Sales transactions are broken into discounts, revenue, and surcharges for distribution purposes. The entries in the discount distribution code, revenue distribution code, and surcharge distribution code fields establish the distribution code for each element of the transaction. Defaults for these fields may come from one of four places:

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- If you have associated discount and surcharge distribution IDs with your price rules, and the price rules are used for line or schedule pricing adjustments, then the system uses the discount and surcharge distribution IDs from the price rule.

  If multiple price rules are used, and each price rule has a different discount and surcharge ID, each portion of the adjustment is allocated to the distribution IDs on the price rule. The system then selects the revenue account according to the hierarchy described in the next paragraphs. If no distribution IDs for discounts or surcharges are on the price rules, the default hierarchy also applies.

- If you have established distribution rules and sets based on the elements of a sales order—customer, product, region, and so on—and the system finds a match with a distribution set, the default distribution codes come from that set.

  The distribution rule code used to determine matches on the distribution sets is defined on the PeopleSoft Order Management business unit Accounting and Billing page.

- If the distribution rule does not find a match, or if there is no distribution rule defined on the PeopleSoft Order Management business unit, the default for the distribution codes comes from the PeopleSoft Inventory business unit if the Inventory business unit has an associated PeopleSoft Billing business unit.

- If the PeopleSoft Inventory business unit does not have an associated PeopleSoft Billing business unit, the default for the distribution codes comes from the PeopleSoft Order Management Accounting and Billing page.

---

**Note.** You can enter distribution percentages on the order schedule Distribution Percentages page to allocate a portion of the revenue, discount, and surcharge postings across multiple distribution IDs. This optional feature enables you to charge different departments or accounts for discounts taken on an order, or to allocate revenue across departments. The allocation percentages must add up to 100 percent.

---

You can change the entries during order entry on the Distribution Accounts page.

---

**Note.** If your price rules carry the distribution IDs for adjustments to the order line and schedule, you do not see the distribution IDs on the Distribution Accounts page. When distribution IDs are derived from a price rule, you cannot modify them. They are applied at billing time.

---

### *See Also*

*PeopleSoft Receivables 9.1 PeopleBook*, "Defining PeopleSoft Receivables Processing Options," Setting Up Distribution Codes

## Routes

You can use routes to streamline deliveries. During order entry, you can assign the order to a route if the PeopleSoft Inventory business unit assigned to the schedule uses routes. In this case, the system searches the routes to find a match by PeopleSoft Inventory business unit, ship-to customer, address, carrier, and ship via code.

If the system doesn't find a match, it doesn't assign a route code. If the system finds a match, the system first calculates the scheduled ship date and time assigns the route code to the Ship Options tab on the Shipment Schedules page and then assigns the route stop number.

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The system recalculates the scheduled arrival date and time by adding the transportation lead time to the scheduled ship date and time. The system performs the calculation when you save the order line; the system passes the calculation to the order schedule. If the new scheduled arrival date and time is later than the customer's requested arrival date and time, the system asks whether you want to override the scheduled arrival date and time. If you decline, the route is not assigned to the order schedule.

If the ship from PeopleSoft Inventory business unit, ship-to customer, address sequence number, scheduled ship date and time, carrier, and ship via values are changed after the route has been assigned, the system drops the route from the schedule.

You can still add a ship-to customer to a route on the Ship Options 2 tab on the Shipment Schedules page if the ship-to customer isn't part of the route definition. The scheduled ship date and time, carrier, and ship via code appear automatically.

Routes can also be assigned to electronic data interchange (EDI) orders using the same logic for orders entered during order entry.

---

**Note.** Routes will not be calculated and assigned for schedules marked for customer pickup.

---

---

**Note.** Routes will not be recalculated if third-party freight shopping assigns a different carrier ID to the order schedule. The schedule and its demand will be removed from the route.

---

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Using Routes and Loads in Fulfillment Processing"

## Direct Shipping Products

In addition to shipping products from your own warehouses, you can ship them to customers directly from another vendor (that is, use direct ship from vendor.) You must have PeopleSoft Purchasing installed to use the direct ship from vendor feature in PeopleSoft Order Management.

If a product is always shipped directly to your customer, select the Direct Ship from Vendor option when you define the product on the Product Definition - Options2 page. Some products might typically ship out of your own warehouses, but in special circumstances, you may want them shipped directly from the vendor. In those cases, you can select the Direct Ship option on the Ship Options tab on the Order Line region of the Order Entry Form page and the Shipment Schedules page.

When the order is saved, the system flags the demand to be directly shipped from the vendor to the customer. Purchasing picks up this demand in the Requisition Loader Process and creates a new requisition. If you want it to be shipped to your warehouse, you can use the Alternate Sources of Supply page to choose additional options or use the Pegging Workbench. Alternate Sourcing and Pegging require additional setup.

---

**Note.** You can also create a "direct ship from vendor" purchase order from the sales order using alternate sources of supply. The purchase order is created and saved when the sales order is saved.

---

See Chapter 9, "Setting Up Alternate Sources of Supply," page 107.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Pegging Supply and Demand."

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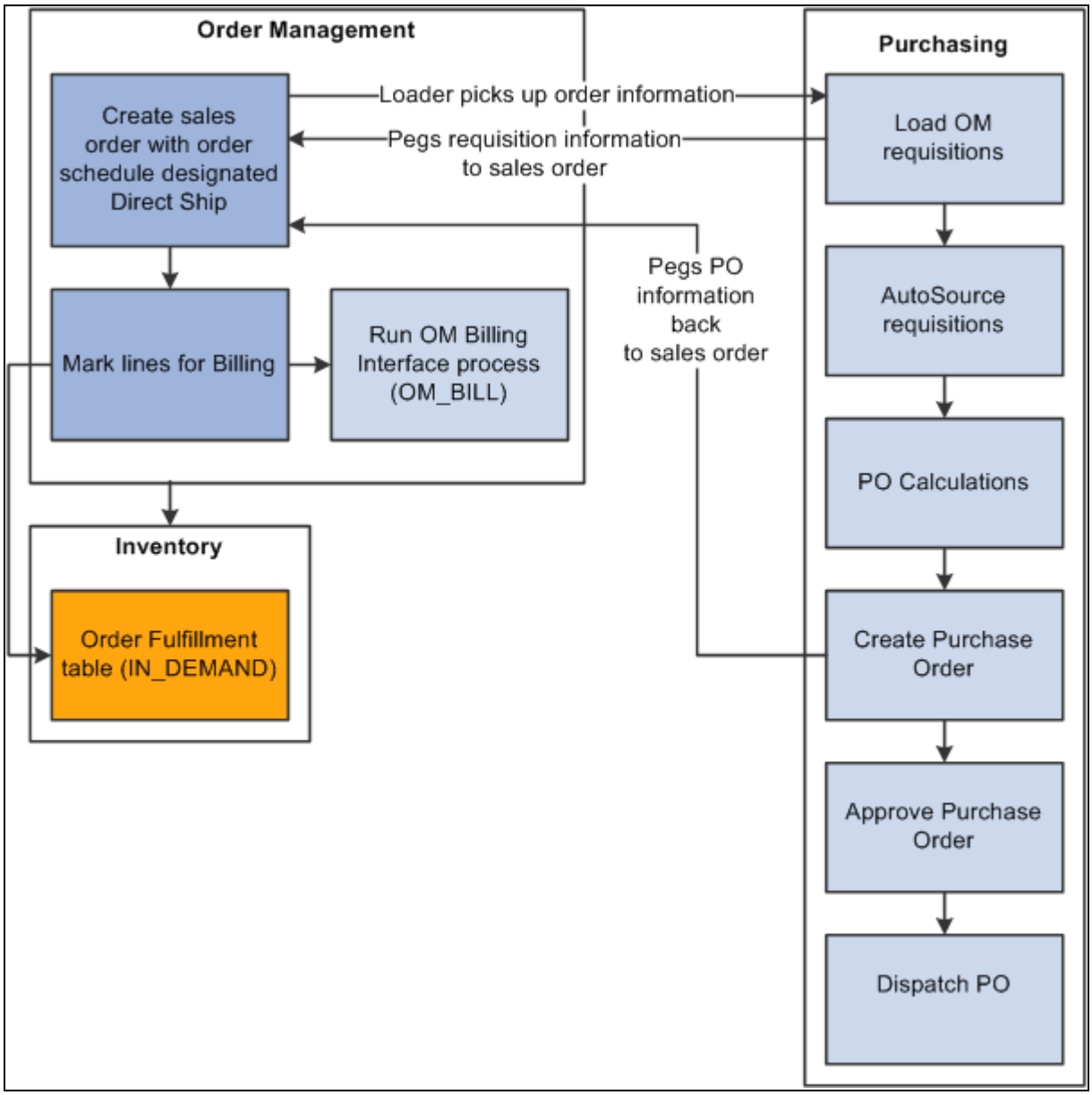
### *Direct Ship Process Flow*

The following diagram illustrates the shipping process flow that occurs for schedules that are shipped directly from the vendor to the customer:




Overview of claimback process flow

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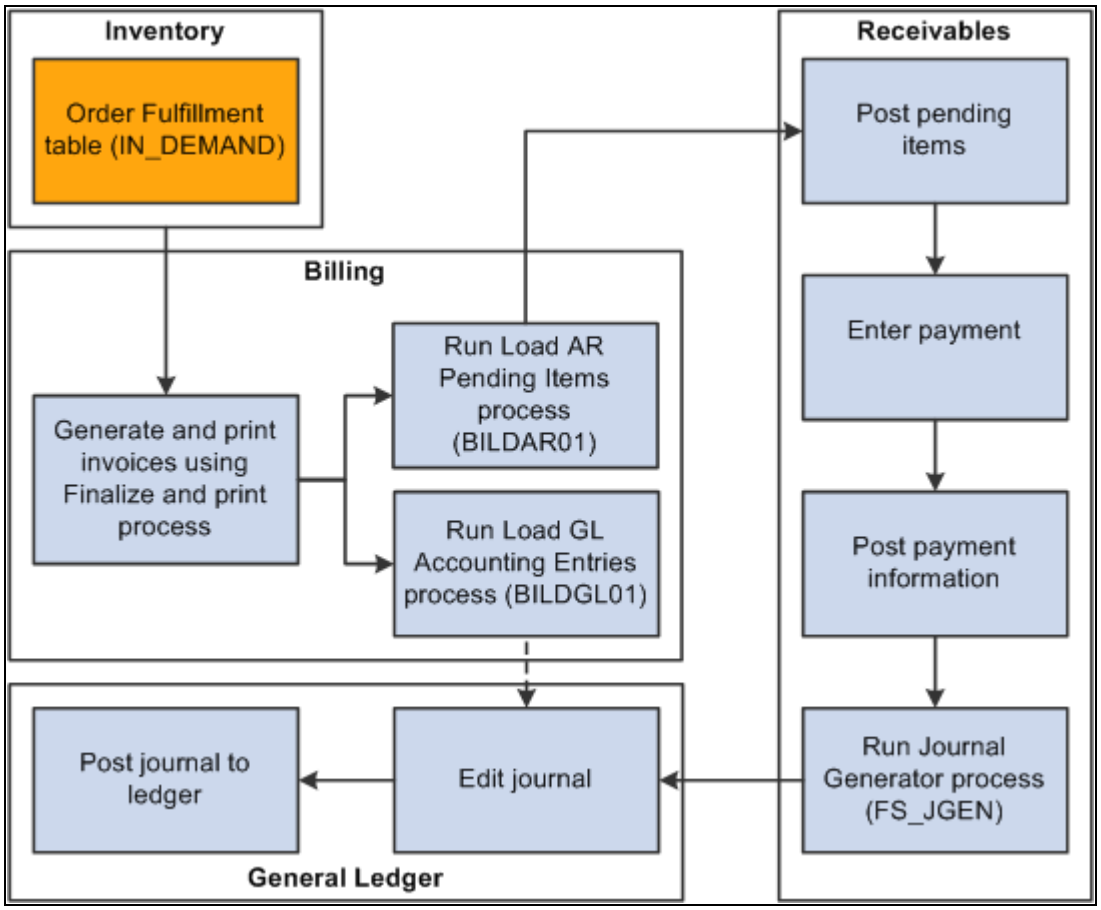


Direct shipping process

The steps describe the processing:

1. The Requisition Loader process in PeopleSoft Purchasing searches order schedules and ensures that the Direct Ship from Vendor option is set to *Yes* and that the order schedule (ORD_SCH_STATUS) is in *Open* status.

   The process picks up the order schedules without holds that affect purchasing (PO_HOLD_FLAG=No), where the direct ship from vendor status (PO_DISTRIB_STATUS) is *Active.* The system creates requisitions, and, if the special handling flag (SPEC_HANDLE_CODE) on the order schedule is selected, it uses the shipping method code (SHIP_TYPE_ID) and carrier ID (CARRIER_ID) on the order schedule for the requisition schedule. This information is passed to the purchase order. If the product is configured, the Requisition Loader process also picks up the configuration code and template ID. When the Requisition Loader process picks up a direct shipped schedule, the system changes the direct ship from vendor status to *Processed.*

   Requisition Loader creates pegging detail in the pegging tables to peg the requisition to the sales order schedule.

2. The AutoSelect process loads the information into the staging tables.

3. The PO Calculations process picks up the information from the staging tables, calculates the prices, and selects the vendors.


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4. The Create Purchase Orders process creates the purchase order and updates the Order Schedule record with the purchase order number. The Create Purchase Order process creates pegging detail to peg the purchase order to the sales order schedule.

   The instructions to the vendors on the purchase order are to direct ship the product to the customer indicated on the schedule.

5. The system inserts a pending line into the IN_DEMAND table for each direct ship from vendor order schedule when the schedule is saved. When the schedule is marked for billing the demand status is set to depleted.

   Run the Mark Lines for Billing process (OMMARKLN) or manually record shipment lines for non-stock and direct ship from vendor schedules using the Mark Lines for Billing page.

   To automatically record a depleted line for each non-stock order schedule when you save it with a status of *Open*, select the Mark for Billing at Order Save option on the PeopleSoft Order Management business unit Order Entry Features page.

   When you run the Mark Lines for Billing process, you can mark order schedules for billing if a purchase order schedule is matched to a voucher in PeopleSoft Payables. The system inserts the line for direct ship from vendor schedules based on a purchase order schedule level match of the voucher in PeopleSoft Payables and PeopleSoft Purchasing. If the schedule has a value of *M* (fully matched), the system inserts a *shipped* line.

   ---

   **Note.** If you run the Mark Lines for Billing process, you must select the Mark Direct Ship If Matched option on the Mark Lines for Billing Process page; otherwise, the process marks all direct ship schedules for billing, regardless of whether the voucher is matched.

   ---

6. You can run the Journal Generator process for these transactions from either PeopleSoft Billing or PeopleSoft Receivables.

See Chapter 9, "Setting Up Alternate Sources of Supply," page 107.

### *Holds on Direct Shipped Schedules*

You can set up hold processing for a number of sales order conditions on the PeopleSoft Order Management business Hold Processing page. With the Pass to Purchasing option, you determine whether the hold conditions prevent processing of direct ship from vendor orders and new purchase orders created from alternate sourcing in PeopleSoft Purchasing. You can also make this choice for holds that you apply manually or for messages that include holds.

If a direct ship from vendor order schedule is on hold and you have elected to prevent processing in PeopleSoft Purchasing for the hold condition, the Requisition Loader process does not pick it up. If you elected to create a new purchase order from alternate sources and the schedule is on hold, the PO is not created. If you selected the Pass to Purchasing option, the system sets the hold status for purchasing (PO_HOLD_FLAG) to *No.* In this case, orders are processed in PeopleSoft Purchasing even if the order line or schedule is on hold.

If there is a hold on a direct ship from vendor schedule that applies to processing in PeopleSoft Purchasing and the hold is removed, the system changes the purchasing hold status to *No* and the Requisition Loader process picks it up. If you chose to create a new purchase order from alternate sources, the PO is created when the hold is removed online and the order is saved.

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If you put a direct shipped order schedule on hold after the Requisition Loader process has picked up the schedule, the system changes the direct ship status to *Modified.* Depending on the processing status within PeopleSoft Purchasing, this occurs:

- When the requisition has been created, the requisition line is canceled.
- When the purchase order has been created or dispatched, the requisition line is canceled and the quantity on the purchase order is decreased by the original requisition quantity.

  If this decreases the purchase order quantity to zero, the purchase order line is canceled.
- If the purchase order has been closed, no changes are made.

When the hold is removed, the Requisition Loader process picks up the direct ship from vendor schedule and creates a new requisition.

### *Changes to Direct Ship from Vendor Schedules*

When the Requisition Loader process in PeopleSoft Purchasing picks up direct ship from vendor schedules, it changes the direct ship status of the schedule to *Processed.* With this status, additional Requisition Loader process runs ignore the schedule.

In addition to holds, PeopleSoft Order Management sets the direct ship status to *Modified* when you change any of the fields for direct shipped schedules:

- Product ID.
- Quantity.
- Unit of measure.
- Requested shipment date and time.
- Requested arrival date and time.
- Schedule status (Cancel).

In addition, if you selected the special handling option (SPEC_HANDLE_CODE), any changes in the carrier ID (CARRIER_ID) or shipping method (SHIP_TYPE_ID) change the direct ship status to *Modified.*

The Drop Shipments Update process on the Requisition menu in PeopleSoft Purchasing picks up modified schedules and updates the requisitions. If the requisition has been sourced to a purchase order or orders, each changed field generates a change request for each affected purchase order.

If you cancel the sales order schedule, the corresponding requisition schedule is canceled if the schedule has not already shipped. If purchase orders have been created, the purchase order schedule is also canceled. If you have selected the Mark Lines for Billing at Order Save option on the Order Entry Features page or manually run the Mark Lines for Billing process, you cannot cancel the schedule, because the system considers the order already shipped for billing purposes.

---

**Note.** If the purchase order has already been created for the requisition, changes made on the sales order will take effect immediately on the purchase order using the alternate sourcing order change functionality. Only the purchase order will be updated with the changes.

---


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## Sales Order Messages

Messages are used through out the Order Entry Form component when the system runs into issues completing a request. The Sales Message page displays providing the CSR with information about the order. The CSR can accept the situation that the system encountered, provide additional information, or change the information so the situation is resolved.

The Sales Message page displays for situations in previous releases that were displayed using an error message on the screen after the order was saved.

## Sales Orders from Contracts

In PeopleSoft Contracts, use the Sales Order page to determine which lines from a contract are sent to PeopleSoft Order Management. Once the lines are selected, the sales order is created in the Electronic Commerce staging tables. In addition to the Electronic Commerce process (OM_EC) the PeopleSoft Order Management batch processes (Order Completion, Hold Checking, Credit Checking, and Populate Demand) are run to generate the sales orders in the same manner as other incoming orders that are not entered through the online pages.

VAT, freight, tax calculations, and pricing are not handled in PeopleSoft Order Management for orders originating from PeopleSoft Contracts. Processing exclusions for VAT, freight, taxes, and price adjustments must be set up for 'CA' and 'RCA' source codes for both sales orders and quotes on the Exclusions by Source Code page. The Order Completion process uses the exclusions by source codes to avoid performing VAT, freight, tax calculations, and pricing. It also does not add distribution accounting and perform processing for buying agreements.

The system also uses order source codes to handle sales order processing for orders generated from PeopleSoft Contacts. You must set up 'CA' and 'RCA' order source codes on the Order Source Code page in addition to setting up exclusions by source codes.

Contract orders and replacement contract sales orders cannot be manually created in PeopleSoft Order Management. Changes to increase or decrease the quantity can be made, updates will be restricted, and you will not be able to add additional lines to the order. Changes made to a sales order originating from a contract must be manually updated in the contract in PeopleSoft Contracts. Similarly, any changes made to the contract order in PeopleSoft Contracts after the order has been inserted into the EDI staging tables must be manually made to the order in PeopleSoft Order Management.

You cannot copy from purchase history or copy orders in PeopleSoft Order Management for orders originating from PeopleSoft Contracts (denoted by 'CA' and 'RCA' source code).

PeopleSoft Contracts bills the orders generated from a contact. The Populate Billing (OM_BILL) process ignores orders with a source code of 'CA' and 'RCA'. All non-stocked and direct-shipped order lines with order source code of 'CA' and 'RCA' are processed using the PeopleSoft Order Management Mark Lines for Billing page (or auto-mark lines for Billing) to create the shipment and costing data in PeopleSoft Supply Chain Management. The Populate Billing process flags the CA and RCA shipments with BILLING_STATUS = "C" (billed from PeopleSoft Contracts) so that PeopleSoft Billing will not bill the orders.

Products used in PeopleSoft Contracts are set up on the Contracts Options page of the Product Definition.

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### *See Also*

Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," Pages Used to Run Electronic Commerce for Inbound Sales Orders and Quote EIPs, page 519

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products," Establishing Product Contract Options

# Entering Required Order Entry Data

Because the system uses extensive defaults, you can enter a sales order using only the Order Entry Form page or the Express Order page. The bill-to and ship-to customers are linked to the sold-to customer, so after you select a sold to customer on the Order Entry Form page, the additional information is populated automatically. You must enter an order line before you can save the order.

**Note.** If you are operating in a VAT environment, VAT data is required at the header, line, and schedule level. VAT header data is automatically populated for the line and schedule. VAT data is automatically recalculated if the ship to, ship country, or state value is changed.

This section discusses how to:

- Enter required header information.
- Enter required line information.

### *See Also*

Chapter 29, "Order Processing in a VAT Environment," page 545

## Entering Required Header Information

The required fields in the header are:

- Sold to customer.
- Order group.

  The default value can appear from user preferences for the person entering the order, as defined on the User Preferences - Orders - Sales page. If no default value exists, you must enter a value.

- PO Number.

  If the customer settings indicate that a purchase order number is required, a purchase order number may be populated from the bill to customer record.

  If no default exists, you must enter a purchase order number. If you enter a purchase order number that is in use by another order, the system asks if you would like to view the other orders that reference the purchase order number.

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After you complete required header information, you can enter product and quantity information for the order lines. You cannot save the order until you enter a line. You also cannot enter freight charges until you enter a line for the order.

## Entering Required Line Information

The required fields in the order line section of the Order Entry Form page are:

- Product ID.

  Valid product IDs appear based on the product catalogs that you have made available to the sold-to customer.

  If you have not assigned any product catalogs to the customer, all products in your system are available.

- UOM.

  Establish a default unit of measure for the product on the Product Attributes by UOM page, which populates the unit of measure field on the line.

  If the product has other valid units of measure, you can change the value by selecting another appropriate unit of measure.

- Order Quantity.

  Enter the order quantity in the increment defined for the unit of measure.

  If you enter an incorrect value, the system lets you know the correct increment.

  **Note.** If the order is for a configured product, you must also enter a configuration code.

The system creates one shipment schedule for each line that you enter. All the necessary information is automatically populated on the schedule.

# Using the CSR Desktop

A CSR can use the PeopleSoft CSR desktop to view information about a specific customer or product. The information appears on a series of pages from which CSRs can access further details, such as:

- Customer information
- Product information

### *Customer Information*

The table describes where CSRs access customer information:

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| *Page* | *Usage* |
|---|---|
| Customer Search | Search for existing customers to populate the pagelets with customer data. |
| Customer Aging (for CSR) | Displays account aging information in a chart. |
| Customer Account Balances | Displays a customer's account balance in a chart. |
| Last Date | Displays the last date for a sales order, quote, or RMA for a customer. |
| Recent Orders | Displays recent orders for a customer. Navigate to individual order detail. |
| Recent Quotes | Displays recent quotes for a customer. Navigate to individual quote detail. |
| Trade Promotions | Displays trade promotions for a customer. Navigate to individual trade promotion detail. |
| Recent Invoices | Displays recent invoices for a customer. Navigate to individual invoice detail. |
| Recent Returns | Displays recent returns for a customer. Navigate to individual return detail. |
| Recent Conversations | Displays recent conversations for a customer. Navigate to individual conversation detail or add a new conversation. |
| Customer Notes | Displays customer notes. |
| Last 10 Product Purchases | Displays the last 10 purchases for a customer. Navigate to see order and product information. |
| Last 10 Shipments | Displays the last 10 shipments for a customer. Navigate to see ship from and schedule ship date information. |
| Schedules past ship date | Displays schedules past the ship date for a customer. Navigate to see order information. |


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| Page | Usage |
|---|---|
| Expiring Buying Agreements | Displays expiring buying agreements. Navigate to individual buying agreement detail. |
| Buying Agreements | Displays buying agreements. Navigate to individual buying agreement detail. |

You can transfer to the express order entry or order tracking components by clicking the links at the bottom of the page.

### Product Information

The table describes where to access product information:

| Page | Usage |
|---|---|
| Product Search | Search for existing products to populate the pagelets with product data. |
| Current Product | Displays information about the product including the description. Navigate to see detail product information, view the list prices by inventory business unit, and check price and availability. |
| Product Notes | Displays product notes. |
| Specifications | Displays product specifications. |
| Availability | Displays quantity on hand and quantity reserved for a product by ship from business unit and unit of measure. |
| Product Alternates | Displays alternates for a product. Navigate to view product information. |

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### *See Also*

Chapter 22, "Using Self-Service Order Entry and Order Status," page 449

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

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

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations"

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products"

## Pages Used to Use the CSR Desktop

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| CSR Desktop - Customer Information | CDT_HOME | Order Management, CSR Desktop | Display customer information. |
| CSR Desktop - Product Information | CDT_HOME2 | Order Management, CSR Desktop | Display product information. |

# Copying Sales Order Information

You can avoid repetitive data entry by copying an existing quote or sales order header, line, or schedule that is similar to the one that you want to create.

At the header level, use the Copy Sales Order/Quote link from the Header menu on the Order Entry Form page to select the order that you want to copy. You can also copy lines after selecting an order.

**Note.** Canceled orders, quotes, expired quotes, and quotes with active holds cannot be copied.

At the line level, you click the Copy Order Line button after selecting the number of lines to copy in the Order Lines region of the Order Entry Form page. This copies lines from within the existing order. You can also copy lines from purchase history by clicking the product ID in the Purchase History region of the Order Entry Form page.

At the schedule level, you can insert a row on the Shipment Schedule page to create a schedule identical to the current schedule, with the exception of the quantity. The system automatically calculates the difference between the line quantity and the total quantity of any existing schedules and populates the quantity field on the new schedule with an amount equal to that difference. Before you can use this copy function when you create additional schedules, change the value in this field to reflect the single schedule quantity.

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You can also click the Copy Schedule link from the Schedule menu on the Shipment Schedules page to create recurring schedules on the Copy Schedule page. In one step, you can create hourly, daily, weekly, monthly, or quarterly schedules. The value in the Quantity Scheduled field on the Shipment Schedules page is automatically populated using the line quantity. When you create additional schedules, before you can use the copy function, change the value in this field to reflect the single schedule quantity. For example, suppose you have an order quantity of 120 widgets on the line, and you want to schedule 10 widgets for delivery once a month for the next 12 months. The quantity scheduled appears by default as 120; change the value in this field to 10. Specify the shipment frequency on the Copy Schedule page. Indicate how many additional schedules to create. In the widget example, you would create 11, in addition to the one already automatically created for the order line. Click the Copy Schedule button to have the system create the designated number of schedules and return to the Shipment Schedules page.

For single ship sales orders, you will not be allowed to create interval shipping schedules. An error message will be displayed if you try to copy schedules for a single ship order. Only No Interval option will be available for a single ship order on the Copy Schedule page. If this option is used for a non-single ship order, it will create schedule copies with the same dates as the original schedule.

---

**Note.** If you are chunking large sales orders and you have exceeded the maximum defined at installation, you receive a message directing you to copy the order in the background using the Copy Sales Order/Quote process (OM_ORDCOPY).

---

See Chapter 20, "Working with Large Orders and Quotes," page 391.

## Information Copied from a Sales Order or Quote to a Sales Order

If an entire quote is copied, then the total order discount of the quote will be copied along with the pricing and adjustments of the individual line. If only a portion of the quote is copied, the total order adjustments are not copied. Reprice the order to recalculate the adjustments.

### *Header Level*

The table describes header information copied from a sales order and a quote to a sales order. The information assumes that the quote is for the same sales order customer.

| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Order number | No. You must assign a sales order number to the new sales order. | No. You must assign a sales order number to the new sales order. |
| Order date | No. The default value is the current date. | No. The default value is the current date. |
| Order Owner | No | No |
| Header order status | The default value is *Open.* | No. The default is Open |
| Sold to customer ID | Yes | Yes |

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| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Quote number | No, only used on Quote. | Yes |
| Buying agreement ID | Yes | Yes |
| Order group | Yes | No. Enter the order group for the sales order. |
| Order source | Yes | Yes |
| Customer purchase order | Yes | Yes |
| Requested arrival date and time | Yes, but this value is reset to the current date if the date on the copied header is in the past. | Yes, but this value is reset to the current date if the date on the copied header is in the past. |
| Payment method | Yes | Yes |
| Bill to information | Yes | Yes |
| Ship to information | Yes | Yes |
| Header commission information | No | Yes |
| Header hold | No | No |
| Header notes | No | Yes |
| Header attachments | No | Yes |
| Header user reference | No | Yes |
| Header sold to address override | Yes | Yes |
| Header ship-to address override | Yes | Yes |
| Header level price adjustments | No | Yes if all lines from the quote are copied, Otherwise no. |


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| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Deliveries and freight charges | No | Yes if all lines from the quote are copied, Otherwise no. |
| Tax Transaction Type | Yes | Yes |
| Custom Field | Yes | Yes |

### *Line*

The table describes line information copied from a sales order and a quote to a sales order. The information assumes that the quote is for the same sales order customer.

| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Line status | Yes, unless the original is closed, then the new status is open. | As on quote. |
| Product ID | Yes | Yes |
| Order group | Populated from the order header. | Populated from the order header. |
| UOM | Yes | Yes |
| Quantity | Yes | Yes |
| Ship from Inventory business unit | No | Yes |
| Pick-Up | Yes | Yes |
| Pick Up Quantity | Yes | No |
| Request ship date and time | Yes, but this value is reset to the current date if the date on the copied line is in the past. | Yes, but this value is reset to the current date if the date on the copied line is in the past. |
| Requested arrival date/time | Yes, but this value is reset to the current date if the date on the copied line is in the past. | Yes, but this value is reset to the current date if the date on the copied line is in the past. |

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| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Scheduled ship date and time | Yes, but this value is reset to the current date if the date on the copied line is in the past. | Yes, but this value is reset to the current date if the date on the copied line is in the past. |
| Scheduled arrival date and time | Yes, but this value is reset to the current date if the date on the copied line is in the past. | Yes, but this value is reset to the current date if the date on the copied line is in the past. |
| Reservation backorder rules | No, they will be recalculated. | Yes |
| Pricing information | No | Yes |
| Ship to information | Yes | Yes |
| Line hold | No | No |
| Line notes | No | Yes |
| Line attachments | No | Yes |
| Line user reference | No | Yes |
| Line ship-to address override | Yes | Yes |
| Configurator header | Yes | Yes |
| Configurator detail | Yes | Yes |
| Tax Transaction Type | Yes | Yes |
| Benefit ID | Yes | Yes |
| Excise Duty | No, will be recalculated | Yes |
| Sales Tax | No, will be recalculated | Yes |
| UPC | Yes, rederived | Yes |


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| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| UPN | Yes, rederived | Yes |
| Custom Field | Yes | Yes |

### *Schedule*

The table describes schedule information copied from a sales order and a quote to a sales order. The information assumes that the quote is for the same sales order customer. When copying sales orders, the schedule fields are populated from the line as if the line was entered manually.

| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Multiple Schedules | No | Yes |
| Pricing Information | No | Yes |
| Ship to customer information | No | Yes |
| Shipping information | No | Yes |
| Schedule commission information | No | Yes |
| Request ship date and time | No | Yes, this value is reset to the current date if the date on the copied schedule is in the past. |
| Reservation backorder rules | No | Yes |
| Schedule notes | No | Yes |
| Schedule attachments | No | Yes |
| Schedule ship-to address override | No | Yes |
| Distribution accounts | Yes, only if the original order had a single schedule. | No. These accounts are recalculated because of the potential change in the line order group. |

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| *Information* | *Copy from a Sales Order to a Sales Order* | *Copy from a Quote to a Sales Order* |
|---|---|---|
| Schedule hold | No | No |
| Schedule user reference | No | Yes |
| Tax Transaction Type | No | Yes |
| Delivery ID | No | Yes |

### *Information Copied from Product Purchase History*

The product ID, quantity, and unit of measure are copied. The remaining fields are populated as if they were entered manually.

## Pages Used to Copy Sales Order Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Select Order to Copy | ORDENT_SOLDTO_VW | Select *Copy Sales Order/Quote* in the Header Menu field on the Order Entry Form page. | Copy sales orders or quotes or view orders for a sold-to customer.<br><br>**Note.** The results grid does not display orders or replacement orders that originated from PeopleSoft Contracts (source code 'CA' or 'RCA'). These orders cannot be copied. |
| Select Order Lines to Copy | ORDENT_SOLDTO_LINE | Select an order to copy on the Select Order to Copy page.<br><br>Select the Select Order Lines to Copy tab. | View or select lines to copy. |
| Copy Schedule | ORDENT_SCH_COPY | Select *Copy Schedule* from the Schedule Menu field on the Shipment Schedules page. | Copy one or more schedules of the order line. |


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# Changing and Viewing Address Information on Orders

Depending on the customer role, you can change the address for the current order by clicking the Address Override link that appears after you click the Related Links button. The table outlines the customer addresses that you can change at the header, line, and schedule level for the order.

| *Customer Address* | *Header* | *Line* | *Schedule* |
|---|---|---|---|
| Sold to customer | Yes | No | No |
| Bill to customer | No | No | No |
| Ship to customer | Yes | Yes | Yes |

The current customer address is populated from the customer master record enabling you to make changes for the address override. Existing header address overrides populate the line, or existing line overrides populate the schedule if address overrides haven't already been added for the line or schedule.

For example, if you enter an address override at the header level, the Address From field on the line and schedule shows that the address comes from the header. The address location for each line and schedule also shows *Header* instead of the address Location field that you can edit. If you override the address at the order line level, the schedule displays *Line* in the Address From field and displays *Line* in the ship-to customer Location field.

When you access the sold-to or ship-to Override Address page, the system automatically creates a new address override for the order. From that point, you will see the Override Address page when you view the address. You can delete the new address override by clicking the Delete Address Override button on the Override Address page for either the sold-to or ship-to address. The new address override will be deleted. If you want to see the sold-to or ship-to address without creating an address override, click the View Customer Address link for either type of address.

To view the address for the line or schedule, click the View Customer Address link. The order header address override appears in display-only mode and *Header* appears in the Address From field. If you click the Override Ship To Address link on the order line, you can create a new address override for that line. If you click the Override Ship To Address link at the schedule level, you can create a new address override at the schedule level.

---

**Note.** The address information that you change affects only the order that you are working on. To change address information for all new orders, use the customer General Info page.

---

### *Viewing Address Information on Orders*

You can also review customer address information for the current order at the header, line, and schedule levels. The information is populated from the customer Address record. The address is the primary address location associated with the sold to, bill to, and ship-to customer. You can override the default sold to and ship-to addresses. If the address has been overridden, selecting to review the address displays the override.

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### *See Also*

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

## Pages Used to Change and View Address Information on Orders

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Customer Address | ORDENT_CUST_ADDR | From the Order Entry Form page, click the Related Links button.<br>Click the View Sold To Customer Address, View Bill To Customer Address, or View Ship To Customer Address link | View the sold-to, bill-to, or ship-to address on the sales order. |
| Customer Address | CUST_ADDRESS | Order Management, Quotes and Orders, Review Customer Information, Addresses | View the address information defined on the General Information - Address page. |
| Sold-to Address Override | ORDENT_ADDRSLD | Click the Related Links button in the Sold To region of the Order Entry Form page.<br>Click the Override Sold To Address link. | Change the sold-to customer address for the order. |
| Ship-to Address Override | ORDENT_ADDRSHP_HDR | Click the Related Links button in the Sold To region of the Order Entry Form page.<br>Click the Override Ship To Address link. | Change the address on the order for the ship-to customer. |
| Ship-to Address Override | ORDENT_ADDRSHP_LN | Click the Related Links button on the Ship To tab in the Order Lines region of the Order Entry Form page.<br>Click the Override Ship To Address link. | Change the ship-to customer address for the order line. |
| Schedule Ship-to Address Override | ORDENT_ADDRSHP_SCH | Click the Related Links button on the Ship To tab on the Shipment Schedules page.<br>Click the Override Ship To Address link. | Change the ship-to customer address for the order schedule. |


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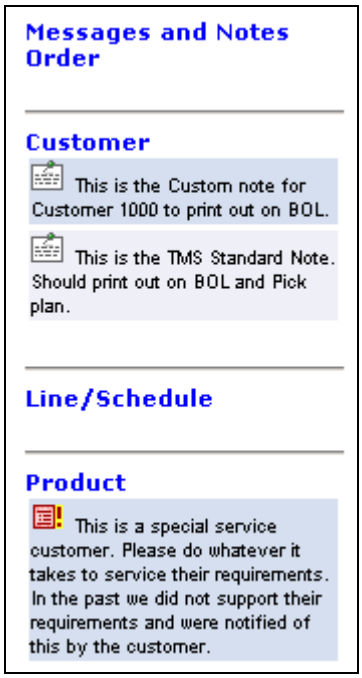
# Viewing Order, Customer, and Product Information with the Message Board

During order entry, use the Message Board to view notes and messages attached to the order, customer, or product. Messages apply only to customers and products, but notes apply to all three areas. The Message Board appears on the left-hand frame underneath the portal menu of the sales order.

Messages and notes automatically appear. Product messages and notes appear for the line that is selected using the option or for the active row.

**Note.** Notes added to a new order do not appear until the order is saved.

The Message Board uses client-side JavaScript to determine when to display messages and notes. The Message Board JavaScript tracks specific fields. As the field values change, the Message Board loads the related messages and notes. The Message Board tracks the order number, customer, and product fields. The Message Board attempts to load the appropriate messages and notes when any values in these fields are modified. The following example shows a sample message board displaying messages and notes.




Message Board section of the Order Entry form

| | |
|---|---|
| | Click to display a message. |
| | Click to display a note. You can use the rollover text to determine whether the order note is for the header, line, or schedule. |

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### *Deactivating the Message Board*

If you do not want to display the Message Board, you will need to remove the template from the content reference definition for the sales order, quote, and counter sales components.

Complete these steps:

1. Navigate to PeopleTools, Portal, Structure and Content.
2. Click Order Management in the Label column.
3. Click Quotes and Orders in the Label column.
4. In the Content Reference group box, click the Edit button for Create/Update Order.
5. Remove the EP_OMTICKER_TEMPLATE template from the Template Name field.
6. Click the Save button.
7. Repeat steps 3 through 6 for both entries for Create/Update Quotes and Create/Update Counter Sale.

---

**Note.** Remember to update both entries for Create/Update Order, Create/Update Quote, and Create/Update Counter Sale.

---

### *See Also*

*PeopleTools: PeopleBook: Internet Technology*

## Viewing Messages, Notes, and Attachments

You can also view notes, messages, or attachments using the annotations pages for customers and products. These pages are accessible from the View Related Links button next to each customer or product field.

Individual notes, messages, and attachments are also available from the Review Customer Information and Review Product Information menus.

Notes and attachments can be set up for the sales order or quote at the header, line, or schedule level. You can view them from the header, line, and schedule list box.

Before using attachments, you will need to set up an FTP server.

### *See Also*

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing FTP Servers for Attachments, page 72

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## Pages Used to View Messages, Notes, and Attachments

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Customer Notes | CUST_NOTES | Order Management, Quotes and Orders, Review Customer Information, Notes<br>Customers, Review Customer Information, Notes | View notes associated with a customer.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Entering Customer Notes. |
| Customer Messages | CUST_MESSAGES | Order Management, Quotes and Orders, Review Customer Information, Messages<br>Customers, Review Customer Information, Messages | View messages associated with a customer.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Attaching Messages to Customers. |
| Customer Attachments | CUST_ATT | Order Management, Quotes and Orders, Review Customer Information, Attachments<br>Customers, Review Customer Information, Attachments | View the multimedia files attached to a customer.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining General Customer Information," Attaching Multimedia Files to Customers. |
| Bill To Customer Annotations | BCUST_ANN | Click the Related Links button in the Bill To region of the Order Entry Form page.<br>Click the Bill To Annotation link. | View customer annotations (notes, messages, or attachments). The link is available only if there are annotations present for the customer. |
| Sold To Customer Annotations | SDCUST_ANN | Click the Related Links button in the Sold To region of the Order Entry Form page.<br>Click the Sold To Annotation link. | View customer annotations (notes, messages, or attachments). The link is available only if annotations are present for the customer. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Ship To Customer Annotations | SHCUST_ANN | Click the Related Links button in the Ship To region of the Order Entry Form page.<br>Click the Ship To Annotation link. | View customer annotations (notes, messages, or attachments). The link is available only if annotations are present for the customer. |
| Attachments | PROD_ATT | • Products, Identify Product Details<br>• Order Management, Quotes and Orders, Review Product Information<br>• Products, Review Product Information | View the multimedia files attached to a product. |
| Messages | PROD_MSG | • Products, Identify Product Details<br>• Order Management, Quotes and Orders, Review Product Information<br>• Products, Review Product Information | View messages associated with a product. |
| Notes | PROD_NOTE | • Products, Identify Product Detail<br>• Order Management, Quotes and Orders, Review Product Information<br>• Products, Review Product Information | View notes associated with a product. |
| Product Annotations | PROD_ANNOTE | Select the Product tab in the Order Lines region of the Order Entry Form page.<br>Click the Related Links button.<br>Click the Product Annotations link. | View notes, messages, or attachments associated with the product. This link is available only when annotations are present for the product. |
| Header Notes/Attachments | ORDENT_HDR_NOTE | Select *Notes/Attachments* in the Header Menu field on the Order Entry Form page. | View or associate notes and attachments with a sales order header and have them print on designated documents. |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Line Notes/Attachments | ORDENT_LINE_NOTE | Select *Notes/Attachments* in the Line Menu field on the Order Entry Form page. | View or associate notes and attachments with a sales order line and have them print on designated documents. |
| Schedule Notes/Attachments | ORDENT_SCH_NOTE | Select *Notes/Attachments* from the Schedule Menu field on the Shipment Schedules page. | View or associate notes and attachments with a sales order schedule. Print the notes or attachments on designated documents. |

# Tracking Orders

This section lists common elements and discusses how to:

- Establish search criteria.
- Track orders.

Use the order tracking feature in PeopleSoft Order Management to track an order throughout its fulfillment cycle and to navigate to additional detail about order status. You can make your search as narrow or broad as you like by establishing search criteria on the Order Tracking - Search page.

## Common Elements Used in This Section

**Order** Click an order number to transfer to the Order Entry Form page.

**Quantity Shipped** Click a value to access the Order Tracking - Shipments page.

From this page, you can click the Track Shipment link to transfer to the Carrier URL page.

**Customer PO** (customer purchase order) Displays a customer-derived number.

## Pages Used to Track Orders

| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Order Tracking - Search | ORDER_TRACK_SRCH | Order Management, Quotes and Orders, Review Order Information, Track Order | Establish order tracking search criteria. |

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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Tracking | ORDER_TRACKING | Click the Search button on the Order Tracking - Search page. | Track an order or group of orders through its fulfillment cycle.<br>This page operates in deferred processing mode. |
| Order Tracking - Schedule Detail | ORD_TRACK_DDTL_SEC | Click a linked order status for a line on the Order Tracking page. | View the demand lines for each schedule of an order. |
| Order Tracking - Shipments | ORD_TRACK_SHIP_SEC | Click a linked quantity shipped value on the Order Tracking page. | View shipment details. Transfer to the Carrier URL page. |
| Order Tracking - Order Holds | ORD_TRACK_HOLD_SEC | Click a linked status for an order that is on hold. | View order holds for the order. |
| Order Tracking - Invoices | ORD_TRACK_INVC_SEC | Click the View Invoices link on the Order Tracking page. | View invoice IDs for a schedule with multiple invoices. Transfer to the Billing Summary page for details about a specific invoice. |
| Order Tracking - Returns | ORD_TRACK_RMA_SEC | Click a linked RMA ID on the Order Tracking page. | View order return information. |

## Establishing Search Criteria

Access the Order Tracking - Search page (Order Management, Quotes and Orders, Review Order Information, Track Order).


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**Tracking Status**

Select the position of the order in the fulfillment process. This value is not the same as the status on sales order entry pages. Options are:

- *Backordered:* Some or all of the order schedule quantity is backordered.
- *Billed:* The order schedule has been billed. An invoice number and invoice date have been assigned to the schedule, and the quantity shipped equals the quantity requested.
- *Canceled:* The order schedule is no longer valid.
- *Closed:* The order schedule has been closed. The Close Orders process was run and the order is marked as closed.
- *In Fulfillment:* The order was created and is not on hold, pending, picked, requisitioned, purchased, shipped, back ordered, closed, or canceled.
- *On Hold:* The order schedule, header, or at least one order line is on hold.
- *Partial Billed:* A portion of the order schedule was billed (assigned an invoice number and date), but the quantity shipped and billed is less than the original quantity requested.
- *Partial Picked:* A portion of the order schedule appeared on a picking plan.
- *Partial Reserved:* A portion of the order is reserved.
- *Partial Shipped:* A portion of the order schedule was shipped.
- *Pending:* The schedule is not ready to be passed to PeopleSoft Inventory for fulfillment.
- *Picked:* The entire order schedule quantity was picked.
- *Purchased:* PeopleSoft Purchasing generated a purchase order for a direct-shipped product.
- *Requisitioned:* PeopleSoft Purchasing generated a requisition for a direct-shipped product.
- *Reserved:* The entire order schedule is reserved.
- *Shipped:* The entire order schedule quantity was shipped.

## Tracking Orders

Access the Order Tracking page (click the Search button on the Order Tracking - Search page).

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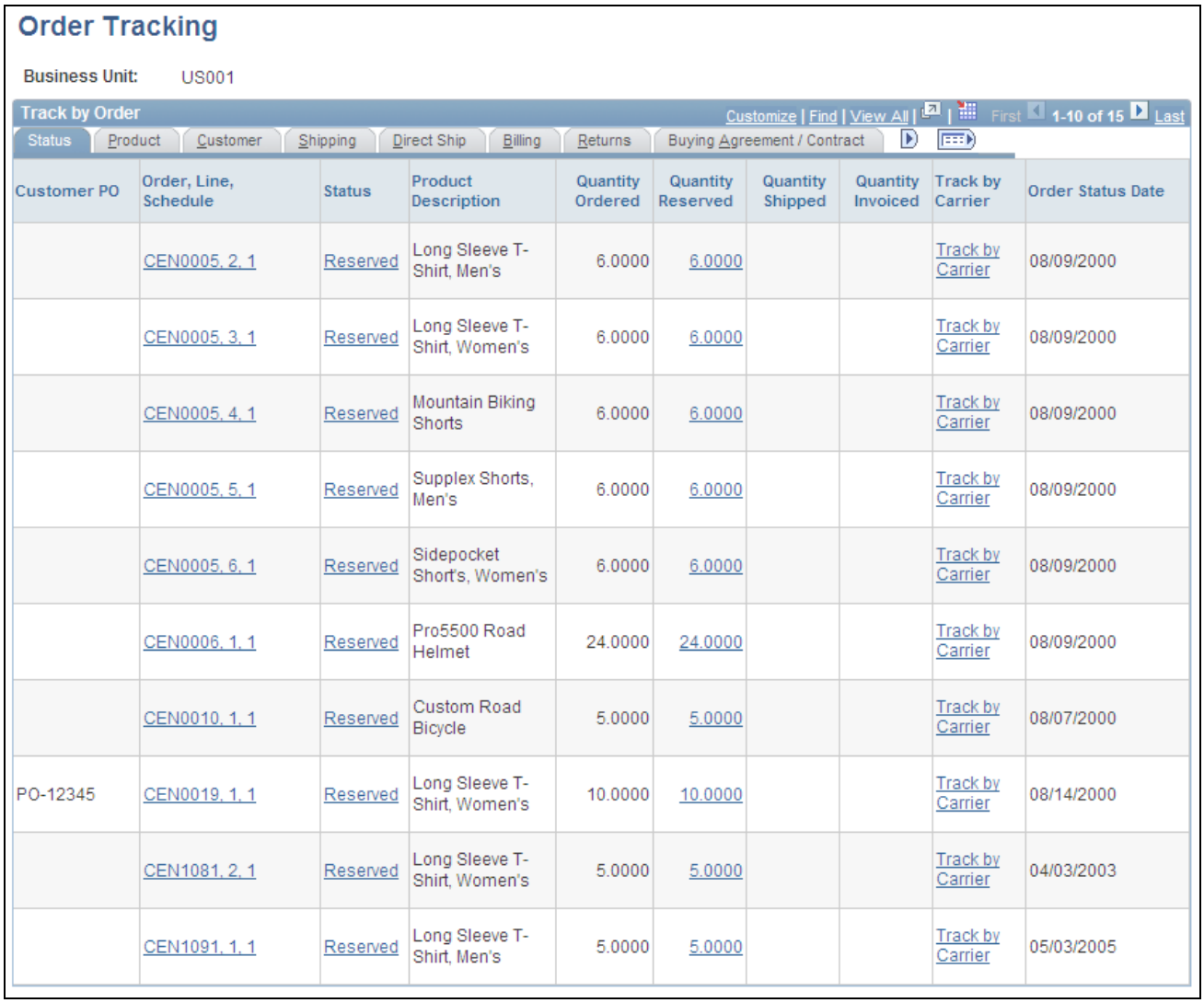

Order Tracking

Business Unit: US001

Track by Order — Customize | Find | View All | First 1-10 of 15 Last

Status | Product | Customer | Shipping | Direct Ship | Billing | Returns | Buying Agreement / Contract

| Customer PO | Order, Line, Schedule | Status | Product Description | Quantity Ordered | Quantity Reserved | Quantity Shipped | Quantity Invoiced | Track by Carrier | Order Status Date |
|---|---|---|---|---|---|---|---|---|---|
| | CEN0005, 2, 1 | Reserved | Long Sleeve T-Shirt, Men's | 6.0000 | 6.0000 | | | Track by Carrier | 08/09/2000 |
| | CEN0005, 3, 1 | Reserved | Long Sleeve T-Shirt, Women's | 6.0000 | 6.0000 | | | Track by Carrier | 08/09/2000 |
| | CEN0005, 4, 1 | Reserved | Mountain Biking Shorts | 6.0000 | 6.0000 | | | Track by Carrier | 08/09/2000 |
| | CEN0005, 5, 1 | Reserved | Supplex Shorts, Men's | 6.0000 | 6.0000 | | | Track by Carrier | 08/09/2000 |
| | CEN0005, 6, 1 | Reserved | Sidepocket Short's, Women's | 6.0000 | 6.0000 | | | Track by Carrier | 08/09/2000 |
| | CEN0006, 1, 1 | Reserved | Pro5500 Road Helmet | 24.0000 | 24.0000 | | | Track by Carrier | 08/09/2000 |
| | CEN0010, 1, 1 | Reserved | Custom Road Bicycle | 5.0000 | 5.0000 | | | Track by Carrier | 08/07/2000 |
| PO-12345 | CEN0019, 1, 1 | Reserved | Long Sleeve T-Shirt, Women's | 10.0000 | 10.0000 | | | Track by Carrier | 08/14/2000 |
| | CEN1081, 2, 1 | Reserved | Long Sleeve T-Shirt, Women's | 5.0000 | 5.0000 | | | Track by Carrier | 04/03/2003 |
| | CEN1091, 1, 1 | Reserved | Long Sleeve T-Shirt, Men's | 5.0000 | 5.0000 | | | Track by Carrier | 05/03/2005 |

Order Tracking page

This page displays information from the Order Entry Form page unless otherwise noted. You can view order information and navigate to other pages for more detailed information.

### *Status Tab*

Displays information about the status of the order and the ordered, reserved, shipped, and invoiced quantity of the lines. You can also track the order from the carrier's website.

**Status**

Click a linked order status to access the Order Tracking - Schedule Detail page.

If the status is *On Hold*, click to access the Order Tracking - Holds page.

**Note.** Unlike the *Backordered* status on the Order Tracking - Search page, orders appearing here can have a status of *Backordered* if the backordering occurred at picking or at shipping.


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| | |
|---|---|
| **Order, Line, Schedule** | Displays the order, line number, and schedule number. For example, CEN001,2, 1 represents the schedule for the second line of order number CEN001. |
| **Quantity Reserved** | Click a value to transfer to the Fulfillment Status page. |
| **Quantity Shipped** | Click to view shipment detail on the Order Tracking - Shipments page. |
| **Track by Carrier** | Click to access the carrier's tracking website, which was established on the Carrier URL page. |

### *Product Tab*

Select the Product tab.

Displays information about the products that make up the order.

### *Customer Tab*

Select the Customer tab.

Displays the sold-to, bill-to, and ship-to customer name and enables you to view or add a conversation.

| | |
|---|---|
| **Conversations** | Click to transfer to the Conversations page. |

### *Shipping Tab*

Select the Shipping tab.

Displays carrier and shipping information.

| | |
|---|---|
| **Quantity Shipped** | Click to view shipment detail. |

### *Direct Ship Tab*

Select the Direct Ship tab.

If the order is shipped directly to the customer, you see information about the PO and requisition.

| | |
|---|---|
| **PO Number** (purchase order number) | Displays a system-derived number from PeopleSoft Purchasing for an order schedule that is shipped directly to the customer.<br>Click a linked value to transfer to the Purchase Order - Header page. |
| **Requisition ID** | Displays the requisition ID associated with a direct-shipped order schedule.<br>Click a linked value to transfer to the Requisition Form page. |

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### *Billing Tab*

Select the Billing tab.

Displays shipping and invoice information. You can also view the credit available for the customer on the order.

**Invoice** Click a linked invoice ID to access the Bill Summary Info page.

If the schedule has multiple invoices, click the View Invoices link to access the Order Tracking - Invoices page. From there, you can select an invoice ID and access the Bill Summary page.

**Note.** If the order is generated from PeopleSoft Contracts and has shipped, the field displays the value *Billed from Contracts.* This value is a link to a PeopleSoft Contracts inquiry component. No invoice IDs appear for sales orders from contracts.

**Available Credit** Click to access the Credit Available page.

### *Returns Tab*

Select the Returns tab.

Displays information about any returns against the order.

**RMA ID** (return materials authorization ID) Click a value to access the Order Tracking - Returns page.

**Quantity Returned** Displays the quantity returned against the order schedule using an RMA.

### *Buying Agreement/Contract Tab*

Click the Buying Agreement/Contracts tab.

Displays information about buying agreement and contract IDs associated with the order.

### *Configuration Tab*

Click the Configuration tab.

Displays the configuration code if the product is configured.

## Checking Price and Availability

This section provides an overview of price and availability and discusses how to:

- Check price calculations.

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- View price adjustments.

See *PeopleSoft Enterprise Pricer 9.1 PeopleBook*, "Working With the Pricing Simulator."

## Understanding Price and Availability

The Price and Availability inquiry component in PeopleSoft Order Management provides immediate access to product price and availability data without entering a quote. You can view annotations associated with a product, as well as detailed product information. If there is insufficient product supply in the warehouses, you can bring up the Item/Product Availability page to see a time-phased view of open sales orders, scheduled production, in-transit inventory, internal material stock requests, approved requisitions, and open purchase orders.

You can also use the pricing simulator in PeopleSoft Enterprise Pricer to test price rules and arbitration plans.

## Pages Used to Check Price and Availability

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Price and Availability - Price Calculations | PRICE_CALC_INQ | Order Management, Quotes and Orders, Review Product Information, Price and Availability | Look up price calculations. |
| Price and Availability - Price Adjustments | PRICE_CALC_INQ2 | Order Management, Quotes and Orders, Review Product Information, Price and Availability | View price adjustments that the system made to the list price to determine the net price. |
| Base Price | PRICE_CALC_INQ_SEC | Click the Select Price from IBU link on the Price and Availability - Price Calculations page. | Select a price based on a PeopleSoft Inventory business unit. Also view the quantity available and list price for each PeopleSoft Inventory business unit that carries the product in the specified UOM. |

## Checking Price Calculations

Access the Price and Availability - Price Calculations page (Order Management, Quotes and Orders, Review Product Information, Price and Availability).

Sales order pricing is actually calculated on the schedule level.

---

**Note.** Pricing and Availability uses the price by keys to calculate the adjustment: Sold-To Customer, Payment Method, Payment Terms ID, Product ID, Carrier ID, Export Carrier ID, Freight Terms Code, Export Freight Terms Code, Ship-To Customer, Ship Via Code, Export Shipping Method, Item ID, Commodity Code, Customer Group, Product Group, and Region Code. If you are using additional price by keys, use the Simulator in PeopleSoft Enterprise Pricer.

---

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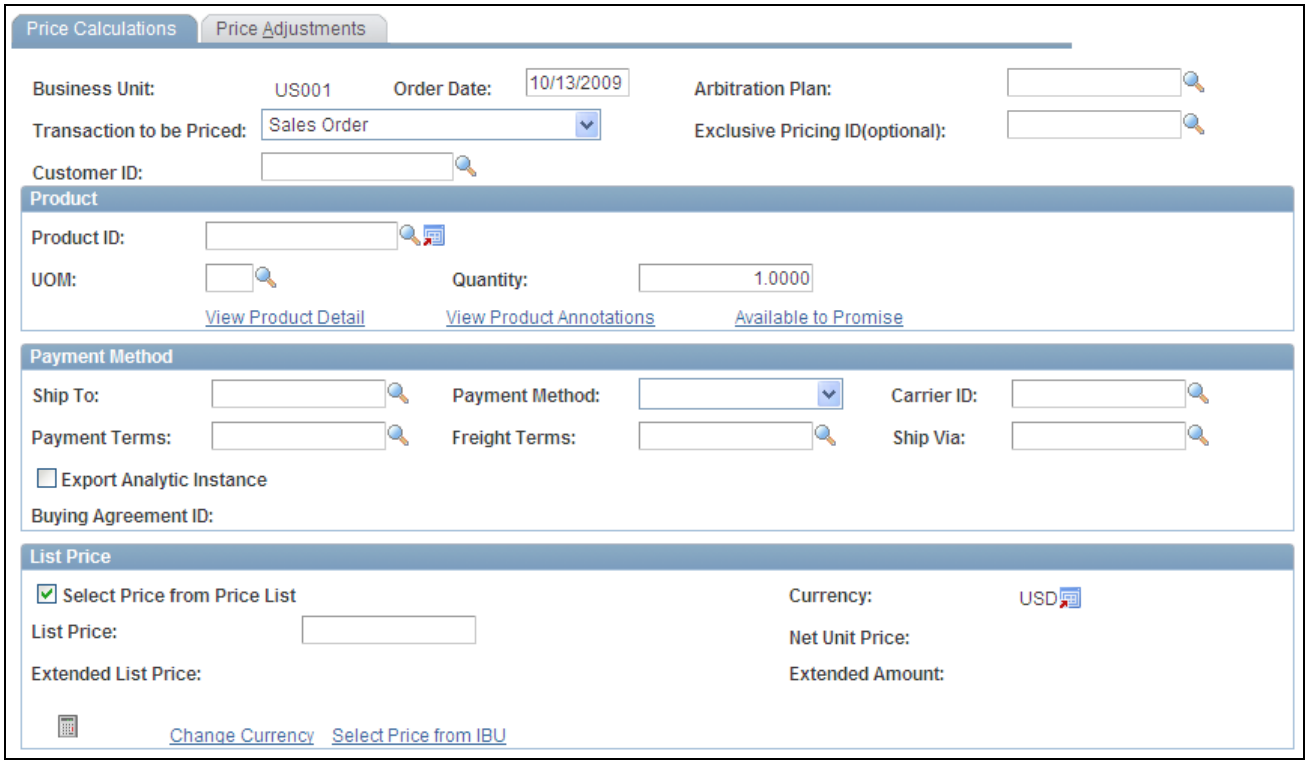
See *PeopleSoft Enterprise Pricer 9.1 PeopleBook*, "Working With the Pricing Simulator."




Price and Availability - Price Calculations page

**Order Date**

Displays the current date by default, but you can change it. This date determines pricing, with applicable discounts and surcharges.

The order date is considered the pricing date and is compared to the start and end dates for price formulas. The system ignores the price date defined on the arbitration plan, order date, scheduled shipment date, or arrival date. For this purpose, it always uses the order date, as no scheduled shipment or arrival date is entered on this page.

**Arbitration Plan**

Use to specify the pricing adjustment.

**Transaction to be Priced**

Select the pricing application code. For example, to price as if on the sales order, select *Sales Order*, which is the default.

**Exclusive Pricing ID**

(Optional) If you enter an exclusive pricing ID, the net unit price is based only on the price rules associated with that ID.

**Customer ID**

If you enter an optional sold to customer ID, the system uses the arbitration plan associated with that customer to determine the price rules and formulas that are used to calculate pricing.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| | |
|---|---|
| **Available to Promise** | Click to calculate ATP and to view the first available ship date for the quantity you are requesting.<br>See *PeopleSoft Inventory 9.1 PeopleBook*, "Promising and Reserving Inventory." |
| **Product ID** | The product ID, along with the UOM, are the only required fields on this page. They determine the PeopleSoft Inventory business units available when you click the Select Price from IBU (select price from Inventory business unit) link. |
| **Quantity** | The default value is *1*, but you can change it. Within a price rule, quantity price formulas may be triggered by the value that you enter here. |
| **Payment Method** | Depending on how you have set up your price rules, the method you select might affect price adjustments. |
| **Export Shipment, Ship To, Payment Terms, Carrier ID, Freight Terms,** and **Ship Via** | Price adjustments can be affected by your selections in the fields. These values can be keys to price rules. |
| **Select Price from Price List** | Select to populate the List Price field with the base price for the product that you established when you set up price lists in PeopleSoft Enterprise Pricer. You can use this option only if you have entered a customer ID. |
| **Currency** | Displays the base business unit currency that you established on the Shipping and Returns page, unless the value is overridden by the currency associated with the customer ID. |
| **View Currency Data** | Click to view currency details. |
| **List Price** | Displays the basis for the pricing calculation. You can override this price. |
| **Calculate Price** | Click to calculate the net unit price, extended list price, and extended price. To check the price and availability of products or quantities, you can enter new information and click Calculate Price to recalculate the pricing information. |
| **Change Currency** | Click to toggle between the business unit base currency and the currency associated with the sold to customer. |

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products"

## Viewing Price Adjustments

Access the Price and Availability - Price Adjustments page (Order Management, Quotes and Orders, Review Product Information, Price and Availability).

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The fields on this page are the same as those on the Price Detail page.

### *See Also*

Chapter 18, "Maintaining Order Header and Line Information," Modifying Pricing Information, page 350

## Checking Price and Availability for Product Kits

Use the Product Kit Availability inquiry component to determine availability for product kits.

This section discusses how to view and determine product kit availability.

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Inquiring and Reporting About On-Hand Stock," Checking Item Availability

### Pages Used to Check Price and Availability for Product Kits

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Product Kit Availability | PRODKIT_AVAIL | Order Management, Quotes and Orders, Review Product Information, Kit Availability | View information on available, complete kits and navigate to see the supply and demand placed against each component part. The availability of product kits depends on the supply of each component. |
| Kit Availability Detail | PRODKIT_AVL_DET | Click the link for the component on the Product Kit Availability page. | View details about individual components of the product kit that you selected on the Product Kit Availability page. |

### Determining Product Kit Availability

Access the Product Kit Availability page (Order Management, Quotes and Orders, Review Product Information, Kit Availability).

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| | |
|---|---|
| **Include** | Includes all supply sources by default, but you can exclude a source by deselecting the appropriate check box. If you have PeopleSoft Purchasing installed, approved purchase orders and PeopleSoft Inventory MSRs always appear.<br><br>**Note.** The Scheduled Production option is unavailable for entry unless you have PeopleSoft Manufacturing installed. The Approved PO Request option is unavailable for entry unless you have PeopleSoft Purchasing installed. |
| **Lookup** | Click the button after selecting a product to populate the Kit Component Information section of the page |
| **Per** | Identifies whether the number of units displayed in the Quantity field is by *ASY* (assembly) or by *ORD* (order). |
| **Inventory Item** | Populated by the Product Definition Overview page in PeopleSoft Inventory. |
| **OK to Ship Without** | Displays the selection that you made on the Kit Component Text page when you defined the product kit. |

# Using Alternate Sourcing and Pegging

This section provides an overview for alternate sourcing and pegging and discusses how to:

- View alternate sources of supply.
- Choose alternate sources of supply.
- View and update supply source information.

## Understanding Alternate Sourcing and Pegging

Alternate sourcing and pegging are closely related and enable CSRs to expand the tools they can use to meet customers demands and provide superior customer service. Alternate sourcing and pegging rely on security to control how the CSR can use the features.

See Chapter 9, "Setting Up Alternate Sources of Supply," page 107.

See Chapter 5, "Establishing Feature Function Security," page 75.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Pegging Supply and Demand."

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### *Alternate Sources of Supply*

You can choose alternate sources of supply for the order line or schedule if you select the advance sourcing option (advanced or manual) at the Order Management Business Unit. On the Alternate Source of Supply page during order entry, you can change the ship from business unit or look at alternate sources and enter different quantities for each of the sources. Inventory on-hand availability sources as well as sourcing options from new requisitions, new purchases orders, and new interunit MSRs are defined in the Alternate Sources arbitration plan and rules and retrieved by the sourcing engine. Additionally, existing supply sources (existing requisitions, purchase orders, interunit transfers, and production orders) are retrieved by the sourcing engine. These existing sources of supply do not require you to set up alternate sources of supply arbitration plans and rules. However, you must have the authority defined for your user ID setup in Inventory pegging security.

The CSR enters the quantity they want from each supply source. If the CSR chooses existing incoming supply to source the order line or schedule, the supply is soft pegged to the sales order at save time of the order. If the CSR chooses to source the order line or schedule from a new requisition, purchase order, or interunit transfer, the supply document is created and hard pegged to the order schedule when the order is saved and additional information may be required from the CSR. For new requisitions, the requisition will be pegged to the sales order when the PO_REQLOAD (Purchasing Requisition Loader) process creates the requisition.

The existing incoming supply sources are filtered through the new Inventory pegging security definition for the user ID of the current user and appear after the alternate sourcing arbitration plan/rules sourcing options in the grid. Once a supply source option is selected, the source type and disposition are stored on the line or schedule. Sourcing is done at the order line level if only one schedule exists; otherwise, it is performed at the schedule level. For each source that is selected for the order line, a new order schedule is created. If sourcing is being done on an order schedule and multiple sources are selected, the original schedule is updated and additional schedules are created.

If the CSR wants to change the supply source, the system verifies that the change is allowed. For example, the PO may already be dispatched. If the change is allowed and the supply is hard-pegged to the order schedule, Order Management will automatically update the supply document with cancellations or quantity changes. If the change to the supply document is not allowed or the supply is soft-pegged to the order, the change is still allowed on the order schedule, but only a notification is sent to the supply document owner.

The full range of Alternate sources of supply functionality can be done online. In batch, alternate sourcing is performed only for distribution network and Inventory Business Unit on hand quantity sources. The additional source options for new purchase orders, new production orders, requisitions, and interunit MSRs are not available with batch processing. If the Order Management availability option is set to Automatic (advanced sourcing), the order completion process must be performed before the advanced sourcing lookup.

### *Pegging*

Through alternate sourcing, the CSR can choose to select on-hand available quantity from inventory business units outside the standard distribution network. Selecting quantity on-hand and direct-shipping from the warehouse is equivalent to assigning the Inventory Business Unit as the ship-from business unit on the order schedule. The item ships from that warehouse directly to the customer. Alternatively, the CSR can peg or tag lines during sales order entry to existing incoming supply or new supply to ensure that items are reserved to the order as soon as they become available in the warehouse.

The CSR can peg to:

- Existing interunit transfers
- Existing production orders
- Existing purchase orders


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- Existing requisitions
- Inventory Business Unit, direct receipt (new interunit transfer)
- Distribution network, direct receipt (new interunit transfer)
- New production order
- New purchase order
- New requisition

In addition, from the alternate sources of supply page, the CSR can choose supply sources of:

- Distribution network
- Inventory Business Unit

---

**Note.** These quantity-on-hand supply sources are not pegged when the disposition of the items is direct ship-to the customer. The ship-from business unit on the order schedule is changed to the source Inventory Business Unit selected and the demand for these sources is reserved based on the inventory business unit definition for the item. If the disposition of the supply is direct receipt, a new interunit transfer MSR is created when the order is saved.

---

After the CSR selects the type of supply, he determines whether it should be a direct ship (ships directly to the customer) or direct receipt (ships to the warehouse and then to the customer). There can be multiple sourcing options displayed and selected. Each selected supply source will be broken into separate schedules once the options are accepted by the CSR.

---

**Note.** The disposition of the items (direct ship or direct receipt) cannot be changed for existing supply.

---

There are two types of pegs:

- A *soft peg* links an outgoing order to the quantity included in an incoming supply. For example, a sales order for 10 units is soft pegged to an incoming purchase order with 2,000 units. When a soft peg is changed or canceled, the peg is changed but the incoming supply (in this case the purchase order) is not changed. A notification is sent to the buyer informing them that a change in the demand pegged to the PO has taken place. Soft pegs are useful when items are in short supply and you want to peg higher priority customer orders to specific supply.
- A *hard peg* is created when a sales order (demand) creates a purchase order, requisition, or interunit transfer (supply) to fulfill it. Hard pegs are only created from the sales order when adding a Direct Ship or Direct Receipt. All other orders would be considered soft pegs and will result in notifications only upon changes. When a hard peg is changed or canceled, not only is the peg changed, but also the incoming supply is changed. For example, a sales order for 10 units is hard pegged to an incoming purchase order with 10 units. If the sales order is changed to four units, then the purchase order is changed to 4 units. Hard pegs are useful for make-to-order items or special products.

Here are examples of hard pegs:

- A new Direct Ship purchase order (formerly a drop ship purchase order)
- A new Direct Receipt purchase order or a Direct Receipt interunit transfer that is created from a sales order
- A new Direct Ship requisition (formerly a drop ship requisition)

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- A new Direct Receipt requisition that is created from a sales order
- A new Direct Ship production order that is created from a sales order when the Inventory business unit is same as the Manufacturing business unit.

**Note.** All other orders would be considered soft pegs.

The CSR can make changes to the pegs from the sales order alternate sources of supply page by changing the quantity requested or selecting new sources of supply. However, if the changes are not possible from the sales order, the CSR can use the Pegging Workbench to make additional changes. The CSR could also perform the pegging from the workbench instead of from the Alternate Sources of Supply page.

**Note.** Creating the pegs from the pegging workbench will only create soft pegs.

Pegging can occur as long as the sales order demand is not past the Unfulfilled state in PeopleSoft Inventory. However, the CSR cannot peg product kits, configured kits, ATP or VMI items. If the demand is already soft-reserved, it cannot be pegged. Choosing to peg an existing schedule that is already soft-reserved will cancel the reserved demand and create new pegged demand for the schedule. A peg cannot be modified from the sales order if more than one unfulfilled demand line exists for the schedule (a backorder has been created). You must use the pegging workbench (a link is provided from the sales order alternate sources page) to modify the pegs.

To peg to existing supply documents, the CSR must have the appropriate security defined. The Inventory pegging user security has to be set up enabling the user ID to peg supply documents to sales order demand.

You can set up notifications to notify the CSR if changes are made to any documents that are pegged. Similarly, notifications can be sent to the supply owner if changes are made to the sale order. The system has preestablished notifications set up using the Message Dashboard. You can use the existing notifications or add notifications.

If an order goes on hold when pegging to a PO, then the Pass to Purchasing flags will determine whether the PO is created or whether a requisition is created. The PO is created if the Pass to Purchasing flag for the hold is set to Yes. If the Pass to Purchasing flag is set to No, a requisition will be created using requisition loader. When the order hold is removed, the requisition loader should be run which will create a requisition and peg the order to it. When the requisition becomes a PO, the order will be then pegged to the PO.

## Pages Used for Alternate Sourcing and Pegging

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Entry Form | ORDENT_FORM_LINE | Order Management, Quotes and Orders, Create/Update Order<br>Order Management, Quotes and Orders, Create/Update Quote | Enter header and line information and perform advanced sourcing.<br>See Chapter 15, "Introduction to Sales Order Entry," Using Alternate Sourcing and Pegging, page 265. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Alternate Sources of Supply | ORDENT_SSRC_UPDT | Click the Find Alternate Supply Sources link from the Line or Claimback/Supply Source tab in the line grid area on the Order Entry Form page.<br>Click the Find Alternate Supply Sources link from the Line or Claimback/Supply Source tab in the line grid area on the Shipment Schedules page. | Use to view supply source options and to choose the optimum sources for this order line or schedule. You can choose one or more sources of supply from this page. This page is available only if you are using the Manual or Automatic Availability Option on the Order Entry Features page for the PeopleSoft Order Management Business Unit. |
| Product Availability | ORDENT_PRODAVAIL | Click the Cross-CPU Product Availability link on the Alternate Sources of Supply page. | Use to access product availability from other databases. This is informational only. |
| Alternate Sources of Supply Advanced Search | ORDENT_SSRCH_PG | Click the Advanced Search link on the Alternate Sources of Supply page. | Use to search by additional criteria. |
| Supply Source Detail | ORDENT_SSRC_DTL | Click the Supply Source Data link on the Claimbacks/Supply Source tab in the line grid area of the Order Entry Form page.<br>Click the Supply Source Data link on the Claimbacks/Supply Source tab in the line grid area of the Shipment Schedules page. | Use to view existing pegs and pegs for new purchase orders, production orders, requisitions, and interunit transfers. |

## Viewing Alternate Sources of Supply

Access the Claimback/Supply Source tab in the line grid area of the Order Entry Form or Shipment Schedules page (Order Management, Quotes and Orders, Create/Update Order).

---

**Note.** The Find Alternate Supply Sources button appears if advanced sourcing is used for the PeopleSoft Order Management Business Unit. The Manual or Automatic Availability Option must be selected on the Order Entry Features page for the business unit.

---

**Source Type** The value is provided by default from the highest priority sourcing option returned from the supply source engine if the availability option on the Order Management Business Unit is Automatic. Otherwise, it is set based on the alternate source of supply you choose.

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| | |
|---|---|
| **Disposition** | The value is provided by default from the highest priority sourcing option returned from the supply source engine if the availability option on the Order Management Business Unit is Automatic. Otherwise, it is set based on the alternate source of supply you choose. If you change the sourcing option on the Alternate Sources of Supply page, it will update the value.<br><br>**Note.** If multiple schedules are available for the line, the source type becomes the original default (Distribution Network or Inventory Business Unit) and the Disposition is Direct Ship. If the product is marked as Direct Ship from Vendor, then the Source Type is New Requisition and the Disposition is Direct Ship. |
| | Click the Find Alternate Sources button to perform additional sourcing on the Alternate Sources of Supply page. |
| **Supply Source Data** | Click the link to access the Supply Source Detail page. |
| **Claimback ID** | The claimback defaults and can be changed. |

### *See Also*

Chapter 9, "Setting Up Alternate Sources of Supply," page 107

Chapter 13, "Working with Claimbacks," page 179

## Choosing Alternate Sources of Supply

Access the Alternate Sources of Supply page (click the Find Alternate Supply Sources link from the Line or Claimback/Supply Source tab in the line grid area on the Order Entry Form page).


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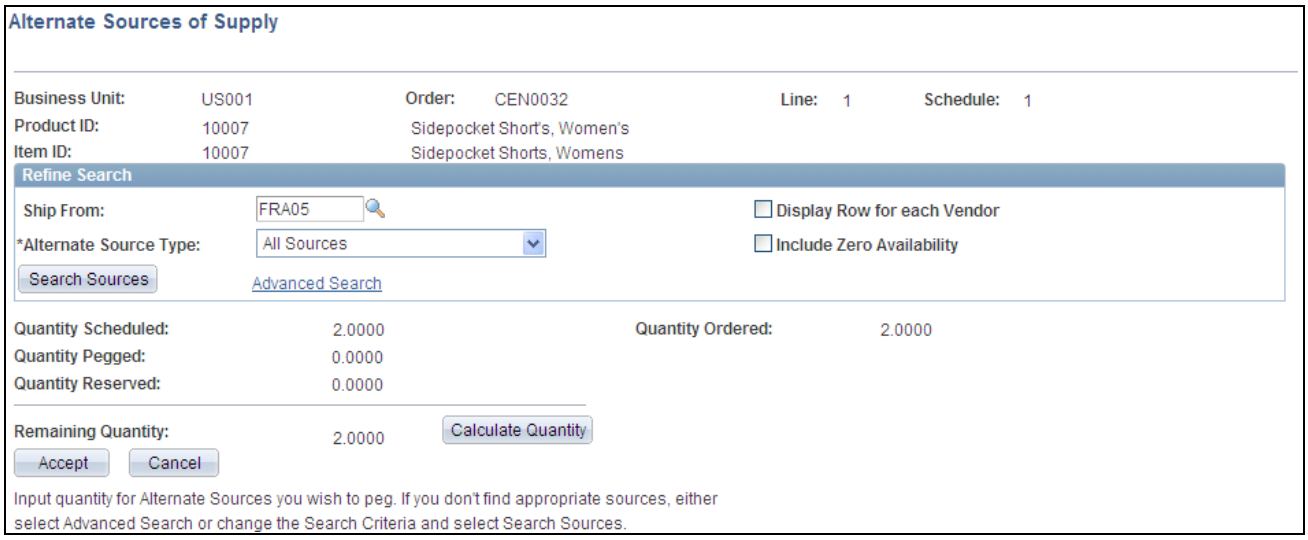
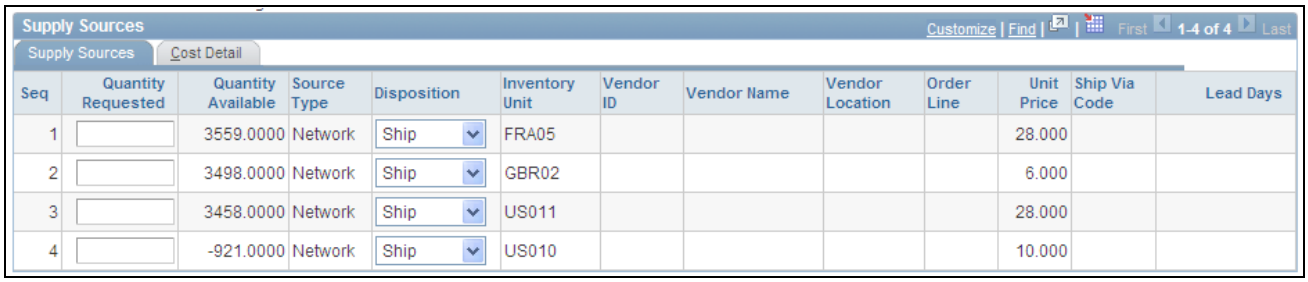



Alternate Sources of Supply page (1 of 2)




Alternate Sources of Supply page (2 of 4)

These restrictions exist for using advanced sourcing, depending on the item and product attributes:

- Product kits can only be sourced from Inventory Business Units or Inventory Business Units from a Distribution Network with a Direct Ship Disposition. You can perform advanced sourcing, but the availability of the kit components will not be validated until the order is saved. The system will return Inventory Business Units with zero availability because sourcing is performed at the product kit product ID level. Only Inventory Business Units that stock the component items will be returned.
- Configured items can be sourced using alternate sourcing. No advanced sourcing options, however, can be used for configured product kits.
- Non-inventory items can be sourced using Direct Ship requisitions or purchase orders.
- Non soft-reserved items and configured item cannot be sourced from a requisition, purchase order, interunit transfer, or production order. If it is defined on the sources of supply formula, it will be skipped.
- If an item is marked as a RFQ item (request for quote) on the Purchasing Controls page of the Purchasing Item Attributes component, you will not be able to create a new purchase order.

The PeopleSoft Order Management Business Unit, order, line and schedule, and the Product ID and associated Item ID display from the order.

Each line of the order line or schedule is sourced individually. If you use multiple sourcing options, a schedule is created for each of the sourcing options.

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For new order lines or schedules, the sourcing options retrieved from the sourcing engine appear first. They appear in the order defined on the sourcing arbitration plan. If the user is authorized to peg to existing supply documents (requisition, purchase orders, interunit transfers, or production orders), these existing supply sources appear following the sourcing engine supply options.

For existing order lines or schedules, the existing supply source pegs appear first with the quantities that are pegged to the supply. Then, the sourcing options retrieved from the sourcing engine appear in the order defined on the sourcing arbitration plan. If the user is authorized to peg to existing supply documents (requisition, purchase orders, interunit transfers, or production orders), these existing supply sources appear following the sourcing engine supply options.

| | |
|---|---|
| **Cross-CPU Product Availability** | Click the link to access the Product Availability page. |
| **Ship From** | Initially appears from the schedule. You can change the value, but you need to select the Search Sources button to display new results in the grid at the bottom of the page. This is the ship-from business unit from where the items will ship to the customer. |
| **Alternate Source Type** | Use to narrow down the types of sources displayed for the line or schedule. Only the source type that is selected will be returned to the supply sources grid or use the *All Sources* option to search for all the valid sources based on the options set up from the arbitration plan associated with the Shipping and Returns page on the PeopleSoft Order Management Business Unit. |
| **Display Row for each Vendor** | If you select this option, all of the vendors will display for new purchase orders and requisitions. If this option is not selected, you can select the vendor from the available options. |
| **Include Zero Availability** | Select if you want the system to include inventory business units with quantity available of zero in the results. |
| **Search Sources** | Click the button to display your selection in the Supply Sources grid at the bottom of the page. |
| **Advanced Search** | Use to refine your search even further. For example, you could search for Direct Receipt Disposition types. |
| **Quantity Ordered** and **Quantity Scheduled** | Displays the total quantity ordered for the line and the quantity scheduled for the current schedule. |
| **Quantity Pegged** | Displays the supply pegged to the schedule. The pegged quantity will also be displayed in the first lines in the grid if you are viewing the page after the initial schedule has been pegged. |
| **Quantity Reserved** | Displays the amount that has already been reserved to the schedule for the ship-from BU. |
| **Calculate Quantity** | Click to calculate the remaining quantity to be sourced. |
| **Remaining Quantity** | Displays the amount that is left to source. |


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**Accept**

When you have made your selections and are satisfied with the sourcing, click the button to source the schedule from the alternate sourcing chosen in the grid and return to the sales order.

The results are validated, and you will be prompted for required fields. A separate schedule is created for each sourcing option you choose.

- For interunit transfer, the source inventory business unit and destination inventory business unit are checked, if no valid transfer accounting information is found, an error message is displayed on the Sales Order Messages page. The same validation is applied to direct receipt production orders.
- For purchase orders, the vendor ID, buyer ID, purchase business unit and inventory item ID should be properly defined. If the buyer ID is not present, the CSR will be prompted to enter one for the transaction. The CSR should set up a default buyer ID and purchase business unit for requisitions and purchase orders.

  See *PeopleSoft Source-to-Settle Common Information 9.1 PeopleBook*, "Defining Procurement Options."
- For requisitions, you may enter vendor ID and buyer ID, but these also appear by default from the Requisition Loader if requisition defaults were defined in Purchasing when the requisition was created.

**Cancel**

Click to return to the order line or schedule without accepting the sourcing options.

---

**Note.** If you want the requisition or purchase order shipped to your warehouse, you can use the alternate sources page to select the direct receipt disposition for the items. Note that the item must be defined as a stocked item to receive the items into the destination warehouse. If the business unit item definition does not exist on the destination warehouse, then the system will create one for you based on the item template defined in the Inventory business unit transfer item copy definition.

---

**Note.** When you create a direct receipt purchase order from alternate sources of supply, the location address of the Inventory business unit is defined as an override address on the purchase order line to ensure that the items are shipped to the exact location of the warehouse.

---

### *Choosing Alternate Sources on the Supply Sources Tab*

The results of the sources appear in the grid.

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**Seq** (sequence)

The results appear in this order:

1. Current pegs for the order.
2. New supply sources sorted by:
    a. The sort option on the arbitration plan.
    b. The arbitration decision on the sequence.
3. Existing supply documents (requisitions, purchase orders, interunit transfers, production orders).

**Quantity Requested**

Enter an amount to be sourced. You can select multiple source options by entering quantity in different fields. Each quantity sourced becomes its own schedule.

**Quantity Available**

Displays the amount that is available for each Inventory business unit.

**Source Type**

Displays the source possibilities. The rows of the grid appear based on the sort option selected on the arbitration plan for alternate sources of supply. If pegs exist, then they appear first. They are followed by the sourcing engine sources of supply and then the existing supply documents if the user has the authority to peg to existing supply.

**Disposition**

For new sourcing, you can select the shipping option; otherwise, the field is unavailable for entry. Values are:

*Receipt:* Ship from the vendor or warehouse to a warehouse.

*Ship:* Ship from the vendor or warehouse to a customer.

**Inventory Unit**

The Inventory business unit appears for Inventory business unit and Network source types.

**Vendor ID**

If you set up alternate sources of supply rules, the vendor ID appears based on your sourcing formula. Otherwise, all of the valid vendors for the item are available for you to choose from the prompt on the vendor ID field. The Vendor Name fields appears.

For new requisitions and purchase orders, you can select from the valid list of vendors.

**Vendor Location**

For existing sources, the field is display-only. For new sources, you can use the search button to select from a list of valid locations for the selected vendor.

**Order Line**

Displays line information for the purchase order.

**Unit Price**

This value is display-only. This is the purchase price of the item for source types of requisition or purchase order. This is the unit cost for Inventory business unit or Network source types. For purchase orders, the Unit Price is the cost that is used to calculate the margin.


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| | |
|---|---|
| **Get Price** | For new purchase orders where the Vendor ID was selected, click the button to retrieve the price that will be defaulted to the new purchase order. The price will be updated in the Unit Price field. |
| **Ship Via Code** | Optionally select for Distribution Network and Inventory business unit source types where the disposition is direct receipt and you are creating an interunit transfer. |
| **Lead Days** | If the Ship Via Code appears, then the interunit transportation lead times will be included for Distribution Network and Inventory business unit source types.<br>The vendor lead time appears for new supply for purchase orders or requisitions. For existing pegs or existing supply not yet pegged, the lead time is calculated using the dates on the schedule.<br>The production portion of the Lead Days displayed is based on the schedule quantity. If the user changes the new production quantity, the Lead Days will be recalculated based on the new quantity.<br>If the lead days is blank, the lead days are less then zero. |

---

**Note.** If you want to create an interunit transfer (MSR), select either *Inventory Business Unit* or *Distribution Network* in the Source Type field and *Direct Receipt* in the Disposition field.

If you want to create supply shipped directly from the vendor to your customer (drop ship), select either *New Requisition* or *New Purchase Order* in the Source Type field and *Direct Ship* in the Disposition field.

---

See Chapter 15, "Introduction to Sales Order Entry," Viewing and Updating Supply Source Information, page 276.

### *Changing Supply Information*

Sourcing options for order schedules that were already pegged can be changed on the alternate sources of supply page. Schedules with existing pegs appear at the top of the supply sources grid with the peg quantity supplied by default to the requested quantity field in the grid. You can change the quantity to change the peg. If the supply is hard-pegged, the supply document will be automatically updated. If the supply is soft-pegged, a notification is sent to the buyer or the warehouse manager depending on the supply type.

Hard-pegged requisitions are updated through the Requisition Loader process.

Hard-pegged purchase orders are updated when you save the sales order if the update is allowed. You define when the purchase order update is allowed on the Order Management business unit. Update is allowed up to the purchase order due date or up to the time the purchase order is dispatched to the vendor.

Hard-pegged interunit transfers are updated if the demand change configuration for the source inventory business unit allows changes to be made from Order Management, depending on the state of the demand in fulfillment.

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Changes for soft-pegged supply only results in a notification to the buyer or the warehouse manager, depending on the supply type. Changes for hard-pegged production orders will only be made if the status is Entered, Firmed or Released. When changes are made to a sales order with a direct receipt production order, the changes are only applied to the interunit transfer since the interunit transfer is hard-pegged to the sales order. Changes are not made to the soft-pegged production order. However, if a schedule change results in the interunit transfer being cancelled, the production order will also be cancelled if the order output quantity is equal to the interunit transfer quantity and the production order status is Entered, Firmed or Released.

---

**Note.** If the purchase order has already been created for the requisition, changes made on the sales order will take effect immediately on the purchase order via the alternate sourcing order change functionality. Only the purchase order will be updated with the changes.

---

### *View Cost Information on the Cost Detail Tab*

The fields display additional pricing and cost information.

**Total Unit Cost** The unit cost of the item multiplied by the markup percent and the transportation cost.

**Unit Cost** The unit cost of the item or the transfer price.

**Transfer Price** The cost to transfer the item out of the PeopleSoft Inventory Business Unit from either the Inventory Business Unit item or Inventory Business Unit level.

**Transportation Cost** The transit cost between two PeopleSoft Inventory business units, the Inventory Business Unit item level or Inventory Business Unit level.

**Price Markup %** Percent of price markup defined at either the PeopleSoft Inventory Business Units item level or Inventory Business Unit level. If defined, this price markup is applied to the unit cost.

## Viewing and Updating Supply Source Information

Access the Supply Source Detail page (click the Supply Source Data link on the Claimbacks/Supply Source tab in the line grid area of the Order Entry Form page).

### *Current Pegs*

Existing purchase order, requisitions, interunit transfer and production order pegs for the entire order appear at the top of the page. Each peg shows the information and the quantity pegged, the order type, the link to view the document for the peg, and a button to take you to view or update the supply document.


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### *New Pegged Supply for Purchase Orders, Requisitions, Interunit Transfers and Production Orders*

Below the existing pegs grid, the new supply source detail information is presented to the CSR where it can be changed prior to saving the sales order and creating the new supply documents such as new requisition, purchase order, interunit transfer or production order. New requisition lines and new purchase order lines are consolidated by Vendor ID and location. New interunit transfer lines are consolidated by source inventory business unit.

Once the new supply document is created, the supply detail information is no longer available, and the CSR uses the "Edit Document" button in the top of the grid to view or update the actual supply document that was generated and pegged to the sales order schedule.

For new requisitions, the quantity cannot be changed. The purchase quantity for the requisition is set by the Requisition Loader and is always set to the order schedule quantity. A hard-peg is created when the process creates the requisition. If you increase the requisition quantity in PeopleSoft Purchasing after it has been created, the hard-peg to the sales order is changed to a soft-peg.

For new purchase orders, the purchase quantity can be changed. If you increase the purchase quantity so that it is greater than the sales order schedule quantity, the order quantity is pegged to the PO and a hard peg is created. The hard peg is not removed until the purchase order is received at the warehouse, at which time the order quantity is reserved and possibly allocated. The remaining quantity received is put away to stock as available quantity on hand.

For new direct ship production orders, the production quantity can be changed. If you increase the production order quantity to be greater than the sales order schedule quantity, the order quantity is pegged to the production order and a hard peg is created. The hard peg is not removed until the production order is completed. The order quantity is reserved and possibly allocated at this time. The remaining quantity produced is put away to stock as available quantity on hand.

For new direct receipt production orders, the production quantity can be changed. This will cause the interunit transfer necessary to receive the goods to increase by the same amount. The order quantity is pegged to the interunit transfer and a hard peg is created. A soft peg will be created between the production order and the interunit transfer. In addition, the carrier and ship type can be changed for the interunit transfer. The hard peg is not removed until the interunit transfer is received and put away. The order quantity is reserved and possibly allocated at this time. The remaining quantity received is put away to stock as available quantity on hand.

---

**Note.** After you perform initial sourcing, you can change the status of the line or schedule to Pending and save the order so that you can update the sourcing information at a later time. When you update the order, you can access the Supply Sources Detail page and make changes. You cannot perform sourcing for a line or schedule that is in Pending status, the status must be set to Open initially.

---

### *See Also*

Chapter 9, "Setting Up Alternate Sources of Supply," page 107

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Pegging Supply and Demand"

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# Using Lot Allocations

While entering orders, you can lot allocate a line to multiple lots or partially lot allocate the line. You can also change the lot allocations on the sales order pages, depending on the stage of fulfillment processing for the line.

This section provides overviews of partial lot allocations and changes to lot-allocated lines and lists the pages used to use lot allocations.

To lot allocate an order line or schedule, the status must be *Open.* Lot allocation is performed as soon as you save the order if the Skip Lot Allocation option is not selected on the schedule or line and the Lot Allocate option is selected for the PeopleSoft Order Management Business Unit. Otherwise, you can lot allocate from the Lot Allocation component accessible from the Header menu on the Order Entry Form page.

**Note.** Lot allocations cannot be performed in the counter sales environment if the customer is picking up the product unless you navigate to the Picking Feedback page.

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Allocating Orders in Demand Fulfillment," Creating a Lot Allocation

## Understanding Partial Lot Allocations

If you partially lot allocate a line during order entry, the system creates a backorder for the unallocated portion of the line, as long as back orders are not set for automatic cancellation (cancel backorder flag equals *Yes).* To allocate the back order when more lot-controlled products become available, use the Allocation Workbench or the Allocate Lots component in PeopleSoft Inventory (Inventory, Fulfill Stock Orders, Stock Requests).

**Note.** The backordered quantity must be fully lot allocated.

To enable partial lot allocation, set the Partials field to *Yes* and the Cancel BO field to *No* on the Ship Options 2 tab in the Order Lines region of the Order Entry Form page or the Shipment Schedules page. The default values for these fields come from the Ship To region in the Order Header region of the Order Entry Form page. Depending on how you set up your customers, you can set the defaults on one of these pages:

- The customer General Information - Ship To Options page.
- The Order Group Terms page.

## Understanding Changes to Lot-Allocated Lines

You can change a lot allocation for the order line or schedule on the sales order pages depending on the status of the order within the fulfillment process.


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The schedule can be allocated or canceled until some portion of the schedule has been allocated from a storage location in PeopleSoft Inventory. You can no longer lot allocate or cancel the allocation of any demand lines associated with the schedule if any of the demand lines are in the Released (40) state in PeopleSoft Inventory.

If the line that was lot allocated, either partially or fully, has not appeared on the picking plan, you can change the lot allocation on the Allocate Lots component accessible from the line and schedule.

If the lot-allocated line has appeared on a picking plan, you can view how the quantity was allocated, but it is unavailable for update from the sales order pages.

For partial lot allocations, you can allocate the backorder portion of the line on the Allocate Lots component if the back order has not appeared on a picking plan.

You can also use the Allocate Lots component in PeopleSoft Inventory to lot allocate an order line or schedule that was not allocated during order entry or to reallocate an order line or schedule after you entered the order.

When manually lot allocating, the quantity is automatically reserved, regardless of the PeopleSoft Order Management Business Unit auto-reserve setting. The quantity is reserved against the inventory business unit as well as the lot. When you increase the quantity of the lot, the reserved quantity and lot quantity of the inventory business unit is adjusted to reflect the increase. When you decrease the quantity of the lot, only the lot quantity is adjusted to reflect the decrease. The quantity reserved against the inventory business unit will remain reserved. To cancel the reserve of this line, you will have to go to the Undo Fulfillment process page.

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Allocating Orders in Demand Fulfillment"

## Changing Orders

You can use these methods to change orders:

- Order Entry Form component in PeopleSoft Order Management for orders with a small number of schedule lines.
- Run Update Schedules process for a large volume of schedule lines.
- PeopleSoft Order Management EDI process.
- Automatic Hold Check process or the Automatic Credit Check process to apply or remove holds to sales orders.

To cancel an order line or schedule, change the status to *Canceled.* However, the system allows the status of a header, line or schedule to be changed to *Canceled* only if no part of the associated schedule has been shipped.

If an order has a status of *Canceled* or *Closed*, you cannot change the order.

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For *Pending* and *Open* orders, any changes to the header status, ship-to location, ship-to contract, or ship-to address override are propagated to the line and schedule level. Other changes to the header populate new lines and schedules but are not propagated to existing lines and schedules. If the change cannot be made to a particular schedule, it is made to the rest of the lines. To make changes to shipping data on all schedules for an order, use the Update All Schedules page.

Changes to orders in an Open status may be restricted depending on how far it is in the fulfilment process. You can configure the fields that you want to be able to change using the Demand Change Configuration component.

When establishing the Demand Change Configuration parameters in PeopleSoft Inventory, if you configure the quantity decrease and cancel quantity to be pick confirmed, your paperwork may be inconsistent with what was already printed for the shipping documentation. To prevent this situation, you should configure notifications. However, it may not stop the shipment.

Regardless of how you set up your demand change configuration parameters or what state the demand is, in PeopleSoft Inventory, keep these scenarios in mind to make sure you get your intended results.

- These fields are sent to PeopleSoft Demand Planning and will be updated whenever the demand is updated. The net unit price many not match the sales order because demand changes are made prior to automatic repricing at save time.
    - Net unit price
    - DP_KIT_PARENT_QTY
    - DP_KIT_PARENT_UOM
- Once a demand line is packed, these changes are not allowed to that demand line unless the demand is unpacked:
    - Cancel
    - Quantity change
    - Any shipping field that is defined for the delivery used for packing (the system-defined fields plus any additional fields defined at the PeopleSoft Inventory Business Unit level).

The table displays the changes that you can make in PeopleSoft Order Management before the order is sent to PeopleSoft Inventory:

| ***PeopleSoft Order Management Status or Change*** | ***PeopleSoft Order Management Effect*** | ***PeopleSoft Inventory Effect*** |
|---|---|---|
| Order Closed | NA | NA |
| Any change | Not allowed | NA |
| Order Canceled | NA | NA |
| Any change | Not allowed | NA |


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| *PeopleSoft Order Management Status or Change* | *PeopleSoft Order Management Effect* | *PeopleSoft Inventory Effect* |
|---|---|---|
| Pending | NA | NA |
| Any change to Order Line | Apply changes | NA |
| Any change to Order Schedule | Apply changes | NA |
| Change Sold to or Bill To Customer | Not allowed if order lines exist. | NA |
| Delete Header | Not allowed | NA |
| Delete Line | Not allowed | NA |
| Delete Schedule | Not allowed | NA |

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Changing, Canceling, and Holding Orders"

Chapter 20, "Working with Large Orders and Quotes," page 391

Chapter 26, "Placing Sales Orders on Hold," page 489

Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," page 513

*PeopleSoft Inventory 9.1 PeopleBook*, "Changing, Canceling, and Holding Orders," Setting up the Demand Change Configuration

# Viewing Order Information

This section lists the pages used to view order information and discusses how to view sales order summary information.

## Pages Used to View Order Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Summary | ORDENT_SUMMARY | Order Management, Quotes and Orders, Review Order Information, Summary | View information about a single sales order. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Summary by Bill-To/PO | ORD_BY_BLLPO_VW | Order Management, Quotes and Orders, Review Order Information | View orders associated with a single purchase order linked to a bill-to customer. This page appears automatically during order entry if you enter a purchase order number that is already entered on another order. |
| Shipments by Schedule | ORD_SHIP_SCHED_VW | Order Management, Quotes and Orders, Review Order Information | View shipment information for the schedule. |
| Shipments Invoice | ORD_SHIP_SCHED_VW2 | Order Management, Quotes and Orders, Review Order Information, Shipments by Schedule | View invoice information for the schedule. |
| Shipments by Lot/Serial | ORD_SHIP_SCHED_VW3 | Order Management, Quotes and Orders, Review Order Information, Shipments by Schedule | View lot and serial ID information for products that are lot or serial controlled. |

## Viewing Sales Order Summaries

Access the Order Summary page (Order Management, Quotes and Orders, Review Order Information, Summary).

**Currency Detail** Click to access the Currency Data page to view or change the currency for the order. You can change the currency as long as there are no order lines.

**Tax Amount** Displays a best-guess estimate of taxes for an order. This number is not posted to any tax registers. If you have PeopleSoft Billing installed, the system recalculates taxes, even if they were calculated previously in the order entry process by the Order Completion processes.

**Order Total** The freight charge and tax amount are added to the total net price to derive the order total.

---

**Note.** PeopleSoft Order Management does not pass tax calculations to PeopleSoft Billing.

---

### *See Also*

*PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Integrating with Sales and Use Tax Applications"


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Chapter 16

# Setting Default Sales Order Values

This chapter provides an overview of sales default values and discusses how to:

- Set default header information.
- Set default line information.
- Set default schedule information.
- Set default value-added tax (VAT) information.

## Understanding Sales Order Defaults

Many of the fields on the order entry form and schedule pages are automatically populated from the sold to customer, order group, or sales buying agreement that you select.

If any fields change that control data in additional fields, the default values could change, too. For example, if you change the ship-to customer on the order line so that it differs from the order header, then the system performs the same default processing as for the ship-to customer in the order header. The same processing occurs for the schedule. In another example, if you change the buying agreement on the order line, the system automatically populates the order line values the same way that it does on the order header for values that are controlled by the buying agreement.

The fields that control data in additional fields on the line are:

- Inventory load
- Product
- Buying agreement line
- Buying agreement
- Ship to customer
- Order group
- User preferences
- Order Management business unit

The ship-to customer ID field controls data in additional fields on the schedule.

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## Setting Default Header Information

This table describes header defaults:

| *Field Label* | *Operator* | *Sold To Customer* | *Ship To Customer* | *Bill To Customer* | *Order Group* | *Customer Group* | *Buying Agreement* | *Order Management Business Unit* | *Notes* |
|---|---|---|---|---|---|---|---|---|---|
| ADDRESS (BILL TO) | | | | 1 | | | | | Primary |
| ADDRESS (SHIP TO) | | | 1 | | | | | | Primary |
| ADDRESS (SOLD TO) | | 1 | | | | | | | Primary |
| ALLOW PRODUCT SUBSTITUTIONS | | 1 | | | | | | | |
| BILL TO | | 1 | | | | | | | Highest priority |
| BILL TO CONTACT | | | | 1 | | | | | |
| BILL TYPE | | | | 1 | 2 | | | | |


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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| BUYING AGREEMENT ID | | 1 | | | | | | | Or customer group. Default |
| CANCEL BACKORDER | | | 2 | | 3 | | 1 | | |
| CARRIER ID | | | 2 | | 3 | | 1 | | |
| CARRIER ID EXPORT | | | 2 | | 3 | | 1 | | |
| CURRENCY CODE | | 1 | | | | | | | |
| COMMISSION LEVEL | | | | | | | | 1 | |
| COMMISSION METHOD | | | | | | | | | The default is the commission percent. |
| CUSTOMER CHANNEL | | 1 | | | | | | | |

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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| CREDIT CARD INFORMATION | | 1 | | | | | | | Bill-to customer contact |
| CUSTOMER PO | | | | 2 | | | 1 | | Not expired |
| DELIVERIES RESTRICTED TO ORDER | | | 2 | | 3 | | 1 | 4 | |
| DIRECT INVOICING | | | | 1 | | | | | |
| DISTRIBUTION RULE | | | | | | | | 1 | |
| EXCLUSIVE PRICING ID | | 1 | | | 2 | | | | |
| EXPORT | | | 1 | | | | | | |
| FREIGHT BILL | | | | 1 | | | | | |


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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| FREIGHT CHARGE METHOD | | 2 | | | | 3 | 1 | | |
| FREIGHT TRM | | | 2 | | 3 | | 1 | | |
| FREIGHT TRM (Export) | | | 2 | | 3 | | 1 | | |
| WEIGHT AND VOLUME ARBITRATION PLAN | | 1 | | | | | | | 2 — default weight and volume arbitration plan |
| ORDER DATE | | | | | | | | | System date or the quote date for quotes. |
| ORDER GROUP | 1 | | | | | | | | |
| Order Owner | 1 | | | | | | | | |

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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| ORDER, QUOTE | Prefix from User Preferences | | | | | | | | System |
| ORDER STATUS, QUOTE STATUS | | | | | | | | | Open |
| PARTIAL ORDER | | | 2 | | 3 | | 1 | | |
| PARTIALS | | | 2 | | 3 | | 1 | | |
| PAYMENT METHOD | | | | 3 | 2 | | 1 | | |
| PAYMENT TERMS ID | | | | 2 | 3 | | 1 | | Or from payment terms on the price formula |
| PRODUCT SOURCE | | 2 | | | | | 1 | | |


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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| PRICING ARBITRATION PLAN | | 1 | | | | 2 | | | 3 — Uses pricing arbitration plan |
| PRIORITY | | | 2 | | 3 | | 1 | | |
| PRIORITY (Export) | | | 2 | | 3 | | 1 | | |
| QUOTE NUMBER | | | | | | | | | From converted quote |
| SHIP PRIOR | | | 2 | | 3 | | 1 | | |
| SHIP TO | | 1 | | | | | | | Highest priority |
| SHIP VIA | | | 2 | | 3 | | 1 | | |
| SHIP VIA (Export) | | | 2 | | 3 | | 1 | | |
| SINGLE SHIP FLAG | | | 2 | | 3 | | 1 | | |

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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| SOLD TO CONTACT | | | 1 | | | | | | |
| SOLD TO CONTACT | | 1 | | | | | | | |
| SOURCE | 2 | | | | 1 | | | | |
| STANDARD DISCOUNT | | | | | 1 | | | | |
| STORE # | | | 1 | | | | | | |
| SUBCUS-TOMER1 | | | | 1 | | | | | |
| SUBCUS-TOMER2 | | | | 1 | | | | | |
| SUPPORT TEAM CODE | | | 1 | | | | | | Uses default team |
| SHIP FROM BU | 1 | | | | | | | | |


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| Field Label | Operator | Sold To Customer | Ship To Customer | Bill To Customer | Order Group | Customer Group | Buying Agreement | Order Management Business Unit | Notes |
|---|---|---|---|---|---|---|---|---|---|
| SHIP TO CONTACT | | | 1 | | | | | | |
| TAX CODE | | | 1 | | | | | | |
| TAX TRANSACTION TYPE | | | 1 | | | | | | |
| TRANSPORTATION LEAD RULE CODE | | | | | | | | 1 | 2 — default |
| UNIT | 1 | | | | | | | | |
| USE PREFERRED CARRIER FOR FREIGHT | | | 2 | | 3 | | 1 | | |
| VMI SHIP TO | | | 1 | | | | | | |

## Setting Default Line Information

This table describes line defaults:

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| *Field Label* | *Header* | *Other Record or Default* | *Notes* |
|---|---|---|---|
| ADDRESS | 1 | 2. Ship to primary | NA |
| ADDRESS OVERRIDE | X | NA | If ship-to is the same as header |
| BUYING AGREEMENT ID | X | NA | NA |
| CANCEL BACKORDER | 2 | 1. Buying agreement, 3. Ship-to, 4. Order group | NA |
| CARRIER ID | 3 | 1. Inventory load , 2. Buying agreement, 4. Ship-to 5. Order group | NA |
| CARRIER ID (Export) | 2 | 1. Buying agreement, 3. Ship-to, 4. Order group | NA |
| CUST ITEM | NA | Product alias | NA |
| CUSTOMER PO | X | NA | NA |
| EXCLUSIVE PRICING ID | 2 | 1– Order group | NA |
| EXPORT FLAG | X | NA | NA |
| FREIGHT TERMS | 2 | 1. Buying agreement, 3. Ship to, 4. Order group | NA |
| FREIGHT TERMS (Export) | 2 | 1. Buying agreement, 3. Ship to, 4. Order group | NA |
| BUYING AGREEMENT LINE | NA | Buying Agreement, based on product, unit of measure (UOM), and business unit entered. | NA |
| IMPORT DATA | X | NA | NA |


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| *Field Label* | *Header* | *Other Record or Default* | *Notes* |
|---|---|---|---|
| LINE | NA | System assigned | Increments on Order Management Business Unit. |
| UPN | NA | NA | NA |
| UPC | NA | NA | NA |
| LINE BACKORDER RULE | NA | 1. buying agreement, 2. uses reservation backorder default arbitration plan | NA |
| LINE RESERVATION RULE | NA | Uses reservation backorder default arbitration plan | NA |
| LINE RESERVATION BACKORDER RULE | NA | Uses reservation backorder default arbitration plan | NA |
| ORDER RESERVATION BACKORDER RULE | NA | Uses reservation backorder default arbitration plan | NA |
| LOAD ID | NA | NA | NA |
| ROUTE | NA | NA | NA |
| ORDER GROUP | X | NA | NA |
| ORDER NO | X | | NA |
| PARTIALS | 2 | 1. Buying agreement, 3. Ship-to, 4. Order group | NA |
| PAYMENT TERMS | 3 | 1. Buying agreement, 2. Price rule, 4. Order group | Price rule terms used if better than existing terms |
| PHYSICAL NATURE | 2 | 1. Product | NA |

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| *Field Label* | *Header* | *Other Record or Default* | *Notes* |
|---|---|---|---|
| PICK-UP | NA | NA | Defaults from the ship via. |
| PRICE PROTECTED | NA | 1. Buying agreement, 2. Price list | NA |
| PRODUCT SOURCE | X | | NA |
| PRIORITY | 2 | 1. Buying agreement, 3. ship to, 4. Order group | NA |
| PRIORITY (Export) | 2 | 1. Buying agreement, 3. ship to, 4. Order group | NA |
| REQUESTED ARRIVAL DATE, REQUESTED ARRIVAL TIME | 1 | 2. Calculated based on requested ship date and time | Uses ship from closure, ship to, and carrier exception calendars. |
| REQUESTED SHIP DATE, REQUESTED SHIP TIME | | 1. Calculated if requested arrival date entered on the header, 2. Defaults to current date. | Uses transportation lead time to calculate if based on default header requested arrival date. |
| SCHEDULED ARRIVAL DATE, SCHEDULED ARRIVAL TIME | NA | Calculated | Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars. |
| SCHEDULED SHIP DATE, SCHEDULED SHIP TIME | NA | Calculated | Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars. |


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| *Field Label* | *Header* | *Other Record or Default* | *Notes* |
|---|---|---|---|
| SHIP FROM | NA | 1. Stock.<br>The PeopleSoft Inventory business unit in the distribution network code with the highest priority that has the quantity ordered available.<br>2. Kit or not enough quantity found for 1.<br>The PeopleSoft Inventory business unit in the distribution network with the highest priority.<br>3. If none, then the PeopleSoft Order Management business unit.<br>4. Other non-stock.<br>No default value for the ship from field appears on the page. However, when the non-stock product is marked for billing, the system uses the priority 1 PeopleSoft Inventory business unit for creating the shipping history record and the costing record. | If counter sale order, defaults from the header. |
| SHIP PRIOR | 2 | 1. Buying agreement, 3. Ship-to, 4. Order group | NA |
| SHIP TO | X | NA | NA |
| SHIP TO CONTACT | 2 | 1. Ship to customer | NA |

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| *Field Label* | *Header* | *Other Record or Default* | *Notes* |
|---|---|---|---|
| SHIP VIA | 4 | 1. Load, 2. Inventory item, 3. Buying agreement, 5. ship to customer, 6. Order group | NA |
| SHIP VIA (Export) | 2 | 1. Buying agreement, 3. Ship-to, 4. Order group | NA |
| STANDARD DISCOUNT | 2 | 1. Order group | NA |
| STATUS | X | NA | NA |
| STORE # | 1 | 2. Ship-to | NA |
| TAX CODE | 2 | 1. Ship-to | NA |
| TAX CUSTOMER GROUP | 2 | 1. Based on ship-to customer | NA |
| TAX TRANSACTION TYPE | X | NA | NA |
| UNIT | X | NA | NA |
| UNIT COST | NA | Product cost (inventory items) or product UOM (non-inventory items) | NA |
| UOM | NA | Product UOM | Uses default. |
| USE PREFERRED CARRIER FOR FREIGHT | 2 | 1. Buying agreement, 3. Ship-to, 4. Order group | |
| VAT DATA | X | NA | NA |


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## Setting Default Schedule Information

This table describes schedule defaults:

| *Field Label* | *Line* | *Other Record or Default* | *Other* |
|---|---|---|---|
| ACTIVITY ID | NA | Product | Header |
| ALLOW OVERPICK | NA | NA | Ship-to customer options |
| CANCEL BACKORDER | 1 | 2. Ship-to | NA |
| CARRIER ID | 1 | 2. Ship-to | NA |
| CARRIER ID (Export) | 1 | 2. Ship-to | NA |
| CLAIMBACK CONTRACT ID | X | NA | NA |
| COMMISSION METHOD | NA | Header | NA |
| CUSTOMER PO | X | NA | NA |
| CUSTOMER PO LINE | X | NA | NA |
| DOCUMENT REFERENCE | X | NA | NA |

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| *Field Label* | *Line* | *Other Record or Default* | *Other* |
|---|---|---|---|
| DISTRIBUTION CODE, REVENUE CODE, SURCHARGE CODE | NA | 1. Distribution sets.<br>2. PeopleSoft Inventory business unit if it has an associated PeopleSoft Billing business unit.<br>3. PeopleSoft Order Management business unit only if no discount distribution code is associated with the price sets that apply to the line or schedule. | NA |
| EXPORT INFORMATION | X | NA | NA |
| DISTRIBUTION TYPE | NA | NA | Distribution sets |
| DIRECT SHIP | NA | Product | NA |
| FREIGHT TERMS | 1 | 2. Ship to | NA |
| FREIGHT TERMS (Export) | 1 | 2. Ship to | NA |
| INVENTORY ITEM | NA | Product | NA |
| LINE BACKORDER RULE | X | NA | NA |
| LINE RESERVATION RULE | X | NA | NA |
| LINE RESERVATION BACKORDER RULE | X | NA | NA |
| ORDER RESERVATION BACKORDER RULE | X | NA | NA |


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| *Field Label* | *Line* | *Other Record or Default* | *Other* |
|---|---|---|---|
| LINE | X | NA | NA |
| LIST PRICE | X | NA | NA |
| LOAD ID | | NA | NA |
| ORDER NO | X | | NA |
| QUANTITY SCHEDULED | X | | From order quantity |
| PARTIALS | 1 | 2. Ship to | NA |
| PAYMENT TERMS | 2 | 1. Pricing | From price rule if better terms are found. |
| PC UNIT | NA | Product | Header |
| CUSTOMER PO SCHEDULE | NA | NA | From EDI |
| PICK-UP | X | NA | NA |
| PRICE PROTECTED | 1 | 2. Price list | NA |
| PRIORITY | 1 | 2. Ship to | NA |
| PRIORITY (Export) | 1 | 2. Ship to | NA |
| PROJECT ID | NA | Product | Header |
| ROUTE | X | NA | NA |
| REQUESTED ARRIVAL DATE, REQUESTED ARRIVAL TIME | 1 | 2. Calculated if requested ship date and time are changed. | Uses ship from closure, ship to, and carrier exception calendars. |

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| *Field Label* | *Line* | *Other Record or Default* | *Other* |
|---|---|---|---|
| REQUESTED SHIP DATE, REQUESTED SHIP TIME | 1 | 2. Calculated if requested arrival date and time are changed. | Uses transportation lead time to calculate if based on default header requested arrival date. |
| SCHEDULED ARRIVAL DATE, SCHEDULED ARRIVAL TIME | NA | Calculated | Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars. |
| SCHEDULED SHIP DATE, SCHEDULED SHIP TIME | NA | Calculated | Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars. |
| SCHEDULE | NA | System assigned | Increments on Order Management business unit. |
| SHIP FROM | X | NA | NA |
| SHIP PRIOR | 1 | 2. Ship-to | NA |
| SHIP TO | X | NA | NA |
| SHIP VIA | 1 | 2. Ship-to | NA |
| SHIP VIA (Export) | 1 | 2. Ship-to | NA |
| SKIP LOT ALLOCATION | NA | NA | NA |
| SKIP PROMISING | X | NA | NA |
| STATUS | X | NA | NA |
| STORE # | 1 | 2. Ship-to | NA |
| SUPPORT TEAM CODE | NA | Header | NA |


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| *Field Label* | *Line* | *Other Record or Default* | *Other* |
|---|---|---|---|
| TAX CODE | 2 | 1. Ship-to | NA |
| TAX CUST GROUP | 2 | 1. Derived from ship-to | NA |
| TAX EXEMPT | NA | Header | NA |
| TAX TRANSACTION TYPE | X | NA | NA |
| UNIT PRICE | NA | 1. Buying agreement, 2. price lists, 3. product price | If 2 or 3, then possible adjustments from pricing. |
| USE PREFERRED CARRIER FOR FREIGHT | 1 | 2. Ship-to | NA |
| VAT INFO | 2 | 1. Ship-to | NA |

## Setting Default VAT Information

VAT defaults are discussed in the documentation for processing orders in a VAT environment.

See Chapter 29, "Order Processing in a VAT Environment," page 545.

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Chapter 17

# Adjusting Pricing in PeopleSoft Order Management

This chapter provides an overview of pricing in PeopleSoft Order Management and discusses how to:

- Establish prerequisites for margin adjustments.
- Create margin adjustments during sales order entry.

## Understanding PeopleSoft Order Management Pricing

This section discusses:

- How pricing occurs on the sales order.
- Margin adjustments.

Pricing can occur at many levels in PeopleSoft Order Management. For simple scenarios, use the standard discount or buying agreement to drive pricing. You can set up complex rules and formulas using PeopleSoft Enterprise Pricer. From the order, you can make additional adjustments to margins.

***See Also***

Chapter 12, "Creating Buying Agreements," page 149

*PeopleSoft Enterprise Pricer 9.1 PeopleBook*

### How Pricing Occurs on the Sales Order

Here is an example of how pricing is determined on a sales order in PeopleSoft Order Management.

During sales order entry, the arbitration ID is supplied by default to the sales order or buying agreement from the sold-to customer, the pricing customer group associated with the sold-to customer, or the arbitration plan marked as the default for the transaction being priced. The PeopleSoft Enterprise Pricer is called when the Customer Service Representative (CSR) creates or modifies a sales order or quote.

The list price is retrieved based on the price list lookup option defined for the sales order transaction in PeopleSoft Enterprise Pricer:

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- Price lists associated with price list fields are defined for the pricing transaction. The system selects the first active list price in the defined priority order if *lookup in priority order* is defined for the transaction.
- The system selects the best (lowest) price for price lists associated with price list fields if *consider all prices* is defined for the transaction.
- The system selects the base price established for the product if it finds no price defined in the price lists. This is always the default.

---

**Note.** The PeopleSoft Order Management transactions (sales order, quote, RMA and buying agreement) are delivered with the list price lookup option *consider all prices.*

---

PeopleSoft Enterprise Pricer then retrieves any price rule conditions that match the transaction and applies the price formulas to the base price. The applicable price rules and formulas are applied in the order as defined by the arbitration plan. The pricing engine returns an audit list of the price rules and adjustments that are applied to the transaction at pricing time. These price adjustment audits are saved with the order line or schedule.

You can optionally enter an arbitration plan ID as the exclusive pricing ID when a buying agreement line is created. The system calls PeopleSoft Enterprise Pricer if an arbitration plan is entered. The net unit price returned from the pricing engine is used as the net price on the buying agreement line. When the sales order or quote is priced with a buying agreement line assigned to it, the price comes directly from the buying agreement line.

---

**Note.** When you enable the Allow Adjustments to Buying Agreement Price option, you can change the price on the sales order even if it is a buying agreement price.

The Applicable to Buying Agreement option on the Formulas page enables you to create price rules that specifically apply to buying agreement prices.

---

The Price and Availability component enables you to price a transaction without actually creating the sales order or quote. You can enter the same information as on the sales order or quote. You can select a base price from the Inventory business unit base price or let the system automatically select a base (list) price from the price lists. The system then applies all price rule formula adjustments. PeopleSoft Enterprise Pricer returns an audit list of the price rules and formulas that are applied at pricing time, as in sales order processing.

Batch pricing for the sales order or quote works the same way as the online pricing of the sales order or quote. Depending on how you have set up your installation options for online pricing, pricing during order entry will occur in the background or when you save or select the price order button from the order entry or the shipment schedules page.

---

**Note.** The entire sales order or quote is priced every time a line or schedule is priced. This means new adjustments that may apply to previously entered lines will occur with every change or newly entered line.

---

The following diagrams illustrate how pricing occurs on the sales order.


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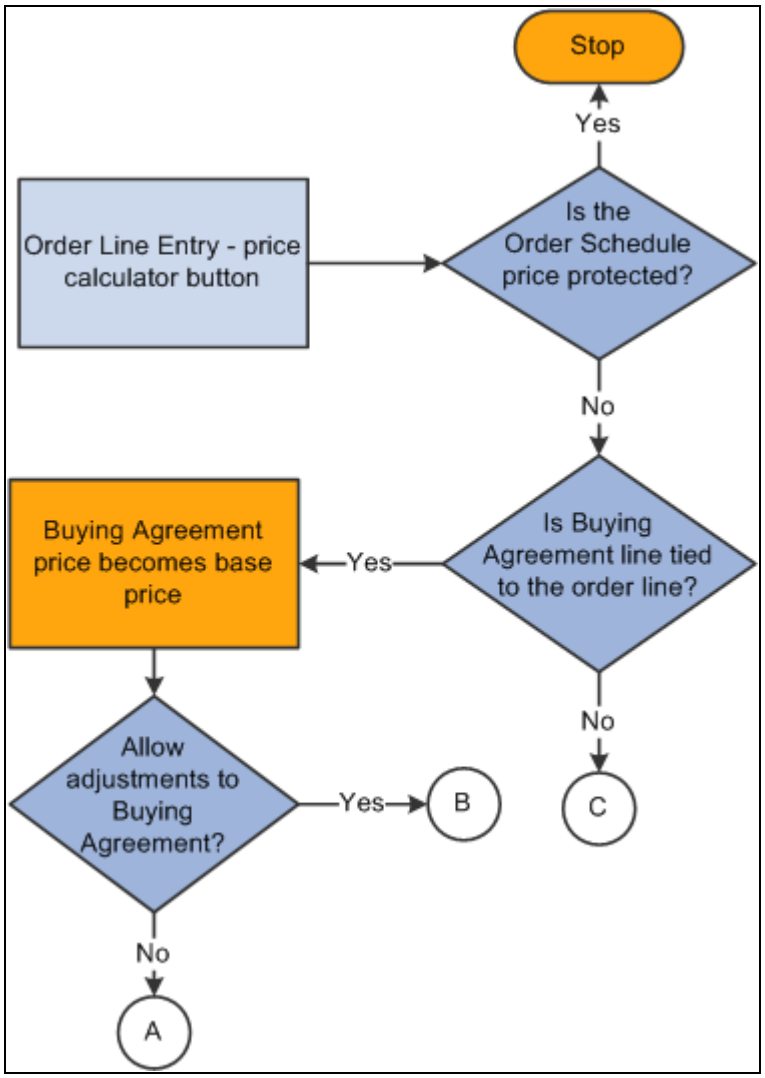


Pricing the sales order (1 of 3)

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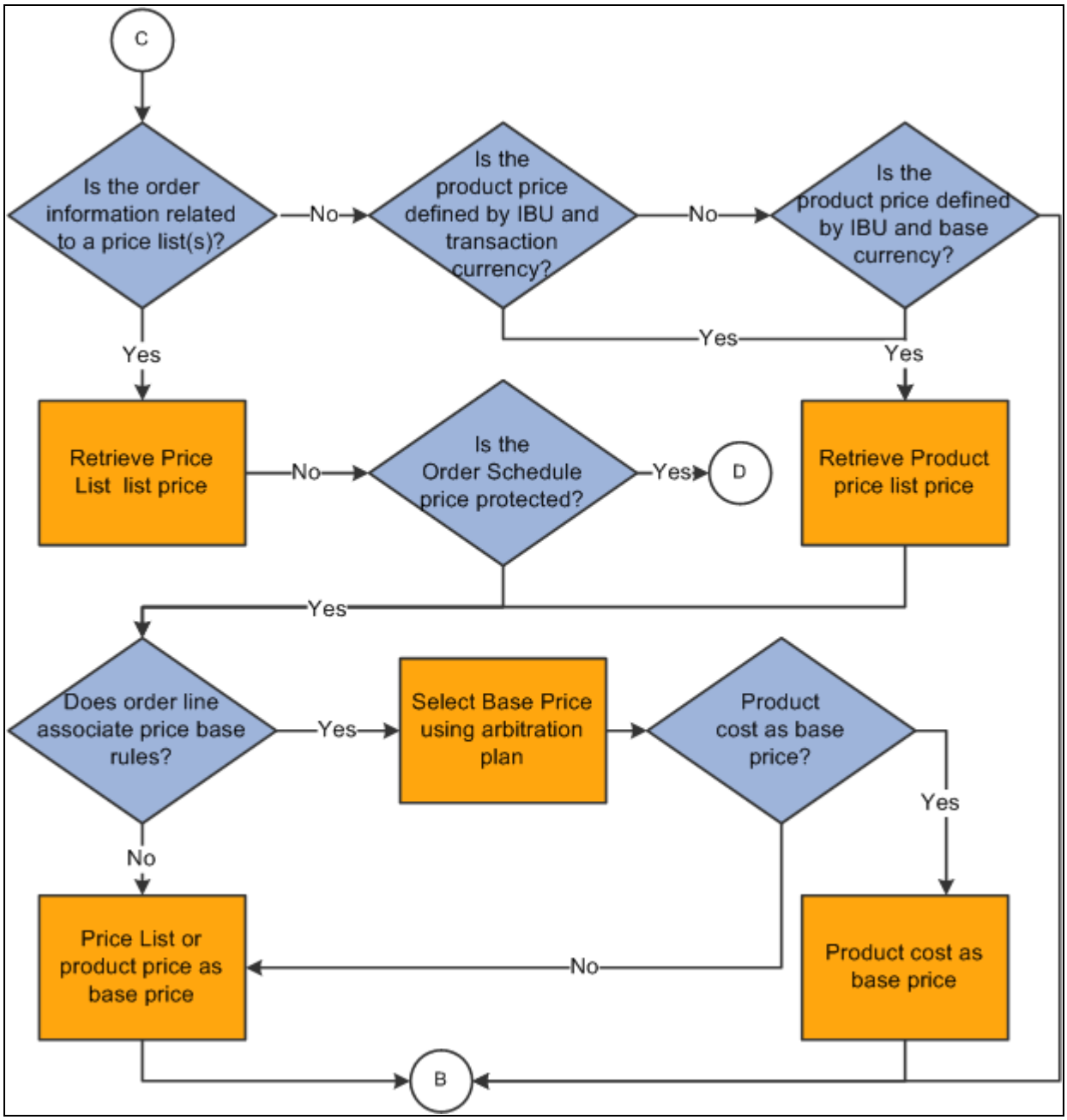


Pricing the sales order (2 of 3)


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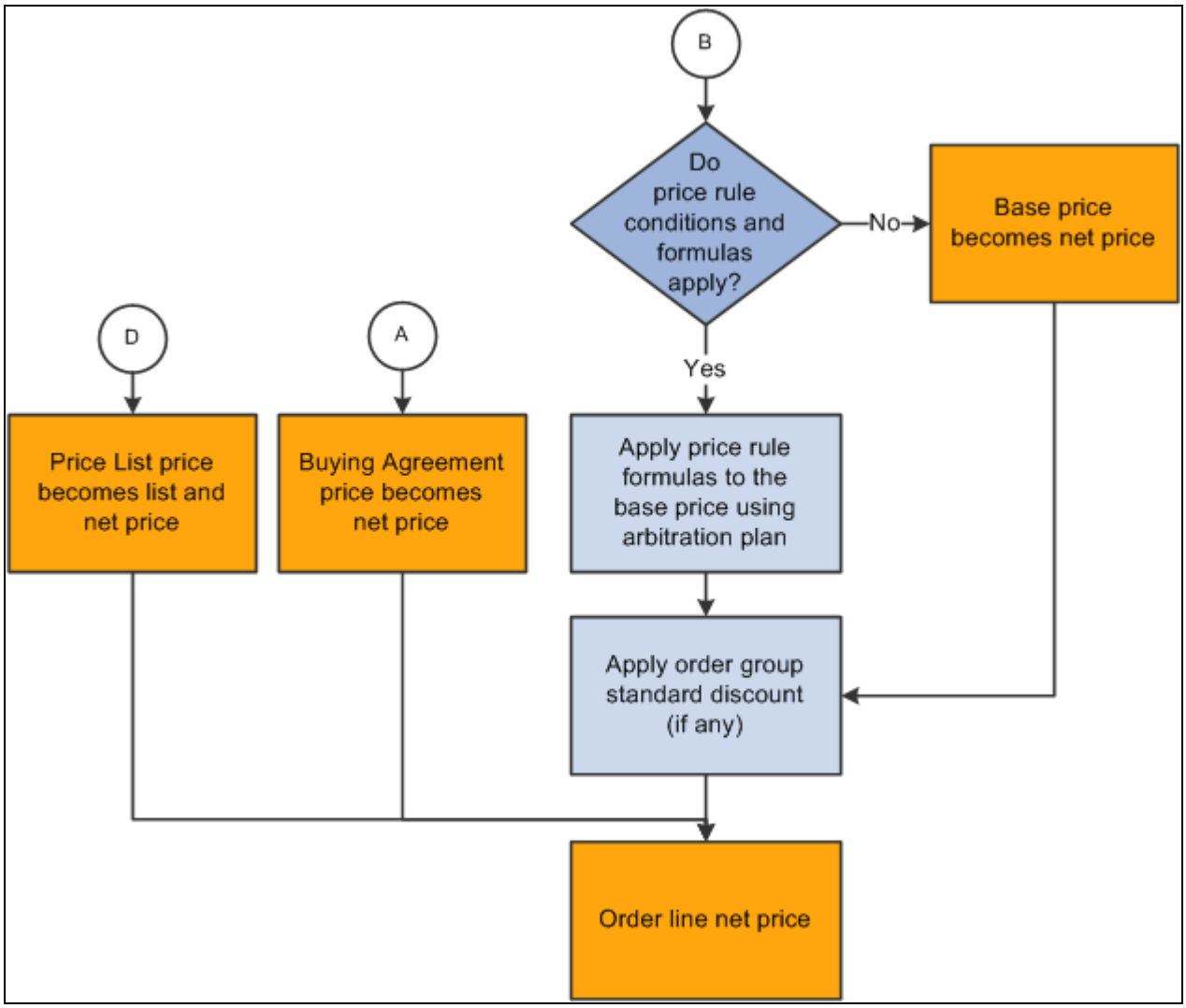


Pricing the sales order (3 of 3)

## Margin Adjustments

The CSR can quickly and easily manipulate the sales order or the quotation to meet specific prices and achieve specific margins to secure additional customer business, as well as meet overall budgetary margin goals. The CSR can do margin adjustments online for individual orders or use a process to access a range of orders, customers, and products. PeopleSoft Enterprise Pricer performs the initial pricing for the order.

The ability to adjust margins on the sales order is controlled by a setting on the Order Entry Feature page. Because it is such a powerful feature, you control the ability to adjust margins using Feature Function security. You may decide to let all of your CSRs view the margin adjustment information, but allow only certain CSRs the ability to change the margin on the sales order or even refine it further by letting them only make adjustments on the Order Entry Form page.

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The products that you can update using margin manipulation are controlled by a setting on the Product Options page. You can add a value for an alternate cost adjustment factor in cases in which you want to add additional costs to the unit cost. These options are available on the Product Options and Product Group Table page. You can additionally set up exceptions to the alternate cost by Inventory or Order Management business unit for pricing product groups.

The default order to determine the Alternate Cost Adjustment Factor is:

1. Product value.
2. Product group value.
3. Inventory business unit or the Order Management business unit from the Product Group Exception List from the product group.

---

**Note.** If two conflicting override values exist, the higher of the two values is used. For example, you may have the adjustment factor of the Order Management business unit as 20 percent and that of the Inventory business unit as 18 percent. The system would use the Order Management business unit value in this example.

---

You also determine whether you want adjustments made to the product or product group. The Pricing Option field controls whether you can change the price of the product or product group. Values are:

- *KVI* (known value item): Designated products or groups of products for which the selling price cannot be reduced or increased.
- *NDP* (nondiscountable product): Designated products or groups of products for which the selling price cannot be decreased, but can be increased.
- *Regular:* Prevents the setting from overriding or being applied to a product. For product groups, indicates that the product group is neither NDP nor KVI.

---

**Note.** The system retrieves the product value first. If none exists, it retrieves the product group value for the default pricing group if any is associated with the product.

---

### *Changing Margins on the Sales Order*

If your CSR can change margins on the sales order based on his Feature Function security settings, he can change the net unit price at these levels: line, schedule, order (part or entire), section, and use of a worksheet process for a range or orders. Sections enable you to group logical order lines and schedules together to make changes to the price. The worksheet enables you to change the prices for the entire order. The CSR can use the worksheet to try various price changes to achieve the result that the customer wants.

Changing the prices using margin manipulation is a powerful feature. These adjustment types can be used from the line, schedule, worksheet, or process:

- Adjust cost for price: Cost plus pricing.
- Adjust extended amount – Adjust the total amount for the line.
- Calculate a new net unit price— Change list price ID and net unit price.
- Adjust margin amount — Adjust margin by amount.
- Adjust margin percent — Adjust margin by percent.


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- Adjust net unit price — Override net unit price.
- Set price protect only — Set price protection. This type is not available from the line.

You can make the actual margin adjustments using three methods at every level—line, schedule, worksheet, or process:

1. Replacing the price or margin.
2. Using a formula to calculate the price or margin.
3. Using the adjustment type, adjust by, and adjustment amount to specify the adjustments.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Margin Adjustments, page 307.

If the products have a minimum selling price or minimum or maximum margins set up, the CSR will receive a warning message if these settings are violated by the changes. Depending on your hold processing parameters, the lines may also go on hold.

The new price information appears on the Line Pricing Data and Schedule Pricing Data pages along with the unit and alternate cost information.

Adjusting the margins changes the price and requires a reason code. You can set a default value at the Order Management business unit on the Order Management Setup page or the user preferences pages for quotes and orders.

### *Adjusting Margins with Claimbacks*

If the sales order line or schedule is associated with a claimback, the margins take into consideration the value of the Margin Impact field on the claimback. The values are:

- Primary Only: The margin calculation for the normal unit cost is updated to subtract the computed claimback amount from the unit cost to increase the margin percent.
- Secondary Only: The margin calculation for the secondary alternate unit cost is updated to subtract the computed claimback amount from the secondary unit cost to increase the margin percent.
- Both: The margin calculations for both the primary unit cost and the secondary unit cost are updated to subtract the computed claimback amount from the unit cost to increase the margin percent.
- Neither: The claimback amount has no impact on either the primary or secondary unit cost margin calculation.

You many need to perform a unit of measure (UOM) conversion to determine the correct claimback amount to be applied to the margin calculation if the claimback contract UOM is different from the selling UOM.

See Chapter 13, "Working with Claimbacks," page 179.

### *Using Formulas in Price Adjustments*

Depending on your business scenario, you can do price adjustments using formulas. The system recognizes these symbols for formulas:

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| *Symbol* | *Description* |
|---|---|
| A, MARGIN AMOUNT, or AMOUNT | Gross profit (margin amount) |
| M, MARGIN PERCENT, or PERCENT | Gross profit margin (margin percent) |
| L or LIST | List price as defined by the default price list |
| C or COST | Cost as defined by the cost base |
| N or NET UNIT PRICE | Net unit price as previously calculated or displayed in the worksheet |
| T or TOTAL | Total Price |

The formulas use these operators:

| *Symbol* | *Meaning* |
|---|---|
| + | Addition |
| – | Subtraction |
| X, x, or * | Multiplication |
| / | Division |
| = | Equals |

You can also use value indicators to qualify the value:

| *Symbol* | *Meaning* |
|---|---|
| $, £, or € | Amount indicator (USD, British pound, euro) |
| % | Percentage indicator (this is the default if no other indicator is used) |

**Note.** If no equal sign (=) appears, then N= is assumed. If no value indicator used, then percent is assumed.

Formulas can have only one adjustment type, one operator, and one value indicator. If no equal sign (=) is used, then N= is assumed for cost, list price, and net unit price calculations. If no value indicator is used, then percent (%) is assumed except for division calculations. This table lists some sample formulas and how the system interprets them.

| *Formula* | *Interpretation* |
|---|---|
| L – 5, L – 5%, L – %5 | List price minus 5 percent |
| C+$.05, C+.05$ | Cost plus .05 |


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| *Formula* | *Interpretation* |
|---|---|
| A*1.10 | Increase margin amount by 10 percent |
| M+5, M*1.05, M+5% | Increase margin percent by 5 percent |
| T=$45 | Set total price to equal 45.00 |
| N=$4.95, N=4.95$ | Replace price, set net unit price equal to 4.95 |
| M=45, PERCENT=45 | Set worksheet margin percent to 45 percent |

### *Margin Adjustment Scenarios*

This section describes the steps to create total price and margin percent adjustments after your customer places an order with your CSR. Ensure that you have set up the prerequisites so that your CSR can make margin adjustments.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Establishing Prerequisites for Margin Adjustments, page 313.

In the first scenario, your customer places an order and the total order amount comes to 5800.00 USD. Your customer wants to receive the goods for 5500.00 USD and the CSR makes the change to offer them the requested price because they are an outstanding customer. To create a total price adjustment, complete these steps in the Cost Summary section of the Order Entry Form page after entering products to the order:

1. Enter a reason code for the change.
2. Select *Adjust Extended Amount* in the Adjustment Type field.
3. Enter *Amount* in the Adjust By field.
4. Enter minus 300.00 USD (–300.00) in the *Amount* field.
5. Click the Adjust Order Margins button to make the change to the entire order.
6. (Optional) Select the Set Price Protection flag to prevent the items from being further changed.
7. Save the order.

In the next scenario, the CSR will decrease the margin for a section of the order by 5% after entering the products and assigning them a Section to give the customer a better price.

1. After entering an order, create a section for the products that the customer wants a better price for. Enter the section on the Margins tab.
2. In the Sections Total, click the Load Sections button.
3. Select *Adjust Margin Percent* in the Adjustment Type field.
4. Enter *Percent* in the Adjust By field.
5. Enter minus 5 percent (–5) in the *Amount* field.
6. Click the Adjust Section Margins button to make the change to the section.

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7. Save the order.

**Note.** Remember to check the price protected option and whether the products are NDP or KVI if you do not get the changes you want when making adjustments.

### *Margin Adjustment Calculations*

The formulas in this table illustrate the operation of the adjustment type, adjust by, and adjustment amount fields.

| *Adjustment Type* | *Adjust By: By Amount* | *Adjust By: By Percent* | *Adjust By: To Equal* |
|---|---|---|---|
| Adjust Cost for Price | Net Unit Price = Cost + Adjust Amount | Net Unit Price = Cost * (1 + (Adjust Amount / 100)) | Net Unit Price = Adjust Amount |
| Adjust Extended Amount *(Note 1)* | Extended Amount = Extended Amount + Adjust Amount | Extended Amount = Extended Amount * (1 + (Adjust Amount / 100)) | Extended Amount = Adjust Amount *(Note 2)* |
| Adjust List Price | Net Unit Price = List Price + Adjust Amount | Net Unit Price = List Price * (1 + (Adjust Amount / 100)) | Net Unit Price = Adjust Amount |
| Adjust Margin Amount *(Note 1)* | Margin Amount = Margin Amount + Adjust Amount | Margin Amount = Margin Amount * (1 + (Adjust Amount / 100)) | Margin Amount = Adjust Amount *(Note 2)* |
| Adjust Margin Percent *(Note 1)* | Margin Percent = Margin Percent + Adjust Amount | Margin Percent = Margin Percent * (1 + (Adjust Amount / 100)) | Margin Percent = Adjust Amount *(Note 2)* |
| Adjust Net Unit Price | Net Unit Price = Net Unit Price + Adjust Amount | Net Unit Price = Net Unit Price * (1 + (Adjust Amount / 100)) | Net Unit Price = Adjust Amount *(Note 2)* |
| Set Price Protect Only | *(Note 3)* | *(Note 3)* | *(Note 3)* |

*Note 1:* Adjusting the Margin Amount, Margin Percent, or Extended Amount values causes the Net Unit Price to be recalculated for each of the order lines or schedules included in the Margin Amount, Margin Percent, or Extended Amount.

*Note 2:* Selecting the Net Unit Price, Margin Amount, Margin Percent, or Extended Amount fields on the page and directly replacing the value is equivalent to using the *Adjust By: To Equal* technique shown here.

*Note 3:* Set Price Protect Only selects the Price Protect check box for the targeted rows. It does not adjust any other values.


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# Establishing Prerequisites for Margin Adjustments

Before you can create price adjustments for margins:

- On the Order Management Setup page for the Order Management business unit, establish a default reason code for price adjustments.
- On the Orders - Sales and Orders - Quotes user preferences pages, establish a default reason code for price adjustments for each user to optionally override the setting on the Order Management business unit.
- On the Order Entry Features page for the Order Management business unit, select the option for margin adjustments from the drop-down list box. The available options are *Not Enabled,Sales Order & Quote, Sales Order Only,* and *Quote Only.*
- Establish feature function security for margin manipulation in the Feature Function Security component.
- On the Product Definition - Options page and the Product Groups Table page, establish whether you want the product or product group to use alternate cost and, if so, the percent for the alternate cost.
- On the Product Attributes by UOM page and Product Group Table page, establish whether you want the product or product group to be adjusted using the Pricing Option field.

### *See Also*

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 21

Chapter 5, "Establishing Feature Function Security," page 75

*PeopleSoft Application Fundamentals 9.1 PeopleBook,* "Defining User Preferences," Defining Sales Order User Preferences

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook,* "Setting Up Products"

# Creating Margin Adjustments During Sales Order Entry

This section provides a list of common elements and discusses how to:

- Adjust margins on the order entry form.
- Enter margin adjustments on the worksheet.
- Apply mass margin adjustments.

**Note.** When you use the order entry form or the worksheet to make adjustments, extended values are rounded using the decimal precision set for the currency at the system level. The calculation of net unit prices, margin amounts, and margin percents are affected by the rounding that has occurred for the extended value fields.

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## Comment Elements for Margin Adjustments

| | |
|---|---|
| **Formula** and **Order Adjustment Formula** | Enter a formula to adjust the net unit price. |
| **Adjustment Type** and **Adjust By** | Select an adjustment type and an Adjust By method, and enter a numerical value in the Adjust Amount field. All adjustment types except the *Set Price Protect Only* value require a value to be entered in both the Adjust By and Adjust Amount fields. If an adjustment type is entered without the corresponding Adjust By and Adjust Amount fields, it is cleared when the page is refreshed. |
| **Adjust Amount** | Enter the amount for the adjustment. |
| **Cost Basis** | If the security enables this field, it will appear. This field lets the CSR choose whether the Net Unit Price Cost basis is *Unit Cost* or *Alternate Unit Cost*; the default is *Alternate Unit Cost.* If this field is changed, the new value will be used for all margin adjustment calculations throughout the sales order until it is changed again. |
| **Reason** and **Reason Code** | Select a reason code to be associated with this change. All adjustments require a reason code. If a default reason code for the business unit exists, that value will be the default value for this field when the worksheet changes are applied to the sales order. |
| **Set Price Protect Flag** | Select to prevent the rows from being changed after the adjustments. |
| **Append to Worksheet** | Click to add the data specified in the Select Data field to the worksheet. |
| **Remove from Worksheet** | Click to delete the data specified in the Select Data field from the worksheet. |
| **Reload Worksheet** | Clears the worksheet and reloads the data for the rows previously selected. |
| **Clear Worksheet** | Clears all data from the worksheet grid. |
| **New Price List ID** and **Price List ID** | Select a specific price list ID to use for margin adjustments that have a list price basis. When this field is populated, the new value is used for all list price margin adjustment calculations until it is changed again. The CSR can override It she selects another value at the section or line level in the worksheet. If the product is not found in the price list, an error appears in an error column that appear at the end of the worksheet row. |
| **Equalize Margin Percentages** | If this option is selected, all changed rows in the worksheet will be adjusted to the same margin percent value for adjustments that do not directly change the price. List price adjustments, cost plus adjustments, and net unit price adjustments are examples of adjustments that directly change the price and would not use this feature. |


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| | |
|---|---|
| **Price Protect All** and **Price Protect None** | Toggles between the price protection options for all of the data in the worksheet. |
| **Margin Amount** and **New Net Unit Margin Amount** | The existing gross margin amount based on the cost type of either unit or alternate cost. You can change this amount to derive a new net unit price as long as feature function security has been set up for the change. |
| **Margin Percent** and **New Margin Percent** | The existing gross margin percentage based on the cost type of either unit or alternate cost. You can change this amount to derive a new net unit price as long as feature function security has been set up for the change. |
| **Extended Amount** | You can change this amount to derive a new net unit price as long as feature function security has been set up for the change. |

## Pages Used to Create Margin Adjustments During Sales Order Entry

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Entry Form | ORDENT_FORM_LINE | • Order Management, Quotes and Orders, Create/Update Order<br>• Order Management, Quotes and Orders, Create/Update Quote | Adjust margins on the Order Entry form. Update margins for individual lines, sections, and the entire order. |
| Margin Adjustments Worksheet | ORDENT_MARGINS | • Select *Margin Adjustments Worksheet* in the Header Menu field on the Order Entry Form page.<br>• Click the Margin Adjustments Worksheet link in the Cost Summary section of the Order Entry Form page. | Make adjustments for lines, sections, schedules, and the entire order. |
| Margin Adjustments | RUN_OM_ADJUST | Order Management, Quotes and Orders, Update Price, Adjust Margins | Adjust margins by product, customer, business unit, and order criteria. |

## Adjusting Margins on the Order Entry Form

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Order). On the Order Entry Form page, margin information appears on the Margin tab, where you can adjust individual lines and create sections. In the Margin Adjustments section, you can adjust sections in the section totals if they exist for the order and adjust the entire order in the Cost Summary section.

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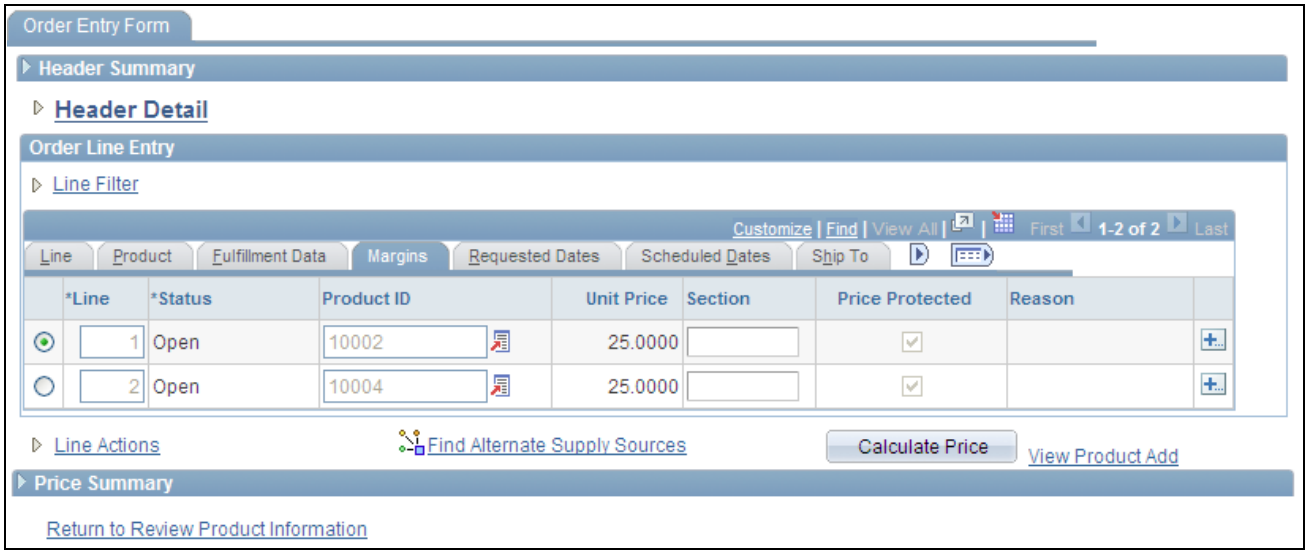
**Note.** You can access these areas only if you are using margin adjustments for the business unit and security has been set up using Feature Function Security.




Order Entry Form page

### *Margins Tab*

Access the Margins tab.

Use this section to make changes to individual lines and create sections.

**Section** Enter a name for the rows that you want to include in the section.

**Number of Lines** View the number of lines in the section.

**Price Protect** You cannot adjust lines that have this option selected but they can be selected for inclusion in the margin adjustment worksheet. If the product is KVI, the Price Protected and margin adjustments options will be unavailable for entry.

If pricing is done by a buying agreement, the Price Protected option and margin adjustments options will be unavailable for entry unless the buying agreement price can be changed.

**Adjust in worksheet** Select if you want to do further adjustments using the Margin Adjustment page. If you select lines and access the Margin Adjustments Worksheet page from the Header menu, the lines are automatically copied into the worksheet.

**Calculate** Click to carry out the changes to the line.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### *Section Totals*

Use to make changes to a section. Define the type of adjustment in the Adjustment Parameters group box. Enter the adjustments in the Enter Worksheet Adjustment Values or Formulas group box.

**Load Sections** Click to add the sections and activate the grid.

**Clear Sections** Click to remove sections and deactivate the grid.

**Adjust Section Margins** Click to adjust the price of the section.

### *Cost Summary*

Use this section to make changes to the entire order.

**Margin Adjustments Worksheet** Click to access the Margin Adjustments Worksheet page to make more complex changes.

**Adjust Order Margins** Click to recalculate the margins for the entire order and apply the changes.

Because several fields can be used to make adjustments to the net unit price, the system stops after reaching the first adjustment type and performs the calculation. Here is the order in which the system selects the calculations:

1. Formula
2. Adjustment type, adjust by, adjust amount
3. Gross margin amount
4. Gross margin percent

## Entering Margin Adjustments on the Worksheet

Access the Margin Adjustments Worksheet page (select Margin Adjustments Worksheet in the Header Menu field on the Order Entry Form page).

### *Copy Order Data into Worksheet*

If you selected the Adjust in Worksheet option on the Margins tab of the Order Entry Form page, the lines are copied when you access this page. The section is collapsed if you used this option or the section option.

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**Select Data** Indicate how to get data into the worksheet. Values include:

*Entire Order:* All rows of the order are copied.

*Line Range:* To add lines, select the From Line Number and To Line Number options.

**Note.** If you enter a value only in the From or To field, only one line is added.

*Line Selection:* Specify lines by number. Enter the lines separated by a comma or space in the Line Selection field.

**Note.** The system does not recognize dashes.

*Product Group:* To add by product groups in the order, select Product Group from the available options.

*Product ID:* To add by product groups in the order, select Product ID from the available options.

*Product Selection:* Specify products by ID number. Enter the product ID separated by a comma or spaces in the Product Selection field.

**Note.** The system does not recognize dashes and extra spaces are ignored.

*Schedule Range:* Use to enter schedules for a line. Enter the line number for the schedule and the from schedule number and to schedule number.

**Note.** If you enter a value only in the From or To field, only one schedule is added.

*Section:* To add a section, select Section from the available options.

### *Adjustment Parameters*

Enter parameters for the entire worksheet.

### *Margin Adjustments Worksheet*

This section displays the data that is added into the adjustment worksheet where the user CSR enters the actual change he wants to make to the lines or totals. The margin adjustment worksheet creates a manual price override. Three calculation levels are available on this worksheet: line, section, and worksheet. Changes that are made to the lines are calculated prior to changes that are made at the section or worksheet level.

This worksheet is independent of the sales order. No changes made in this worksheet are reflected in the sales order until you click the Apply Changes or Reset ALL Changes buttons. Changes that are made in the sales order after this worksheet is populated are be reflected in this worksheet. To incorporate changes made in the sales order after the worksheet was populated, the CSR must click the Reload Worksheet button.

**Expand All** and **Collapse All** Changes the display in the grid.


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**Display**

Select how to display and update the sections. The field appears only if the order has associated schedules.

*All Schedules:* Hides all section values and section subtotals similar to the worksheet that contained no section values.

*All Sections:* Display all sections and section subtotals in the worksheet.

*Each Section value in the worksheet:* Selecting a section value displays only the schedules and section subtotals for one section. Worksheet totals are always displayed.

**Net Unit Price**

Change the value in this field to directly set a new net unit price.

**Price Protect**

Select to have the system prevent calculations at other levels from further changing this line. When the changes are applied to the sales order, this line is set to price protected if this option is selected or if the Price Protect when Apply option is selected. Selecting the Price Protect All or Price Protect None action also sets or resets this option.

**Price Limit**

This column appears only for KVI and NDP products. Otherwise, the column is hidden.

**Error**

This column appears only if an error is found when the system performs the calculations.

**Section**

This row displays the section and is a subtotal for the section if the order has an associated section. Fields displayed are a cross between what is displayed on the line and at the worksheet level and have the same functionality. Changes made to these fields affect only those schedules with the same section value. Selecting the Price Protect option prevents additional changes being made to these schedules from any adjustments at the worksheet level. If selected, this option also sets the price protect flag on the schedules when you click the Apply Changes button. If all schedules within a section already have the Price Protect flag selected, this flag is automatically selected the next time the worksheet is calculated. Selecting the Price Protect All or Price Protect None option also sets or resets this option.

---

**Note.** <BLANK> is a special value used for worksheet schedules that have no associated section value. You can change its value through the Message Catalog (12210, 407).

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**Note.** The use of the Section field as a selection criteria when populating the worksheet initially allows the CSR to re-create the worksheet at a later time because no record of which rows were changed is selected in a given worksheet. This is because the section value is retained on the order line.

---

**Worksheet Totals**

Use to make changes to the entire worksheet.

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**Calculate** Click to update the worksheet rows and then calculate and display new worksheet values throughout the worksheet in the Worksheet Values group box. At this point, the CSR can make additional changes and recalculations, including resetting the worksheet to its initial values by clicking the Reset Worksheet button. Because several fields can be used to make adjustments to the net unit price, the system stops after reaching the first adjustment type and performs the calculation. Here is the order in which the system selects the calculations:

1. Formula
2. Adjustment type, adjust by, adjust amount
3. Margin amount
4. Margin percent
5. Extended amount

**Reset** Click to cause all values for the row to be reset to their original values or the values as of the last time the Apply Changes button was clicked.

**Delete Row** Click this button to make the fields unavailable for entry. The row is deleted the next time the worksheet is calculated.

### *Worksheet Summary*

This group box displays the original and current extended totals for the schedules in the worksheet. Original totals are updated when you click the Apply Changes button.

**Price Protect when Apply Changes** Select to price protect any changes made to all lines, sections, or schedules after you click the Apply Changes button.

**Apply Changes** Click to insert price adjustment rows into the Price Audit table after you are satisfied with the changes.

**Note.** When changes have been applied, in this session or a prior session, the worksheet cannot be reset. Instead, remove the changes by clicking the Reset ALL Changes button.

**Reset ALL Changes** Click to remove the price adjustment for the Price Audit table, reset price protection for all rows in the worksheet, and cause the order to be repriced at order save. When you click this button, you are prompted to confirm this option.

## Applying Mass Margin Adjustments

Access the Margin Adjustments page (Order Management, Quotes and Orders, Update Price, Margin Adjustments).

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At least one product criteria value and at least one order criteria value is required to prevent an unintended mass change process. The Product ID,Product Group,Customer ID, and Customer Group fields are all paired with the appropriate SetID field, and you must enter both values. The Product Selection, Customer Selection, and Order Selection fields are comma-separated or space-separated lists. Dashes (ranges) are not supported.

The product IDs that are available do not include miscellaneous charges. Order lines and schedules with price protection and KVI or NDP flags are selected and copied into the worksheet, but are not included in the recalculation, as appropriate.

If you enter only one value in the from and to fields for orders and order dates, only one value is returned and both fields are populated with the same value.

**Display Instructional Text** Select to display text to help you enter required fields.

**Reset Criteria** Use to clear search criteria.

**Transaction Currency** This field is required before you can append to the worksheet.

**Unit Replacement Price** Enter a value to change the net unit price.

***Warning!*** Be careful when you are using this option so that you do not change the net unit price for lines unintentionally.

**Post Process Options** Select to also run Hold Checking (OM_HOLD) or Credit Checking (OM_CREDIT) when you click the Run button.

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Chapter 18

# Maintaining Order Header and Line Information

This chapter provides an overview of the sales order entry form, lists common elements, and discusses how to:

- Maintain header and line information.
- Maintain additional order header information.
- Maintain additional order line information.
- View product information.
- View and calculate freight charges.

## Understanding the Sales Order Entry Form

PeopleSoft Order Management divides the sales order component into three main levels: header, line, and schedule.

The Order Entry Form page contains the header and line parts of a sales order. At the header level, you maintain information that pertains to the entire order as well as data that can default to the line-level. Line-level information pertains to the products and pricing that make up the order and also includes shipping information that can default to the schedule level. If you are using margin manipulation, you can create sections, or groupings of order lines, within a sale order to make it easier to apply price and cost changes. Schedule level information pertains to product sourcing, shipment dates, and other shipping attributes.

Enter additional and optional information for the header or line from the Header menu or the Line menu on the Order Entry Form page. The Order Entry Form page is divided into order header and order lines sections.

The amount of information initially displayed on the main area of the Order Entry page depends on the settings that you make from the installation, business unit, and user preference levels.

At the installation level, you control whether you want to process claimbacks, use feature/function security and Verity search, and how much data to display when working with large orders.

At the business unit level, you determine how to display header, sold-to, bill-to, ship-to, purchase history, and price summary information.

You can also define the type of information and which order form sections are displayed for the user from the user preferences Order - Sales page. From this page, you can control the same settings as you can from the Order Entry Features page. In addition, margin adjustments, line express entry, line filtering and additional line actions are controlled from the settings for the user.

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### *See Also*

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features, page 46

Chapter 15, "Introduction to Sales Order Entry," page 213

Chapter 19, "Maintaining Order Schedule Information," page 377

Chapter 16, "Setting Default Sales Order Values," page 283

Chapter 22, "Using Self-Service Order Entry and Order Status," page 449

Chapter 20, "Working with Large Orders and Quotes," page 391

Chapter 21, "Entering Counter Sales," page 401

## Common Elements Used in This Chapter

**Currency Display** Click to switch between the transaction currency and the base currency.

**Delete Line** Click to delete a new line when the quantity is zero.

**Quantity Available** Displays the quantity of the product available in the designated warehouse in the unit of measure (UOM) selected, minus previously reserved orders for the product. If you have allocated a quantity online, the system subtracts it also.

**Quantity Reserved** If you soft–reserved stock online, displays the quantity reserved for the line.

If the PeopleSoft Order Management business unit Order Entry option is set to reserve stock at order save, and you save the order line or lines, then the quantity reserved value is updated at save time.

**Address From** Displays the level from which a ship-to address override is being applied. For example, if the ship-to address is overridden on the header, then this field displays *Header* at the header and all lines and schedules that do not have their own ship-to address overrides.

**Note.** The address information that you change affects only the order on which you are working. To change customer address information for all new orders, use the customer address pages.

# Maintaining Header and Line Information

This section provides information about entering or modifying required and commonly used information on the order entry form.

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This section lists common elements and discusses how to:

- Enter order header information.
- Enter order line information.
- View price summary information.
- Change export information.
- Provide export license information.
- Modify kit components.
- Modify pricing information.
- View price rule information.

## Common Elements Used in This Section

**Order Status** and **Status**

Select from the following values:

- *Canceled:* The order was canceled before any shipments were made, or the line or the schedule is no longer valid. To reactivate a canceled order, copy it to a new order. If you change the status at the header level to *Canceled,* that status is used by default for all lines and schedules. Setting the line status to *Canceled* sets the status of all schedules associated with the line. An individual schedule can have its status set to *Canceled* without affecting the status of the line.

  Lines and schedules that have fully or partially shipped cannot be set to *Canceled.* To cancel a partially shipped line or schedule, set the quantity ordered to the quantity shipped.

  The Close Orders process closes the line, and the remaining quantities are de-allocated from the PeopleSoft Inventory demand tables if a picking plan has not already been generated. You cannot change the status from *Canceled* to any other status.

- *Closed:* Either the schedules have been fully shipped or the first shipment was made and back orders were canceled. The system automatically closes orders when you run the Close Orders process. You cannot set this status manually.

- *Pending:* The header or lines may need additional information. Demand data is passed to PeopleSoft Inventory based on the status of the schedule, not the status of the header. However, if you save the header as *Pending* and create lines and schedules for the order, they default to *Pending* rather than the normal default of *Open.* You can change the status of all the lines and schedules that you created from *Pending* to *Open* by changing the status of the header to *Open.*

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**Contact** Displays, by default, the primary contact associated with the sold to, bill to, or ship to customer from the Contact Customer page. The contact's location address is automatically populated on the sales order as well, if the contact's address is also a valid address for the customer.

**Product Source** Select how the system will display the product ID. The default value comes from the referenced buying agreement, if applicable, or the Sold to Options page for the customer. The value can be changed at the header or line level. Options are:

*(Customer):* to display the part number that the customer uses.

*(System):* to display the product IDs entered from the product definition or customer part numbers.

*(UPC):* to display the UPC number.

*(Universal):* to display a universal part number.

**Show Details** and **Hide Details** Click these links to show detailed or summary information for the sold-to, bill-to, and ship to customer. If you are viewing detailed information, the Hide Details link appears. Similarly, if you are viewing summary information, the Show Details link appears.

**Ship To** If you change the ship-to customer ID after lines are associated with an order, the new ship-to customer ID appears as the default for new lines. The value is not changed on existing lines. If the ship-to address location or ship-to address override are changed at the header level, the change is propagated to valid pending and open lines and schedules.

**Export** Select if export requirements are required.

**Tax Code** If you are not operating in a value-added tax (VAT) environment and you do not have Vertex or Taxware installed, PeopleSoft Order Management calculates a simple sales tax. The code associated with the ship-to customer location address on the Customer Address page appears automatically for taxable orders. For orders being picked up at the warehouse counter, the tax associated with the Inventory Business Unit will appear on picked up orders. The Populate Billing process passes the tax code to bill lines in PeopleSoft Billing.

**Reason** Select a reason code to describe the goods shipped as well as their nature and quality. This code is included on orders and shipping documents to meet Italian government requirements. You can only enter reason codes with the reason type of *Shipments.* If this field is left blank, a default value could be populated by the Order Management Business Unit Definition - Shipping and Returns page.


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**Tax Transaction Type** Select the tax transaction type assigned to the transaction The field is used for India localization tax processing. Values are:

- *DEB* (direct export with bond)
- *DEWB* (direct export without bond)
- *DIMP* (direct import)
- *DOM* (domestic)
- *IUT* (interunit transfer)
- *LEB* (local export with bond)
- *LEWB* (local export without bond)
- *LIMP* (local import)

**Partials** Indicates whether your customer accepts partial shipment schedules.

**Ship Prior** Indicates whether your customer accepts shipments before the requested arrival date.

**Cancel Backorder** If your customer does not want backorders, select *Yes.*

**Single Ship** If your customer wants the entire order shipped in one shipment, select *Yes.*

**Requested Arrival Date/Requested Arrival Time** When you enter this date, the system calculates the requested ship date by adding the transit lead time that matches the order. The system considers exception ship dates for the ship-to customer and carrier in determining the scheduled arrival date.

**Requested Ship Date/Requested Ship Time** When you enter this date, the system calculates the requested arrival date by subtracting the transit lead time that matches the order.

**Scheduled Ship Date/Scheduled Ship Time** The system uses the requested ship date as the start date. Then it adds the transit lead time that matches the order. The system then considers the Inventory business unit and carrier closure calendar in determining the scheduled shipment date.

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**Note.** When using the any of the exception calendars (customer, carrier, ship from) to calculate the scheduled shipment date and time, there may be an extra minute adjustment with day exceptions that could change the date of the shipment. The system will adjust forward by one minute if the exception represents an entire day (indicated by start time of 12:00 AM and end time of 11:59) Block adjustments are not effected.

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**Scheduled Arrival Date/Scheduled Arrival Time**

The system calculates this date based on the scheduled shipment date. It uses the transit lead time that matches the order. The system considers the exception ship dates for the ship-to customer and carrier in determining the scheduled arrival date.

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**Note.** When you change either of the scheduled dates—shipment or arrival—the system does not recalculate them. For example, if you change the scheduled ship date, the system does not recalculate the scheduled arrival date. The system assumes that you are manually overriding the dates. Changes to the requested dates trigger the automatic recalculation of the scheduled dates.

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**Use Preferred Freight Carrier**

Indicates whether the carrier has been designated for freight purposes.


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Click the View Related Links button to access additional options for a sold to, bill to, ship-to customer and product. These links are available.

Sold to customer:

- View Sold To Customer Address
- Override Sold To Address
- Sold To Address Annotations

Bill to customer:

- View Sold To Customer Address
- Customer Credit
- Bill To Annotations

Ship to customer:

- View Ship To Customer Address
- Override Ship To Address
- Ship To Address Annotations

Product:

- Product Search
- Product Detail (after entering a product ID)
- Product Kit Detail (after entering a product ID)
- Product Kit Availability (after entering a product ID)
- Product Alternates (after entering a product ID)
- Product Annotations (after entering a product ID)
- Products by UPN (after entering a product ID)
- Products by UPC (after entering a product ID)

## Pages Used to Maintain Header and Line Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Entry Form | ORDENT_FORM_LINE | Order Management, Quotes and Orders, Create/Update Order<br>Order Management, Quotes and Orders, Create/Update Quote | Enter header and line information. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Credit Card Data | ORDENT_HDR_CREDCRD | Click the Credit Card Data button from the Bill To Details region of the Order Entry Form page. | Displays credit card information for the transaction. |
| Letter of Credit Information | LCEXPORT_INQ | After selecting a letter of credit ID on the Order Entry Form page, click the Letter of Credit Info button. | View details for letters of credit for the customer.<br>You must first establish letter of credit information for the customer using the PeopleSoft Treasury Export Information page. |
| Letter of Credit Document Info | LCDOC_INQ | Select the Letter of Credit Document Info tab on the Letter of Credit Information page. | View details for letter of credit documents for the customer. |
| Header Export Detail | ORDENT_HDR_EXPORT | After selecting the Export option, click the Export Detail button in the Ship To region of the order header on the Order Entry Form page. | View or change export shipping information for the ship-to customer. |
| Update Schedules | ORDENT_HDR_SCHCHG | • Select *Update Schedules* in the Header Menu field on the Order Entry Form page.<br>• Click the Update Schedules link in the Ship To Details section of the Order Entry Form page. | Update shipping details for all schedule lines of the order.<br>See Chapter 18, "Maintaining Order Header and Line Information," Updating Shipping Schedules, page 362. |
| Carrier Information | ORDENT_CARRIER_VW | Click the Carrier Detail button on various pages in the Order Entry Form component. | View carrier information.<br>Similar to the Carrier Table page in the General Options menu. |
| Export License Detail | ORDENT_EXP_LIC | Click the Export License Detail link on the Header Export Detail page or the Line Export Detail page. | View export license information for a ship-to customer. |
| Import License Detail | ORDENT_IMP_LIC | Click the Import License Detail link on the Header Export Detail page or the Line Export Detail page. | View import license information for a ship-to customer. |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Shipment Schedules | ORDENT_SCH_ENTRY | Click the Shipment Schedules link on the Order Form Entry page. | Manage the schedules for the order.<br>See Chapter 19, "Maintaining Order Schedule Information," page 377. |
| Orders with this PO | ORDENT_BLLPO_VW | Click the Orders with This PO button next to the PO Number field on the Order Entry Form page. | View sales order numbers referencing the same purchase order. |
| Customer Purchase History | CUST_PUR_HIST_OM | • Order Management, Quotes and Orders, Create/Update Order, Review Customer Information, Purchase History<br>• Click the More Orders link (if applicable) in the Purchase History region of the Order Entry Form page. | View purchases made by a customer based on the setting from the Order Management Setup page. Lists orders by line, detailing order numbers and dates, as well as product IDs, descriptions, and quantities. |
| Select/Copy From Purchase History | ORDENT_CSTPUR_HIST | Click the More Orders link in the Purchase History region of the Order Entry Form page. The link is only available if more then 10 lines exist. | View purchase history if more then 10 lines exist.<br>**Note.** Product IDs for orders originating from PeopleSoft Contracts or replacement orders originating from PeopleSoft Contracts are unavailable for selection. They still appear in the grid if the sold-to customer is the same customer as the current order. |
| Select Product | OM_UPC_PROD_SELECT | This page appears if multiple product IDs are assigned to a UPC code when you click the Lookup Product ID button. | If multiple products are assigned to the UPC code, select the correct product ID. |
| Select Product - UPN | OM_UPN_PROD_SELECT | This page appears if multiple product IDs are assigned to a UPN code when you click the Lookup Product ID button. | If multiple products are assigned to the UPN code, select the correct product ID. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Select Product - UPC | OM_UPC_PROD_SELECT | This page appears if multiple product IDs are assigned to a UPC code when you click the Lookup Product ID button. | If multiple products are assigned to the UPC code, use to select the correct product ID. |
| Kit Component Qty Detail | ORDENT_PRODKIT | Click the Kit Component Qty Detail button on the Product tab in the line area of the Order Entry Form page. | Update component quantities for a kit. |
| Line Pricing Data | ORDENT_LINE_PRICE | Click the Pricing Data link on the Order Entry Form page. | View and modify pricing and buying agreement information for the order line. PeopleSoft Order Management automatically determines the list price for the product on the order line and applies all adjustments based on the applicable price rules. You can also enter manual price adjustments. |
| Price Detail | ORDENT_LN_PRCAUDIT | Click the Price Detail link on the Line Pricing Data page or the Schedule Pricing Data page. | View price rule and promotion information. |
| Price Adjustment Detail | PRICE_CALC_SEC2 | Click the Details link on the Price Rule Adit tab of the Price Detail page. | View the rule keys and values for the rule keys on the condition of the price rule. |
| Record Payment | ORDENT_PYMT | Click the Record Deposits link on the Order Entry Form page. | Enter a deposit or immediate payment for the order.<br>See Chapter 21, "Entering Counter Sales," Recording Payments and Deposits for a Counter Sales Order, page 422. |

## Entering Order Header Information

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Order).

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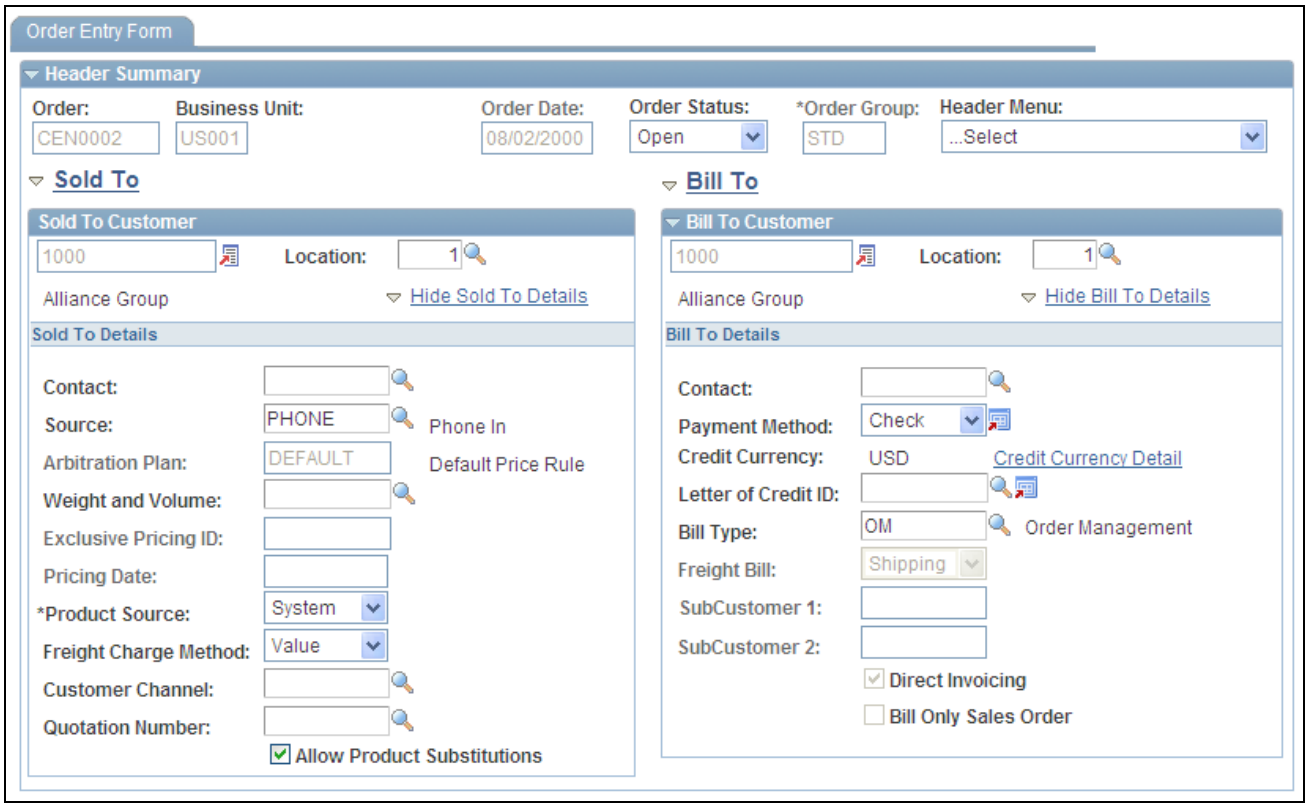


Order Entry Form page - Order Header (1 of 3)

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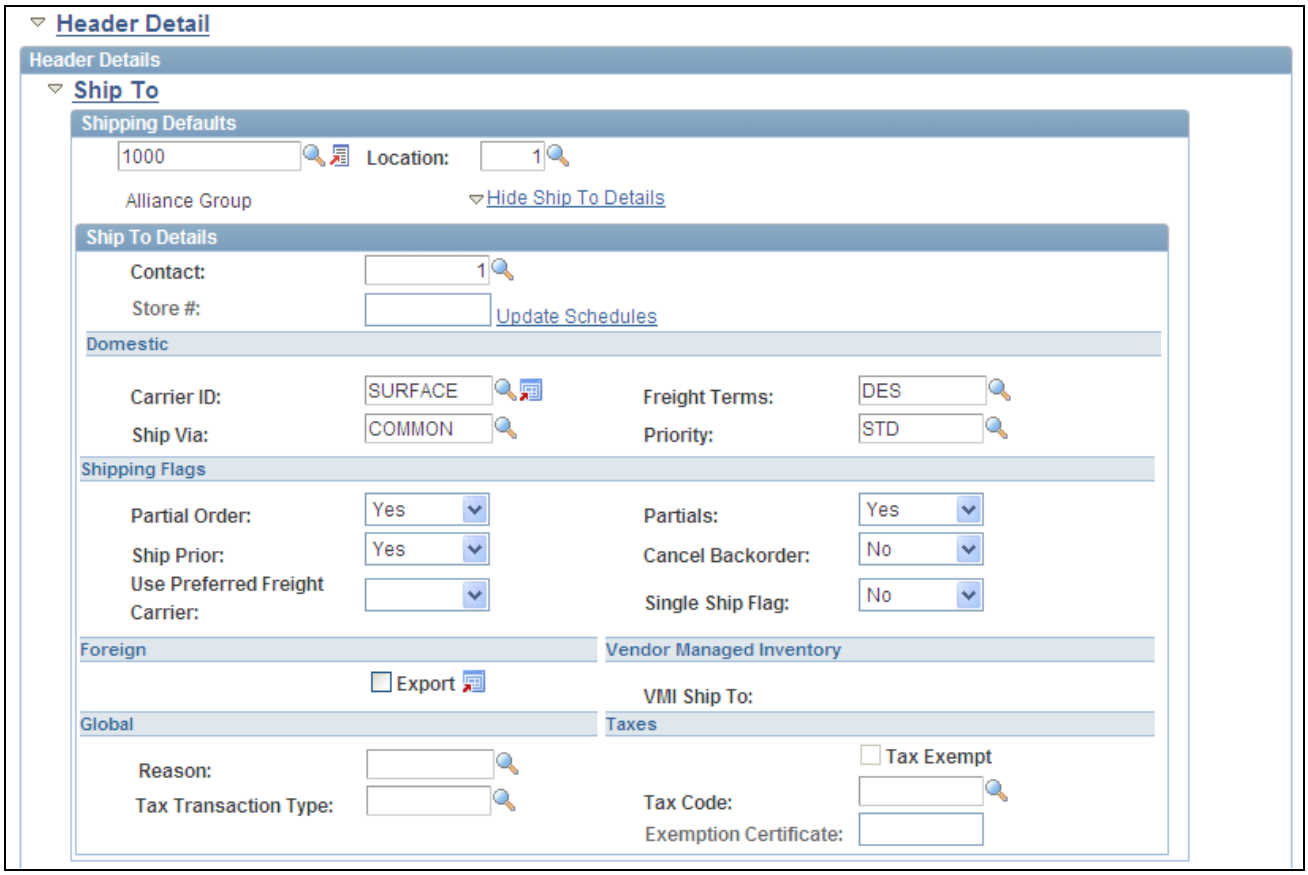
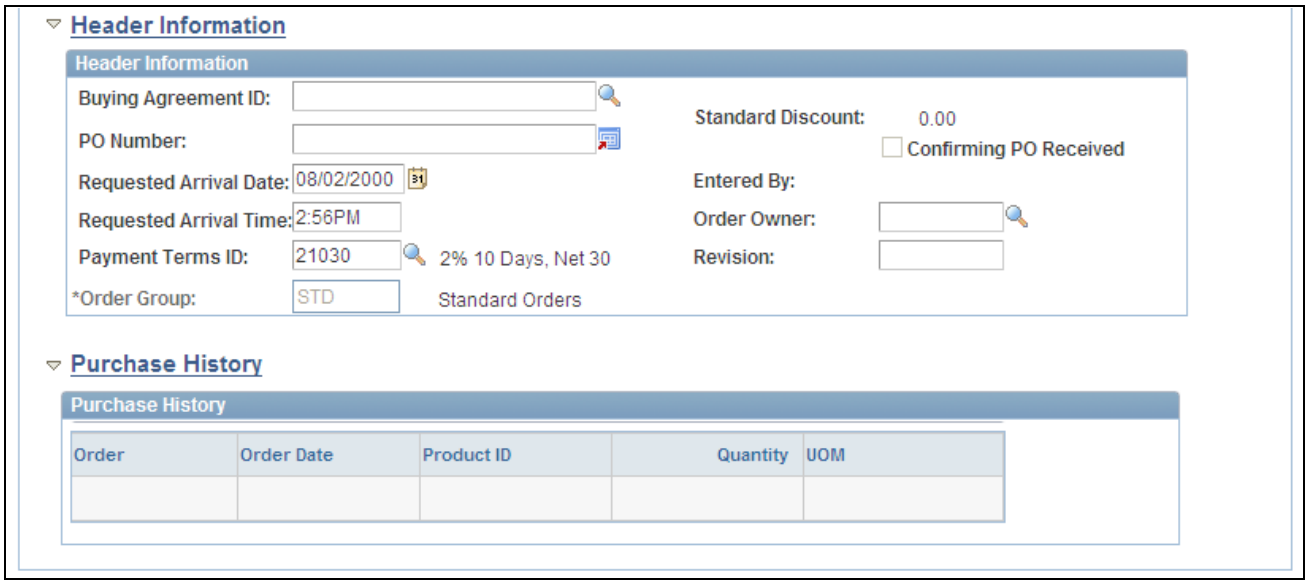



Order Entry Form page - Order Header (2 of 3)




Order Entry Form page - Order Header (3 of 3)

**Note.** Enter header information in the Order Header section of the page. If you change header information for an order with existing lines, the header changes apply only to new lines added to the order. The exceptions are status, ship-to address location, and ship-to address override.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### *Header Summary*

**Order**

If you are using auto-numbering, the order number is assigned after you save the order.

**Order Date**

When you create a new order, the current date is the default order date. If you update an existing order, the order date is the initial date the order was created.

When the order is placed on hold, either manually or through the online or background process, *ORDER HOLD* appears to the right of the Order Date field. To see the reason for the hold, or to add or inactivate a hold, click Hold/Change Reasons link from the Header menu on the Order Entry Form page to access the Header Hold/Change Reasons page.

**Order Group**

Automatically populated by the preferences for the person entering the order (if one is defined on the User Preferences - Orders - Sales page). If an order group has not been defined previously, you must enter one.

### *Sold To*

**Sold To**

You cannot change the sold to customer ID after lines are associated with the order. If, after entering a sales order, you need to change the sold to customer ID, cancel the order and enter a new order for the correct sold to customer.

Keep in mind that changing the sold-to customer after entering the product and quantity can cause data integrity problems in a deferred processing environment.

**Source**

Indicates how an order was received (for example, by phone). Automatically populated by the order group or from preferences for the person entering the order.

You can enter or change the value here unless the order originates from PeopleSoft Contracts (indicated by a *CA* value) or is a replacement order for an PeopleSoft Contracts order (indicated by an *RCA* value).

**Note.** You cannot add a new order with a source of CA or RCA. You also cannot add or copy lines for orders originating from PeopleSoft Contracts.

**Arbitration Plan**

Displays the pricing arbitration plan associated with the sold to customer on the Sold To Options page. If the customer does not have an associated plan and is not part of a customer group with an associated plan, then the system uses the default arbitration plan set up on the Arbitration Plan page in PeopleSoft Enterprise Pricer.

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**Weight and Volume** Automatically populated by your selection on the Sold To Options page. If this field is blank, and the weight and volume pricing processing option is selected on the Order Entry Features page, then you can enter a weight and volume rule.

Select *Weight & Volume Price Calc.* in the Header Menu field on the Order Entry Form page to manually calculate the weight and volume pricing and open the Deliveries page to view how it was calculated.

**Exclusive Pricing ID** This ID represents a pricing arbitration plan that has price rules directly attached to it. An exclusive pricing ID may appear by default from the order group, or you can select one. The exclusive pricing ID appears by default on the order line and schedule; you can change it in both places.

**Pricing Date** The value is an alternative value for Order Date. If it is provided, it is used as the Order Date in the pricing calculation. Options are: *Effective Date, Order Date, Requested Arrival Date, Schedule Ship Date, System Date.* For example, use the *System Date* to replace the Order Date to price the order with the current pricing criteria if a line is added to an existing order.

**Freight Charge Method** If you are calculating freight charges, select *Quantity, Value, Volume,* or *Weight* as a method.

**Customer Channel** Use the customer channel to divide customers for reporting, trade spending, and integration with PeopleSoft Demand Planning.

**Quotation Number** If you create the sales order from a quote, the number of the quote appears here. You can also enter a number to associate a quote with an order.

**Allow Product Substitutions** Automatically populated based on your selection on the customer General Information - Sold To Options page. Choose an alternate product if one exists during order entry, or substitute an item during the picking process in PeopleSoft Inventory.

### *Bill To*

**Payment Method** When you select *Credit Card* as the payment method, the Credit Card Data button is active.

**Letter of Credit ID** If you have defined a letter of credit in PeopleSoft Treasury for the customer, then select a letter of credit ID.

**Bill Type** Automatically populated by the Bill To Options page. If you have not set up a bill type at the customer level, the bill type identifier from the Accounting and Billing page on the Order Management business unit definition is the default. You can have only one bill type per order.


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**Freight Bill** Select or override to determine whether you want freight to be billed at order entry or shipping.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Basic Setup Steps for Freight Charges.

**SubCustomer 1** and **SubCustomer 2** If you are using subcustomers, they appear by default from the Miscellaneous General Info page for the customer.

**Direct Invoicing** Select to have PeopleSoft Billing finalize and print an invoice for the order immediately after shipping.

**Bill Only Sales Order** This option designates that the order is at the customer site and will be billed when it is sold as part of a vendor managed inventory.

### *Ship To*

Shipping attributes are defaulted to new order lines.

**Update Schedules** Click the link to access the Update Schedules page to make changes to the schedules in the order.

**Partial Order** Indicates whether your customer accepts partial orders.

**Single Ship Flag** Select *Yes* if the customer wants all the schedules that make up the order to be shipped together. All of the schedules must be on the same shipment.

**Note.** If you have the single-ship option set to *No* and you have already added lines to the sales order, you cannot change the order to a single ship of *Yes*. You must cancel the order and start over. However, you can change the single-ship status from *Yes* to *No*.

**Note.** If the single-ship option is*Yes* and the partial order option is also *Yes*, the Cancel Backorder option will also be set to *Yes* and cannot be changed.

**VMI Ship To** (vendor managed inventory ship to) Provided by default from the VMI Options page in the customer component designating that the inventory on the order is managed at the customer site.

**Exemption Certificate** Select a value or enter the certificate number that is supplied when placing the order. Define tax exemption certificates on the General Information - Tax Exempt Certificate Info page. Because a customer may have multiple exemption certificates for different types of purchases and for different jurisdictions, this field has no default.

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### *Header Information*

**Buying Agreement ID** — Automatically populated by the sold-to customer or from the customer group associated with the sold-to customer if the buying agreements is defined as the default. You can change this value.

**Standard Discount** — Displays the discount applied to each sales order line, in addition to any price rule adjustments.

**PO Number** (purchase order number) — If you indicated on the General Information - Bill To Options page that this bill to customer requires a purchase order on all orders, then you must enter a value in the PO Number field if a blanket PO number does not automatically appear.

If you enter a purchase order number that is already in use by another order, a message appears asking if you want to view the other orders that reference the purchase order number.

**Confirming PO Received** (confirming purchase order received) — Automatically selected if you have received a copy of the purchase order.

**Payment Terms ID** — The value appears by default from the Bill to Options page for the customer. The terms can by changed here.

**Order Owner** — Defaults from user preferences and defines the owner for the order. The value prints on the goods receipt and it used for pegging notifications.

**Revision** — The revision field has no processing associated with it at this time.

### *Purchase History*

**Product ID** — Click a product ID to copy lines to this order from purchase history. The product ID, quantity, and unit of measure are copied. The remaining fields are automatically populated as if the order line was entered manually.

**Note.** You cannot select product IDs for an order originating from PeopleSoft Contracts, but you can view these order lines.

### *Order Line Entry*

Enter product information.

See Chapter 18, "Maintaining Order Header and Line Information," Entering Order Line Information, page 339.

### *Price Summary*

View price information and adjust margins.


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See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Adjusting Margins on the Order Entry Form, page 315.

See Chapter 18, "Maintaining Order Header and Line Information," Viewing Price Summary Information, page 346.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," Shipment and Arrival Dates, page 222

Chapter 8, "Setting Up Transportation Lead Times and Internal Freight Charges," page 93

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

Chapter 30, "Processing Taxes for India," page 569

Chapter 25, "Billing Orders," Using Direct Invoicing, page 477

Chapter 15, "Introduction to Sales Order Entry," Sales Orders from Contracts, page 237

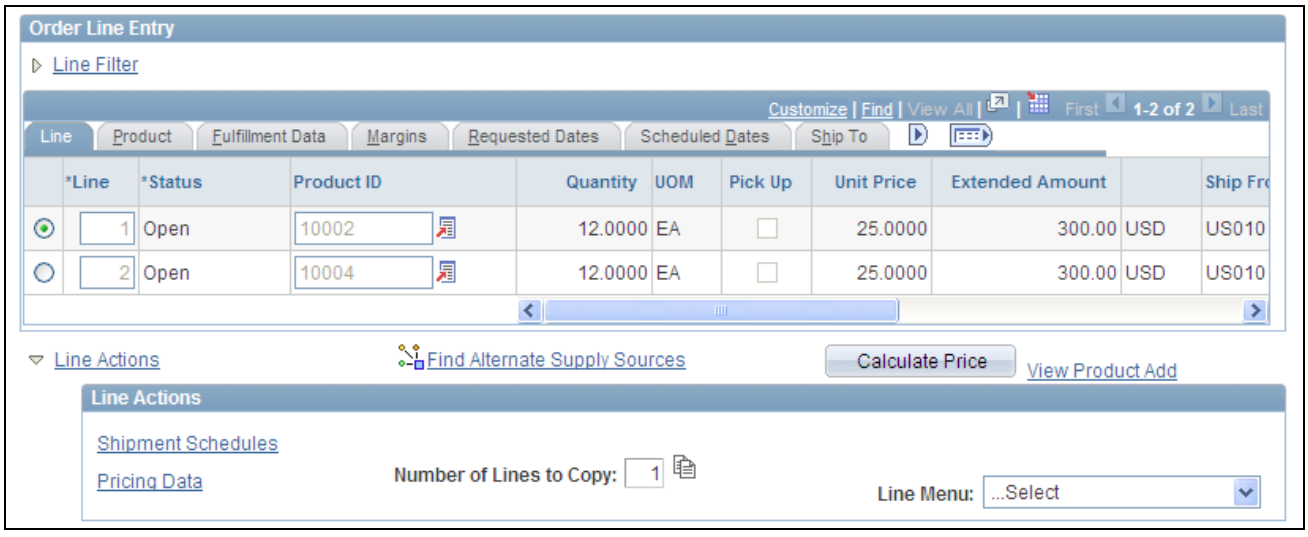
*PeopleSoft Inventory 9.1 PeopleBook*, "Using Vendor Managed Inventory"

Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Creating Margin Adjustments During Sales Order Entry, page 313

Chapter 21, "Entering Counter Sales," page 401

## Entering Order Line Information

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Order).




Order Entry Form - Order Line Entry page

Enter line information in the Order Line Entry section of the page.

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### *Common Information*

**Line** The automatic increment for this field is controlled at the business unit level on the Order Management Definition - Order Management Setup page.

**Status** Select the status of the order line. The default is the order header status.

**Hold** The line is on hold if an *L* appears in the column. To view the hold code reason, select the Holds/Change Reasons link from the More list box. If any of a line's schedules are on hold, then an *S* appears. If there are line and schedule holds, then *L/S* appears.

---

**Note.** If it is a pickup hold, it will not appear.

---

**Product ID** Select a product ID, based on the product catalogs available to the customer, or manually enter an ID. If you have not assigned product catalogs to the customer, all products in your system are available.

If you are using the Lookup Product ID prompt for an *UPC* or *UPN* Product Source and multiple product IDs are assigned to the UPC or UPN code, use the Select Product page determine which one to use.

### *Line Filter*

Return lines by Line Status, Ship From BU (ship from business unit), Pick Up Only, or Section.

When you have made your selection to filter the lines, click the Filter Line button to view the results in the line grid, or the Clear Filter button to remove the filter criteria and display all of the lines.

### *Line Tab*

Select the Line tab.

**Quantity** Enter an order quantity in the increment required for the unit of measure. Valid increments are set up on the Product Attributes by UOM page and apply only to the line, not the schedule.

**UOM** (unit of measure) Establish the default ordering UOM for the product on the Product Attributes by UOM page. If other valid UOMs exist for the product, you can change the value.


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**Pick-Up**

Designates that the customer will be taking the products with them. If a load or route is present, the option cannot be selected.

**Note.** To accept immediate payment and finish processing the order, the CSR must access the order from the Create/Update Counter Sales menu.

**Note.** For orders marked as pickup, the Arrival Date Window hold, transportation rules, and the Carrier and Ship to exception calendars will not apply.

See Chapter 21, "Entering Counter Sales," page 401.

**Unit Price**

This value appears after you enter a Quantity and UOM and click Calculate Price. Manually enter or change the price per unit if the line quantity will be sent out in one shipment; however, if multiple shipment schedules exist, you will receive a message instructing you to make the price change on each shipment schedule.

If you change the price, you must select a price adjustment reason. You can establish defaults for user preferences or the Order Management Business Unit.

**Extended Amount**

Appears when you click Calculate Price. The currency from the header is used by default.

**Ship From**

Automatically populated by the ship from warehouse for the PeopleSoft Inventory business unit. The default value depends on certain business unit and customer conditions that are detailed in the Source of Ship From Inventory Business Unit section. If the Ship From field does not display a value, the product is a service.

Use the Look Up Ship From button to view quantities available from different warehouses.

Click the button to display the Supply Source Detail page. This button appears if the line has been pegged to a purchase order, requisition, interunit transfer (MSR), or Production order.

Click the button to display the Alternate Sources of Supply page. The button appears if Manual or Automatic is selected as the Availability Option on the Order Entry Features page of the Order Management Business Unit.

**Quantity Available**

Displays the quantity available in the ship from PeopleSoft Inventory business unit either specified from the customer Distribution Network, alternate sourcing, the Inventory Business Unit defined on the Order Management Business Unit Shipping and Returns page or the Distribution Network defined on the Order Management Business Unit Shipping and Returns page.

**Quantity Reserved**

The value represents the quantity that has been reserved by the Material Reservations process either by selecting the Reserve Order or Reserve Line option on the Order Entry Form page or at Save time.

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**Quantity Shipped** Displays the quantity that has shipped.

**Number of Schedules** If the order line has more than one schedule, the number of schedules appears as the last column in the display grid.

### *Product Tab*

Select the Product tab.

Click the Kit Component Detail button to view the components of the nonconfigured kit on the Kit Component Qty Detail page.

**Order Group** Automatically populated from the header. You can change it here.

**Customer Item Number** If the product source is not *Customer*, then the customer ID corresponding to the product source and product ID appears.

**System Product ID** If the product source is not *System*, then the system product ID corresponding to the product source and product ID appears.

The prompt for product ID displays the description from the product alias along with the systems product description.

**UPC Code** If the product source is not *UPC*, then the UPC code corresponding to the product source and product ID appears.

**Universal** If the product source is not*Universal*, then the UPN code corresponding to the product source and product ID appears.

**Pricing UOM** (pricing unit of measure) You can price in a different UOM than the ordering UOM. The value appears by default from the Product Attributes by UOM page.

### *Fulfillment Tab*

Select the Fulfillment tab.

**Quantity Backordered** Displays the unshipped quantity, if the line is partially shipped.

**Quantity Promised** If using ATP (available to promise), the value represents the quantity that has been promised for the line.

**Skip Promising** If you do not want the line to be promised for an ATP item, select the option. Otherwise it will be automatically promised when the order is saved.

**Skip Lot Allocation** Select this option to bypass lot allocation. Otherwise it will be lot allocated when you save the order as long as it is a lot allocated item and you selected the Lot Allocate at Save option on the Order Entry Feature page for the business unit.


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### *Margins Tab*

Select the Margins tab.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Adjusting Margins on the Order Entry Form, page 315.

### *Requested Dates Tab*

Select the Requested Dates tab.

### *Scheduled Dates Tab*

Select the Scheduled Dates tab.

### *Ship To Tab*

Select the Ship To tab.

### *Ship To Taxes Tab*

Select the Ship To Taxes tab.

**Benefit Identification** A value is required if the transaction is identified as an Indian sale. The tax transaction types are valid for export sales:

*DEB* (direct export with bond)

*DEWB* (direct export without bond)

*LEB* (local export with bond)

*LEWB* (local export without bond)

**Intrastat** If you are operating in a country that requires Intrastat reporting and this order line or schedule is an Intrastat transaction, select this check box. If it is, make a selection from the Replacement list box. Intrastat reporting distinguishes between original shipments, shipments that are a replacement for products that were previously shipped and returned, and shipments that are a replacement for products that were previously shipped and must be replaced but were not returned.

**Replacement** If Intrastat is selected, select *Not Applicable,Replace Goods Not Returned,* or *Replacement of Returned Goods.*

### *Ship Options 1 Tab*

Select the Ship Options 1 tab.

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**Direct Ship from Vendor** Select this option if the product is shipped directly from a vendor to your customer. Enter this information on the Product Definition - Options 2 page. You can also use direct ship to ship a product directly from the vendor when that product is normally stocked in PeopleSoft Inventory. Selecting direct ship will assign a source type of requisition or purchase order and a disposition of direct ship to the order schedule.

**Reason** Displays tax reason codes for Italian regulations.

### *Ship Options 2 Tab*

Select the Ship Options 2 tab.

The load and route cannot be entered if the line is marked as a customer pick up.

**Load ID** Enter a load ID to include this order line on a preestablished load in PeopleSoft Inventory. The load's carrier ID, ship via information, and scheduled ship date (if applicable) are displayed, overwriting defaults that may have come from the buying agreement, customer, or header. These fields are not available for data entry.

**Route** When you save the order, the system assigns a route code if the ship from inventory business unit is set up for routes and the line qualifies to be added to the route. The system searches the routes to find a match by inventory business unit, customer, ship-to customer, address, and ship via value. If the system finds a match, it adds a route code. If you know the route code, you can enter it while you complete the line information.

The Route Stop Number appears for the route.

See Chapter 15, "Introduction to Sales Order Entry," Routes, page 231.

### *Claimback/Supply Source Tab*

Select the Claimback/Supply Source tab.

**Claimback Contract ID** If you are using claimbacks and the Automatically Apply option in the Claimback SetID Options is set to either *First to Expire* or *Largest Claimback Amount,* click the Calculate Price button to have the system apply a claimback to the sales order. Once the claimback has been added, you can choose another claimback from the available options.

When you click the find button to the right of the Claimback Contract ID field, a custom search page appears. It enables you to select a claimback contract to apply to the sales order line or schedule. It limits the displayed claimback contracts to only those contracts that are valid based on Order Management Business Unit, (Sold -To) Customer ID or Customer Group, Product ID or Product Group, and valid start and end dates. Also included in the search list is the claimback contract description, vendor, start and end dates, claimback amount, claimback percent, and Cost Fixed from Contract flag.


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See Chapter 15, "Introduction to Sales Order Entry," Viewing Alternate Sources of Supply, page 269.

See Chapter 13, "Working with Claimbacks," page 179.

### *Configuration Tab*

Select the Configuration Tab.

If the product is configured, the Configuration Code appears.

See *PeopleSoft Product Configurator 9.1 PeopleBook*, "Using PeopleSoft Product Configurator," Creating Configured Product Sales Orders.

### *Buying Agreement/PO Tab*

Select the Buying Agreement/PO tab.

**Buying Agreement ID** — Displays the buying agreement ID associated with this line. The default value comes from the order header.

**Buying Agreement Line** — Displays the line number of the buying agreement line associated with this order line. This number is assigned if the price is derived from the buying agreement.

**Customer PO** (customer purchase order) — Displays the customer purchase order ID associated with this line. The default value comes from the order header.

**Customer PO Line** (customer purchase order line) — If the order line references a particular line on the purchase order, indicate it here. You can enter a different PO number for each order line.

### *Backorder/Reservation Rules Tab*

Select the Backorder/Reservation Rules tab.

Inventory reservation and backorder rules appear by default if you define a defaulting arbitration plan and defaulting rules in PeopleSoft Inventory.

See *PeopleSoft Inventory 9.1 PeopleBook*, "Defining Reservation and Backorder Rules."

### *Line Actions*

**Find Alternate Supply Sources** — Click the link to perform alternate sourcing on each line in the grid. Each line is sourced independently. The highest priority sourcing option is assigned to the line. The button displays if *Manual* or *Automatic* is selected as the Availability Option on the Order Entry Features page of the Order Management Business Unit. If you selected *Manual*, you need to click the button to initiate advanced sourcing. This button will perform alternate sourcing on all the order lines currently in the sales order line grid.

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| | |
|---|---|
| **Calculate Price** | Click the button to calculate the price for the order. Pricing occurs when the button is clicked or when the order is saved. |
| **Product Add** | When you price the line it hits a Product Add price formula, a window displays the products eligible to add without charge or at a discount. Once you select the products to add, you can click the Product Add link to go back and review or re-select the products. |
| **Shipment Schedules** | Click the link to access the Shipment Schedules page. |
| **Number of Lines to Copy** | Enter the number and click the Copy Order Line button to copy the lines to a new or existing order. |
| **Pricing Data** | Click the link to access the Line Pricing Data page. |

### *See Also*

Chapter 26, "Placing Sales Orders on Hold," page 489

Chapter 15, "Introduction to Sales Order Entry," Default Ship-From Values, page 214

Chapter 15, "Introduction to Sales Order Entry," Total Order and Line Reservations, page 226

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook,* "Setting Up Products"

*PeopleSoft Global Options and Reports 9.1 PeopleBook,* "Setting Up and Running Intrastat Reports"

## Viewing Price Summary Information

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Order).

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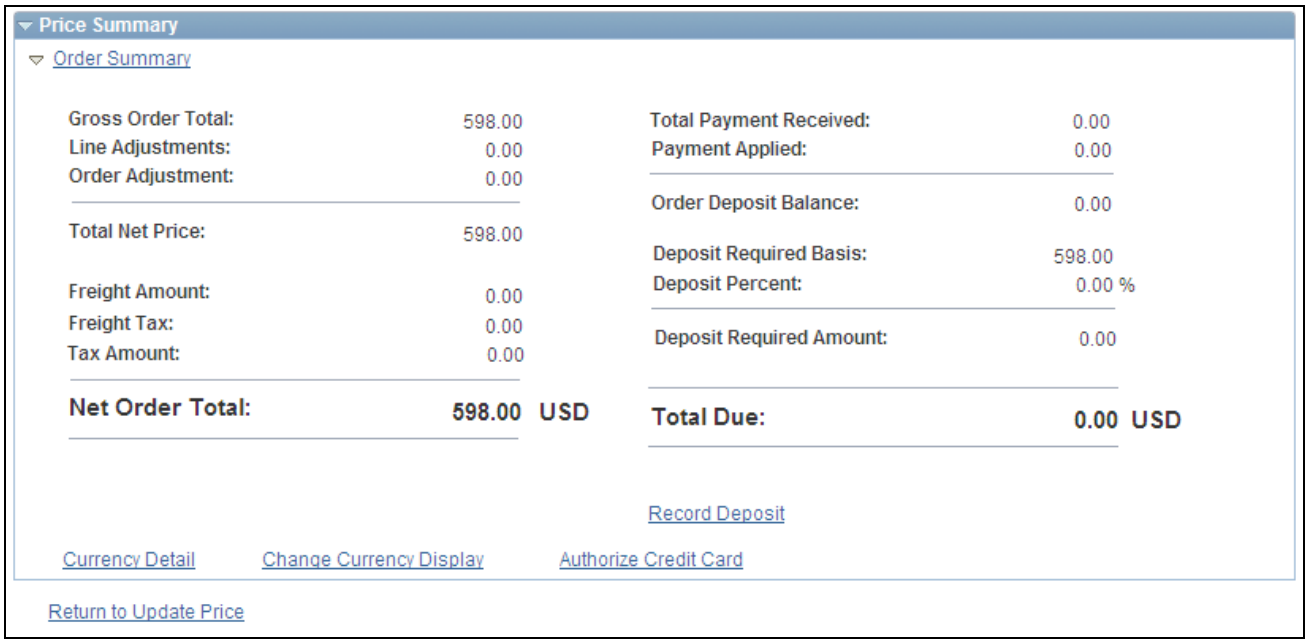


Order Entry Form - Price Summary page

### *Margin Adjustments*

Use this section to adjust margins.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Adjusting Margins on the Order Entry Form, page 315.

### *Order Summary*

**Gross Order Total** — The list price for all schedules of the order.

**Line Adjustments** — Adjustments for list price for all schedules.

**Order Adjustment** — The amount of the adjustments to the entire order.

**Total Net Price** — The Gross Order Total minus the Line Adjustments and Order Adjustment.

**Freight Amount** — Freight charges summed for all deliveries.

**Freight Tax** — Freight taxes summed for all deliveries with schedules.

**Freight VAT Amount** and **Extended VAT Amount** — Appears if it is a order with VAT (value-added tax).

See Chapter 29, "Order Processing in a VAT Environment," page 545.

**Tax Amount** — Sales tax summed for schedules.

**Net Order Total** — The Total Net Price plus VAT Amount plus Freight Charge Amount plus Freight Tax plus Tax Amount.

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**Total Payment Received** The total money received from the customer for the order. This amount includes all deposits and payments.

**Payment Applied** The payment that has been applied, used, or refunded. It is calculated as the difference between the Total Payment Received and the Order Deposit Balance.

**Order Deposit Balance** The balance of the total deposits made against the sales order minus any previously applied deposits or refund activity.

**Deposit Required Basis** Displays the sum of the unfulfilled schedules that have not already had a deposit placed for them. This basis amount will be used to calculate the amount of a deposit that is to be collected for an order.

---

**Note.** If you want to take a deposit for a product kit that is direct ship from the vendor, a non-inventoried item, or a kit with a non-inventoried component, turn off the Mark for Billing at Save option on the Order Entry Features page of the Order Management Business Unit. Otherwise, after confirming and saving the order, the deposit cannot be included because the nonstocked product will have already been shipped.

---

**Deposit Percent** Displays the amount of the deposit to be used against the current order transaction. This amount will be automatically calculated. When calculating this amount, the system will leave enough of the deposit to cover any existing backorders. The system-generated amount can be overridden from the Record Payment page. The deposit percent appears by default from the bill-to customer and then the Order Entry Feature page for the Order Management Business Unit.

**Deposit Required Amount** System-calculated amount representing the deposit amount to be collected from the customer for the current transaction. Calculated by multiplying the Deposit Required Basis times the Deposit Percent. The amount can be overridden from the Record Payment page.

**Deposit Applied** Displays the current refund amount available to offset the pick up amount, any remaining monies are used to offset the Deposit Required Basis.

For example, suppose an order is completed and payment is taken for an order line that has not been shipped or picked up. Then, the order line is canceled and a new order line is added to the sales order. The system uses the refund amount available for the canceled order line as a credit to offset the pick-up amount first and the required deposit basis second.

**Total Due** Displays the amount of the order that is due for the current order transaction.

**Refund Due** Refund Amount displays the refund due to the customer. It is calculated as the current order deposit balance, minus the amount withheld for the backorder goods and any offset for the current transaction's pickup amount and basis for required deposit. It appears only if a refund is due.


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***Payment Required** This message appears if the customer is required to make a payment at the time the order is placed. For example, if a total is due on the order and if the customer is marked as an Immediate Payment customer, then they will be required to pay in full for all items they are taking with them at the time of the order. If the customer is marked as requiring a deposit, then they will be required to pay the deposit amount at the time of the order for any items that they are not taking with them, for example, backordered or special ordered items.

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

***Payment Not Required** This message appears if the customer is not required to make a payment at the time the order is placed. For example, if a total is due on the order and if the customer is not marked as an Immediate Payment customer, then the customer has the option to either pay in full, pay in part, or pay later for the items they are taking with them at the time of the order. If the customer is not marked as requiring a deposit, then they will not be required to pay a deposit for any items that they are not taking with them.

**Record Deposit** Click the link to access the Record Payment page to add a deposit if required.

**Currency Detail** Click the link to access the Currency Data page.

**Authorize Credit Card** If the payment method is credit card, click the button to authorize the credit card.

## Changing Export Detail Information

Access the Header Export Detail page (click the Export Detail button on the Ship To region of the order header on the Order Entry Form page after selecting the Export option).

### *Export*

**Automated Reporting Program** The automated exporter reporting program (assigned by the Bureau of Census in the U.S.) is automatically populated from the General Information - Additional Ship To Options page.

### *Export Documents*

**Canadian Customs Invoice** Invoice that must accompany shipments from the U.S. to Canada.

**Shippers Export Declaration** U.S. Department of Commerce document describing all freight moving from the U.S. to other countries.

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**Certificate of Origin** U.S. certificate that guarantees that the goods are of U.S. origin (purchase or manufacture).

## Providing Export License Information

Access the Export License Information page (click the Export License Detail link on the Header Export Detail page or the Line Export Detail page).

**Type** Select from the following values:

- *General Destination:* Goods are not export-controlled.
- *Specific:* Products require a specific license for controlled technology.

## Modifying Kit Components

Access the Kit Component Qty Detail page (click the Kit Component Qty Detail button on the Product tab in the line area of the Order Entry Form page).

The page displays information about the components that make up a kit.

**Reload Kit** Click the button to reload the current kit components based on the shipment date.

**Quantity** Adjust the quantity for the components that make up the kit.

**OK to Ship Without** Select if the product kit can ship without this component.

## Modifying Pricing Information

Access the Line Pricing Data page (click the Pricing Data link on the Order Entry Form page).


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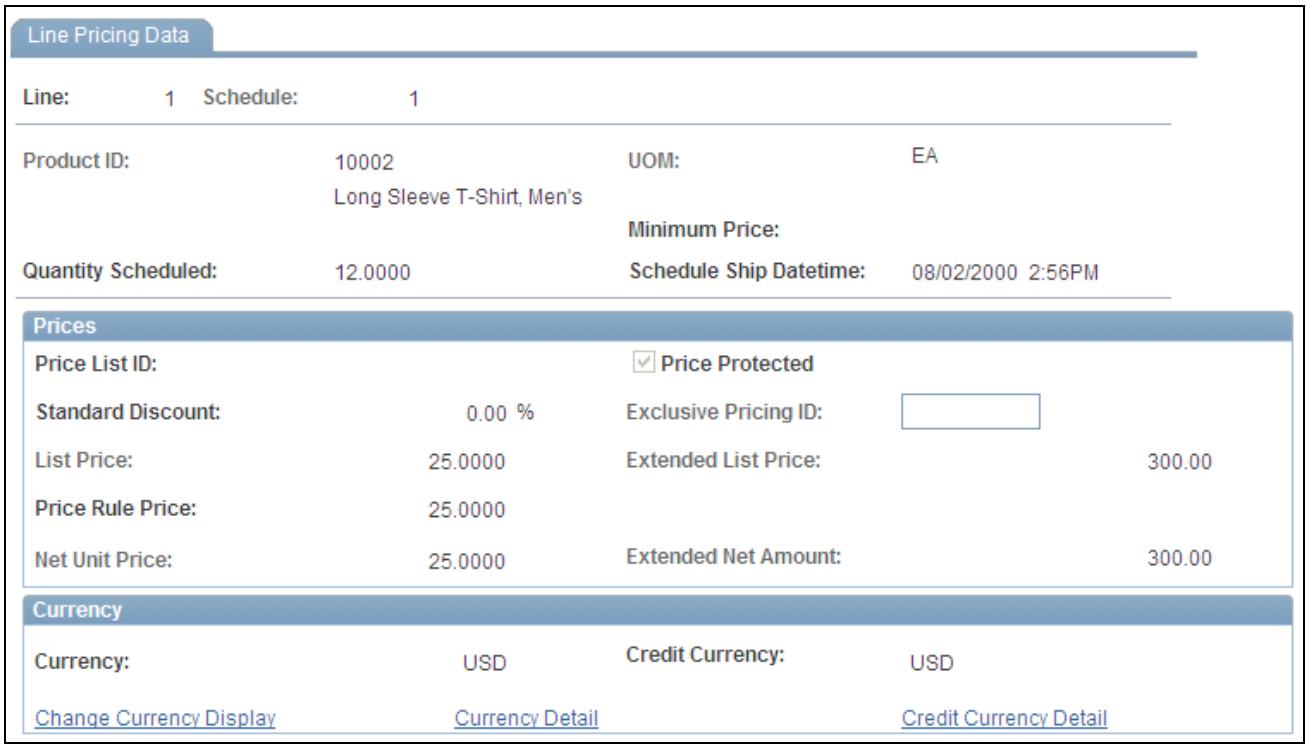
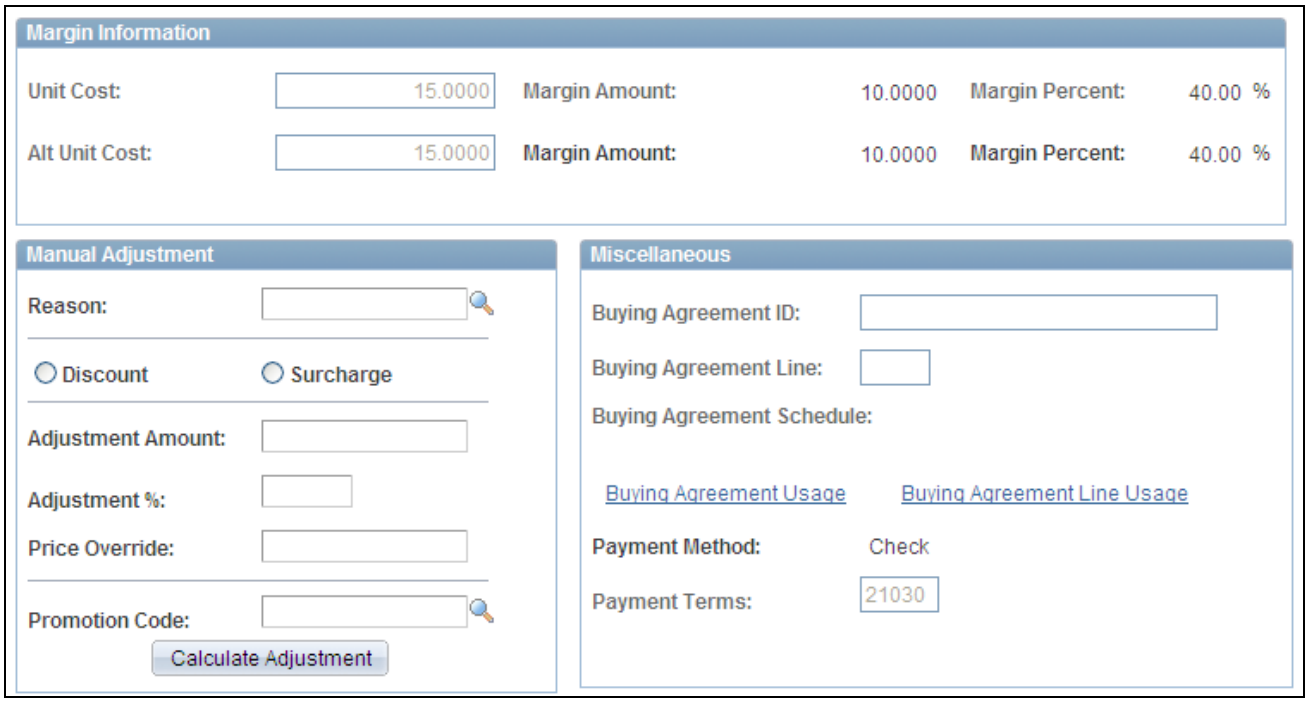



Line Pricing Data page (1 of 2)




Line Pricing Data page (2 of 2)

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### *Prices*

**Price List ID** Displays the corresponding ID associated with the list price amount.

**Standard Discount** Displays the standard discount, which is derived from the order group established on the Order Groups page.

**List Price** Displays the base price for the UOM on the schedule. The list price comes from the price lists defined in pricing, or it is based on the price of the product in the designated ship from warehouse. If the line was created from a buying agreement, the list price that you defined for the buying agreement line appears.

**Price Rule Price** Displays the price calculated after the system applies the price formulas.

**Net Unit Price** Displays the price after the system has applied the standard discount and all price rule adjustments, or, if the line has been created from a buying agreement, the net unit price defined for the buying agreement line. If you change the value, enter a reason code for the change.

---

**Note.** Prices appear only when the line quantity will be sent out in one shipment. If there are multiple shipment schedules, make the price change on each shipment schedule. In this case, open the Order Schedule - Pricing page to view pricing. If a nonstock or direct ship from vendor product is used, you can only change the unit cost.

---

**Price Protected** Automatically selected for order lines created from quotations. If deselected, the price on the line can change as subsequent order lines are added, and the Order Repricing process recalculates the price if needed.

For order lines created from quotations, the system automatically selects the Price Protected check box.

If the line is created from a buying agreement and you did not select Price Can Be Changed on Order for the buying agreement, then the Price Protected check box is selected and you cannot change it. If you did select Price Can be Changed on Order, the Price Protected check box is selected but you can deselect it.

The system automatically selects the Price Protectedcheck box when you make manual adjustments to prevent the adjustments from being overwritten by the Order Repricing process.

**Exclusive Pricing ID** May be automatically populated by the header or order group, but you can override the value. You can see a list of all the price adjustments invoked by the exclusive pricing ID unless the order line was created from a buying agreement.

**Extended List Price** Displays the quantity ordered multiplied by the list price.

**Extended Net Price** Displays the quantity ordered multiplied by the net unit price.


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### *Margin Info*

**Unit Cost**

Automatically populated for stocked products and cannot be changed unless your CSRs can make margin adjustments. Establish the unit cost for stocked products when you define them in PeopleSoft Inventory.

For non-stocked and products sourced from a purchase order, the purchase order price will be displayed as the cost.

For stocked products, the cost defined by the default costing method of the item is displayed. If the cost is not defined or the costing method is Actual, then it will display No Cost/Actual.

The unit cost appears for a non-stock product if you defined the cost on the Product Price page, but you can change it.

If the unit cost for a non-stock product changes on an order-to-order basis, manually enter a value in this field.

---

**Note.** When shipping products where no cost is set up for actual, perpetual, or periodic costing methods, the system retrieves the cost from the purchase order associated with the schedule. If a purchase order is not provided, the default actual cost defined for the item on the PeopleSoft Inventory business unit is used.

---

**Alt Unit Cost** (alternate unit cost)

If you are using alternate costs, the value will appear. If you are not using alternate costs, the value will be the same as the unit cost. This field can only be changed if you have enabled security for margin adjustments and have enabled the margin adjustment option on the Order Entry Features page. Alternate cost is defined on the Product Definition - Options page and the Product Groups Table page.

**Margin Amount, Margin Percent**

The margin appears as both an amount and a percent for the unit and alternate unit cost.

### *Currency*

**Change Currency Display**

Click to toggle between the transaction currency and the business unit base currency.

### *Manual Adjustment*

**Reason**

Select a reason code for the adjustment.

---

**Note.** You must enter a reason code before you enter the price adjustment.

---

**Discount**

Select to enter a manual discount adjustment.

**Surcharge**

Select to enter a manual surcharge adjustment.

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**Adjustment Amount** Enter the discount or surcharge adjustment amount.

**Adjustment %** (adjustment percentage) Enter a percentage, and the system calculates the discount or surcharge adjustment amount.

**Price Override** Enter a completely new price.

**Note.** You can add only one manual price adjustment at a time.

If you are changing the price for the line and the line has already been invoiced, the new price applies only to additional quantities for the line and new schedules created from the increase. The updated price does not apply to lines that have already been invoiced. Check to see if the line has an associated invoice ID by looking at the Order Tracking - Results page.

**Promotion Code** If you have PeopleSoft Promotion Management installed, you can select a promotion code in addition to a discount, surcharge, or price override. The system passes the promotion code, along with the manual adjustment, to the ORD_PRICE_ADJST table. If you select a promotion code for the adjustment only, the system finds the price formulas associated with the promotion.

**Note.** Whenever you override a price on a line or schedule using a promotion code, the system ignores any dates that are on the formulas of the applicable price rules. If a price formula has expired, the adjustment still applies.

**Calculate Adjustment** Click to have the system adjust the price for the manual adjustment.

### *Miscellaneous*

**Buying Agreement ID** Automatically populated by the order header but can be changed.

**Buying Agreement Line** If the price is assigned from the buying agreement line, select the buying agreement line number.

**Buying Agreement Schedule** If this order line was created from a buying agreement release, displays the release number.

**Payment Method** Displayed from the order header.

**Payment Terms** Automatically populated from the order header and can be changed here.

## Viewing Price Rule Information

Access the Price Detail page (click the Price Detail link on the Line Pricing Data page or the Schedule Pricing Data page).


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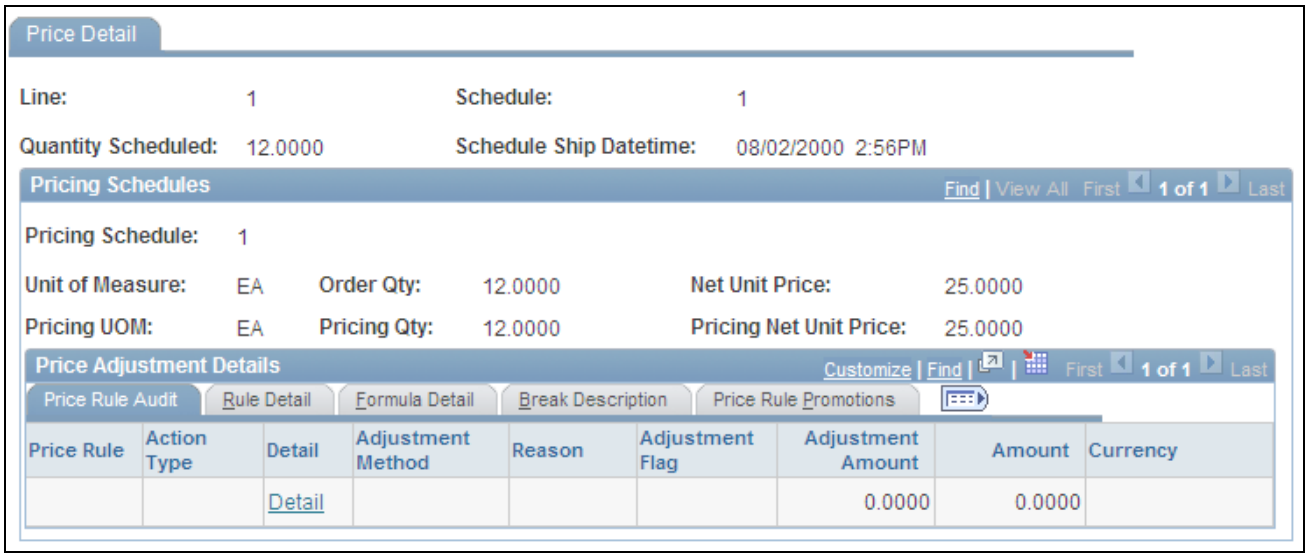


Price Detail page

### *Common Information*

**Price Rule** Displays adjustments made to the list price that are determined by the price rule.

**Action Type** The price rule action type.

### *Price Rule Audit Tab*

Select the Price Rule Audit tab.

**Adjustment Method** Displays how the adjustment was applied.

**Reason** Displays the adjustment reason if this was a manual price adjustment.

**Adjustment Flag** Defines an *Amount*,*Percent*, or replacement price.

**Adjustment Amount** Displays the adjustment amount from the price formula (if any).

**Adjustment %** (adjustment percentage) Displays the adjustment percentage from the price formula (if any).

**Amount** Displays the adjustment amount that is sent to PeopleSoft Billing.

**Currency** Displays the currency of the adjustment amount.

**Adjustment Type** Displays either *Off-Invc* (off-invoice) or *Billback*.

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### *Formula Detail Tab*

Select the Formula Detail tab.

Displays whether the formula was for a *One-Time Only, Period-to Date, Total Order Flag, Tiered Pricing,* or *Mutually Exclusive* formula.

### *Break Description Tab*

Select the Break Description tab.

Displays details for each break such as the range Ids for the dates and formulas and the date and formula break descriptions.

### *Price Rule Promotions Tab*

Select the Price Rule Promotions tab.

**Price Promotion Code** and **Merchandising Type** Displays information from PeopleSoft Promotions Management.

## Maintaining Additional Order Header Information

This section provides information about entering or modifying additional information for the options available under the Header Menu section of the order entry form.

This section discusses how to:

- View deliveries.
- Calculate freight charges.
- View freight details.
- Update shipping schedules.
- View order hold history.
- Enter header holds and change reasons.
- Maintain header notes and attachments.
- Enter project-related information.
- Maintain user reference information.


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## Pages Used to Maintain Additional Order Header Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Available to Promise | ORDENT_SCH_ATP | Select *ATP Decision* in the Header Menu field on the Order Entry Form page. | Perform ATP calculations.<br>See Chapter 15, "Introduction to Sales Order Entry," ATP, page 228. |
| Agreement Usage | SCON_HDR_USAGE | • Select *Buying Agreement Usage* in the Header Menu field on the Order Entry Form page.<br>• Click Buying Agreement Usage on the Line Pricing Data page. | Displays order activity against a buying agreement, including the line and schedule number against which the order was applied.<br>See Chapter 12, "Creating Buying Agreements," page 149. |
| Conversations | CONVER_DATA1_SS | Select *Customer Conversations* in the Header Menu field on the Order Entry Form page. | Record conversations about or with a customer.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Managing Conversations." |
| Custom Fields | ORDENT_HDR_CUSTOM | Select *Custom Fields* in the Header Menu field on the Order Entry Form page. | Add or update custom character, numeric, or date and time fields at the header level. The fields can be used with inbound and outbound EIPs. |
| Customer Credit | ORDENT_CRED_AVAIL | • Select *Customer Credit* in the Header Menu field on the Order Entry Form page.<br>• Click the Customer Credit link after clicking the Related Links button on the Bill To region of the Order Entry Form page. | View credit availability and details for a bill to and corporate customer.<br>Similar to the Credit Available page. |
| Customer Deposits | CUST_DEPOSIT | Select *Customer Deposits* in the Header Menu field on the Order Entry Form page. | Use to record customer deposits.<br>See Chapter 21, "Entering Counter Sales," page 401. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Deliveries | ORDENT_EST_SHIP | • Select *Deliveries* in the Header Menu field on the Order Entry Form page.<br>• Select *Weight & Volume Price Calc.* in the Header Menu field on the Order Entry Form page.<br>• Click the *Delivery ID* link on the Freight Charges page. | View shipping information for the deliveries.<br>Manually calculate the weight and volume price and open this page to view how the weight and volume price was calculated.<br>View how each freight charge was calculated.<br>Delivery criteria is defined on the Inventory Definition - Business Unit Options: Delivery Management Definition page. |
| Freight Charges | ORDENT_FRT_CHRG | Select *Freight Charges* in the Header Menu field on the Order Entry Form page. | Calculate freight for the deliveries that make up the sales order. Also, enter manual freight charges and override freight charges. Freight charges can be entered only after you have entered a line for the order. |
| Header Commissions | ORDENT_HDR_COMM | Select *Commissions* in the Header Menu field on the Order Entry Form page. | View or modify commission information for a sales order.<br>See Chapter 11, "Structuring Commissions," page 141. |
| Header User Reference | ORDENT_HDR_CDATA | Select *User Defined Reference* in the Header Menu field on the Order Entry Form page. | Captures information that the customer wants referenced on the order. Data referenced here is informational only and is used with inbound and outbound EIPs. |
| Header Holds/Change Reasons | ORDENT_HDR_RSN | Select *Holds / Change Reason* in the Header Menu field on the Order Entry Form page. | Place or remove order holds; also enter reasons for holds on order headers.<br>See Chapter 26, "Placing Sales Orders on Hold," page 489. |
| Header Notes/Attachments | ORDENT_HDR_NOTE | Select *Notes/Attachments* in the Header Menu field on the Order Entry Form page. | View or associate notes and attachments with a sales order header and have the notes print on designated documents. |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Header VAT Information | ORDENT_HDR_VAT | Select *Vat Information* in the Header Menu field on the Order Entry Form page. | Enter header VAT information or override VAT default values.<br>See Chapter 29, "Order Processing in a VAT Environment," page 545. |
| Allocation Workbench | IN_ALLOC_WB_SUMMRY | • Order Management, Quotes and Orders, Allocation Workbench<br>• Select *Allocations* or *Lot Allocation* in the Header Menu field on the Order Entry Form page. | Use the Allocation Workbench to create a pre-allocation, lot-allocation, or move the demand line to the Released state and create a standard allocation.<br>See *PeopleSoft Inventory 9.1 PeopleBook*, "Allocating Orders in Demand Fulfillment." |
| Margin Adjustments | ORDENT_MARGINS | Select *Margin Adjustments Worksheet* in the Header Menu field on the Order Entry Form page. | Manipulate the margins at the order level.<br>See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Entering Margin Adjustments on the Worksheet, page 317. |
| Order Hold History | ORDENT_HLDHIST_SEC | Select *Hold History/Entire Order* in the Header Menu field on the Order Entry Form page. | View an audit trail for the hold information on the entire order. |
| Supply Source Detail | ORDENT_SSRC_DTL | Select *Pegged Supply* in the Header Menu field on the Order Entry Form page. | View the existing pegs for the order.<br>See Chapter 15, "Introduction to Sales Order Entry," Viewing and Updating Supply Source Information, page 276. |
| View Schedules | ORDENT_SCH_VW | Select *View Schedules* in the Header Menu field on the Order Entry Form page. | View summary information of all the schedules of the lines in the buffer. Column order for grids may vary by implementation. |
| Project Defaults | ORDENT_PROJECT | Select *Project Defaults* in the Header Menu field on the Order Entry Form page. | Enter PeopleSoft Project Costing-related information for an order.<br>You must have PeopleSoft Project Costing installed. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Quote Competition | ORDENT_HDR_ADDTL | Select *Quotation Data* in the Header Menu field on the Order Entry Form page. | Enter information about the success percentage competitor, and win loss reason. The competitor data is informational only.<br>See Chapter 23, "Maintaining Quotation Information," page 461. |
| RMA Reference for Sales Order | ORDENT_RMA_REF | Select *RMA Reference for This Order* in the Header Menu field on the Order Entry Form page. | View RMA details. |
| Schedules on Delivery | ORDENT_EST_SCHEDS | Click the Schedule Detail link on the Deliveries page. | View the schedules attached to the delivery. |
| Shipment Price Adjustments | ORDENT_SH_PRCAUDIT | Click the Pricing link on the Deliveries page. | View details for the weight and volume pricing adjustments. |
| Shipments by Header | ORD_SHIP_HDR_VW | • Select *Actual Shipments* in the Header Menu field on the Order Entry Form page.<br>• Order Management, Quotes and Orders, Create/Update Order, Review Order Information, Shipments by Header | View shipment details for an order. |
| Short-Term Customer Setup | CUST_STERM_CREATE | Select *Short-Term Customer Setup* in the Header Menu field on the Order Entry Form page. | Enter a new customer using a template.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Using Short-Term Customers. |
| Summary by Sold To | ORDENT_SOLDTO_VW | • Select *Copy Sales Order/Quote* in the Header Menu field on the Order Entry Form page.<br>• Select *Orders by Sold-To* in the Header Menu field on the Order Entry Form page. | Copy sales orders or quotes.<br>View orders for a sold to customer by selecting *Orders by Sold To.* |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Update Schedules | ORDENT_HDR_SCHCHG | • Select *Update Schedules* in the Header Menu field on the Order Entry Form page.<br>• Click the Update Schedules link in the Ship To Details section of the Order Entry Form page. | Update shipping details for all schedule lines of the order.<br>Update order lines and order headers when schedules are updated (Optional).<br>**Note.** Schedule export and import information is only updated if a pick batch ID has not been assigned. |

## Viewing Deliveries and Delivery Details

Access the Deliveries page (select *Deliveries* in the Header Menu field on the Order Entry Form page).

**Ship From BU** The ship-from PeopleSoft Inventory business unit for the delivery.

**Scheduled Ship Date** The date that the quantity can be promised.

**Freight Charge Method** The method that the system uses to calculate freight charges for the schedules within the delivery.

**Order Freight Charge** Enter freight charges.

**Adjustment Amount** Displays the additional adjustment amount that applies to the total order value. The adjustment amount is derived during weight and volume pricing.

**Adjustment Percent** Displays the additional adjustment percent that applies to the total order value. The adjustment percent is derived during weight and volume pricing.

**Use Preferred Freight Carrier** Indicates whether the carrier has been designated for freight purposes.

---

**Note.** If your inventory business unit has defined the delivery using additional fields, the field names appear in the Deliveries grid. The values of these additional fields on the delivery also appear. This page also displays any available freight charge audit information in the Freight Rules grid.

---

---

**Note.** You can also view the transportation/freight set ID that was selected as a match, the resulting freight charge, and the field values that make up the freight charge that were established on the Transportation/Freight Sets page. View the VAT Information link if you are working in a VAT environment.

---

### *See Also*

Chapter 29, "Order Processing in a VAT Environment," page 545

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## Calculating Freight Charges

Access the Freight Charges page (select *Freight Charges* in the Header Menu field on the Order Entry Form page).

**Order Freight Charge** Manually enter freight charges.

**Note.** Freight charges can be entered only after you have entered a line for the order.

**Freight Charge Override** Select the checkbox to override the calculated freight charges.

## Updating Shipping Schedules

Access the Update Schedules page (select *Update Schedules* in the Header Menu field on the Order Entry Form page).

Update shipping information on all of the open or pending schedules of a single sales order. You can update the schedules for each ship from warehouse. You must enter the ship from PeopleSoft Inventory business unit. The system checks the demand status of each schedule before it updates the schedules. If the schedule is ineligible for the update because of its demand status, the system issues a warning and skips the schedule. The system reprices the schedules and recalculates new scheduled ship dates as applicable and freight charges.

**Note.** If you update the schedules for an order, and the maximum online pricing rows exceed the maximum defined on the Installation Options Order Management page, you receive a message instructing you to use the OM Update Schedules process (Order_Change).

**Update Schedules** Enter changes, and then click the button. The system updates all the open or pending schedules if the change is allowed in inventory, based on the demand status for the schedule. The system processes required changes to demand as a result of the shipping data change. It reprices the schedules and recalculates scheduled shipment dates and freight charges.

## Viewing Order Hold History

Access the Order Hold History page (select *Hold History / Entire Order* in the Header Menu field on the Order Entry Form page).

View information about the hold conditions, such as the Hold Code, Hold Action, Reason Code, whether the hold is still active, and who updated the hold.

### *See Also*

Chapter 26, "Placing Sales Orders on Hold," page 489

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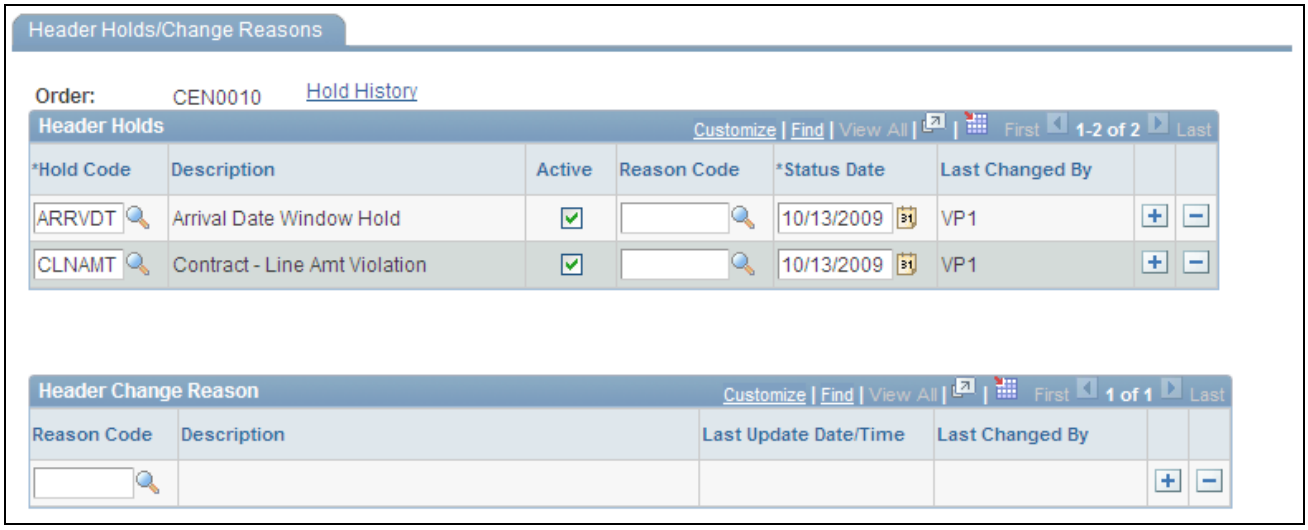
## Entering Header Holds and Change Reasons

Access the Header Holds/Change Reasons page (select *Holds/Change Reasons* in the Header Menu field on the Order Entry Form page).




Header Holds/Change Reasons page

**Hold History** Click the link to access the Header Hold History page.

### *Header Holds*

**Hold Code** You establish codes on the Hold Codes page.

**Active** Deselect to take the order off hold. Deselecting this check box, instead of deleting the line, enables you to maintain a record of holds that have been associated with the order.

**Reason Code** Enter a code for the change to the hold condition.

**Status Date** Automatically populated by the current date, but you can enter any date. When you change the status of the Active check box, the status date is updated to the changed date.

**Last Changed By** Displays the user ID of the person who added, or most recently modified, the hold code. The value of *SYS* in this field indicates that the hold was modified by a background process.

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### *Header Change Reason*

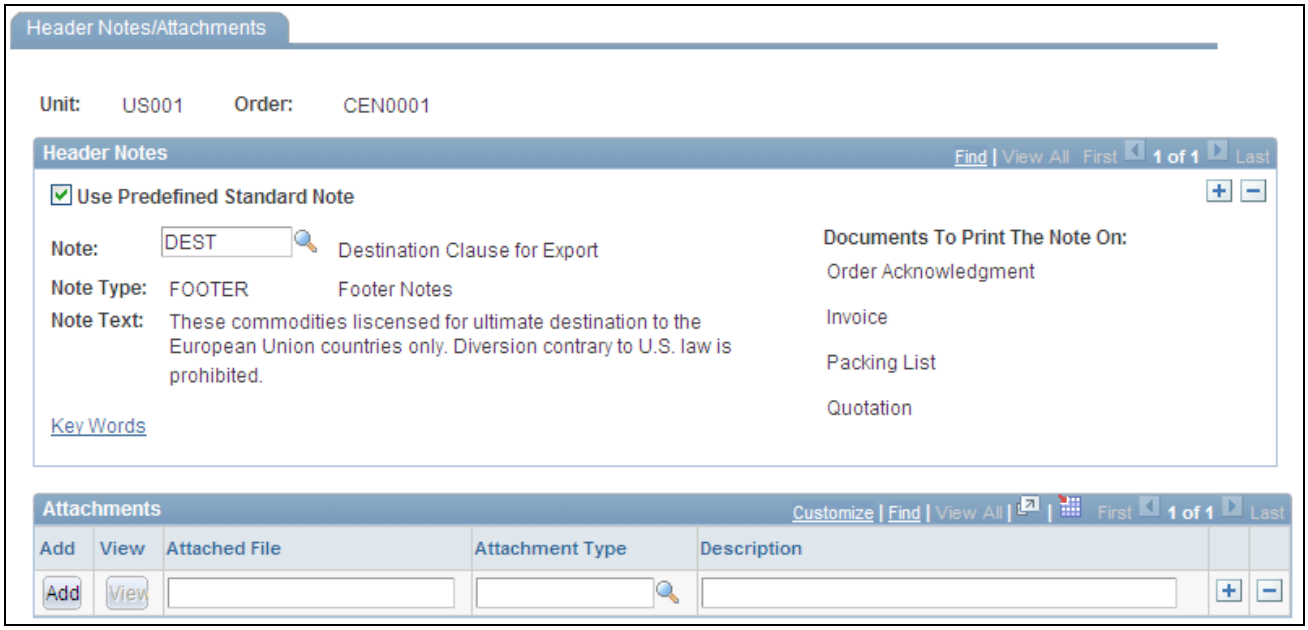
**Reason Code** Select a reason code for the change to the order. Set up reason codes on the Reason Code page.

### *See Also*

Chapter 26, "Placing Sales Orders on Hold," page 489

## Maintaining Header Notes and Attachments

Access the Header Notes/Attachments page (select *Notes / Attachments* in the Header Menu field on the Order Entry Form page).




Header Notes/Attachments page

### *Header Notes*

**Use Predefined Standard Note** Select if you want to use a note that has already been set up. If you select this option, select Note from the available options. The Note Text, Note Type, and Documents To Print the Note On fields will appear for the standard note.

**Note Type** Select from the available options to categorize the note that you are creating. This field is display-only for standard notes.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**Note Text** Enter the text (up to 254 characters) for the note that you are creating. This field is display-only for standard notes.

**Documents To Print the Note On** Choose which documents the notes will print on from the available options: *Invoice, Advanced Shipping Notification, Bill of Lading, Buying Agreement Renewal, Buying Agreement Status, Invoice, Invoice Courtesy Copy, Invoice Notification, Order Acknowledgement, Order Change Notice, Packing List, Picking Plan, Product Price List, Quotation,* and *Returned Material Authorization.*Only *Invoice, Bill of Lading, Order Acknowledgement, Quotation,* and *Picking Plan*do not require configuration in order to print the notes.

This field is display-only for standard notes.

---

**Note.** The note will not print on the Goods Receipt in the counter sale environment.

---

**Note.** If header notes are sent over to Billing without the order number as part of the bill by identifier fields, notes will be displayed on invoices without reference to the order number. If you want header notes to be printed with the order number, you can add it to the actual header note.

---

**Key Words** Click the link to enter key words in the group box. You can create a PeopleSoft Order Management report that lists all sales orders with associated notes that contain certain key words that you specify here.

### *Attachments*

Before you can add an attachment, you must configure the FTP server.

See Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing FTP Servers for Attachments, page 72.

**Add** Click the button to select an attachment. A secondary page will appear so that you can select a file to upload.

**View** Click the button to view an attachment that was previously added.

**Attached File** After selecting the file attachment, the file name appears.

**Attachment Type** Select how to categorize the attachment from the available options. The types are set up on the Attachment Types page.

**Description** The description for the attachment appears.

## Supporting Pre-allocation and Lot-allocation

Access the Allocation Workbench - Search page (Order Management, Quotes and Orders, Allocation Workbench).

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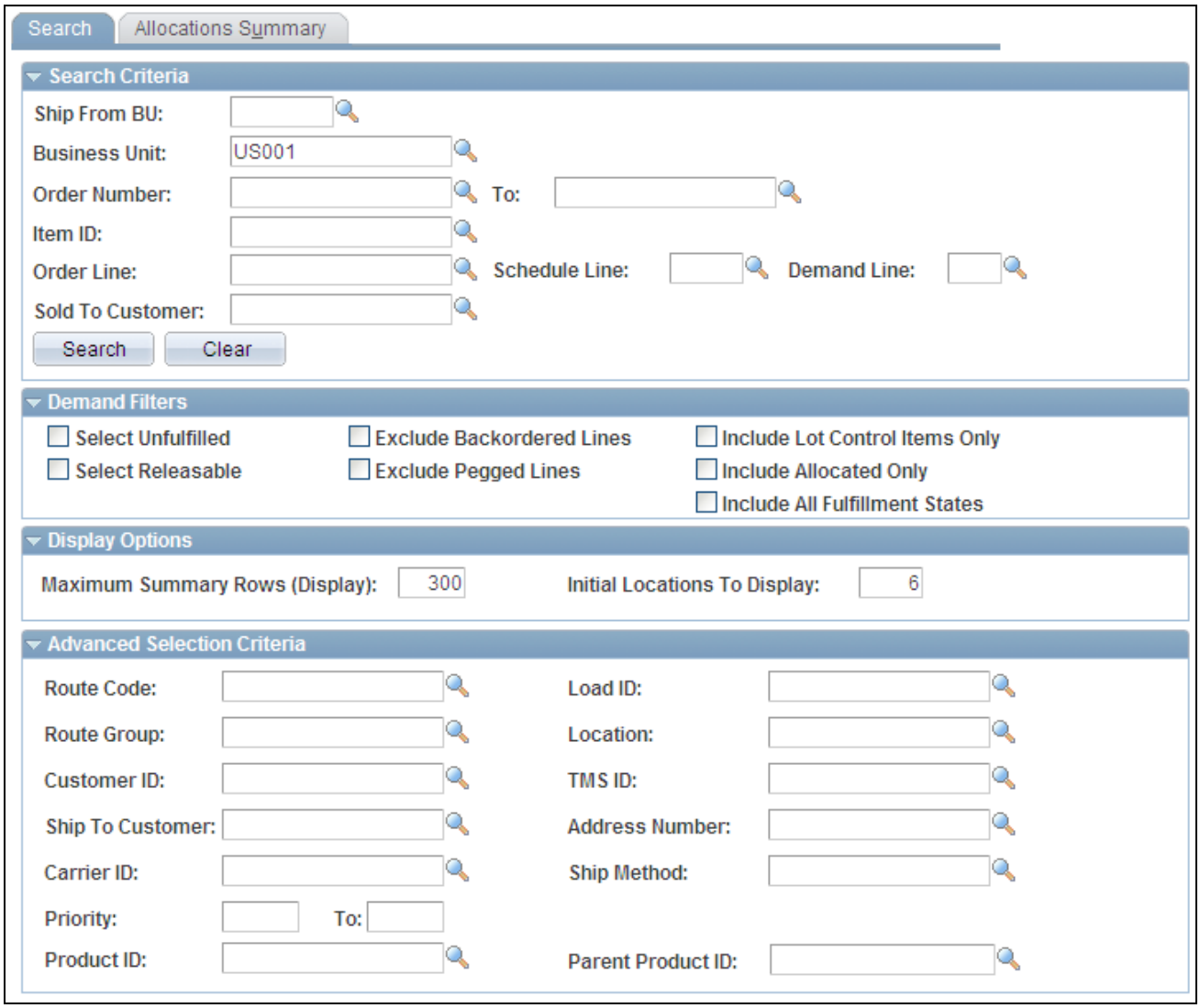


Allocation Workbench - Search page


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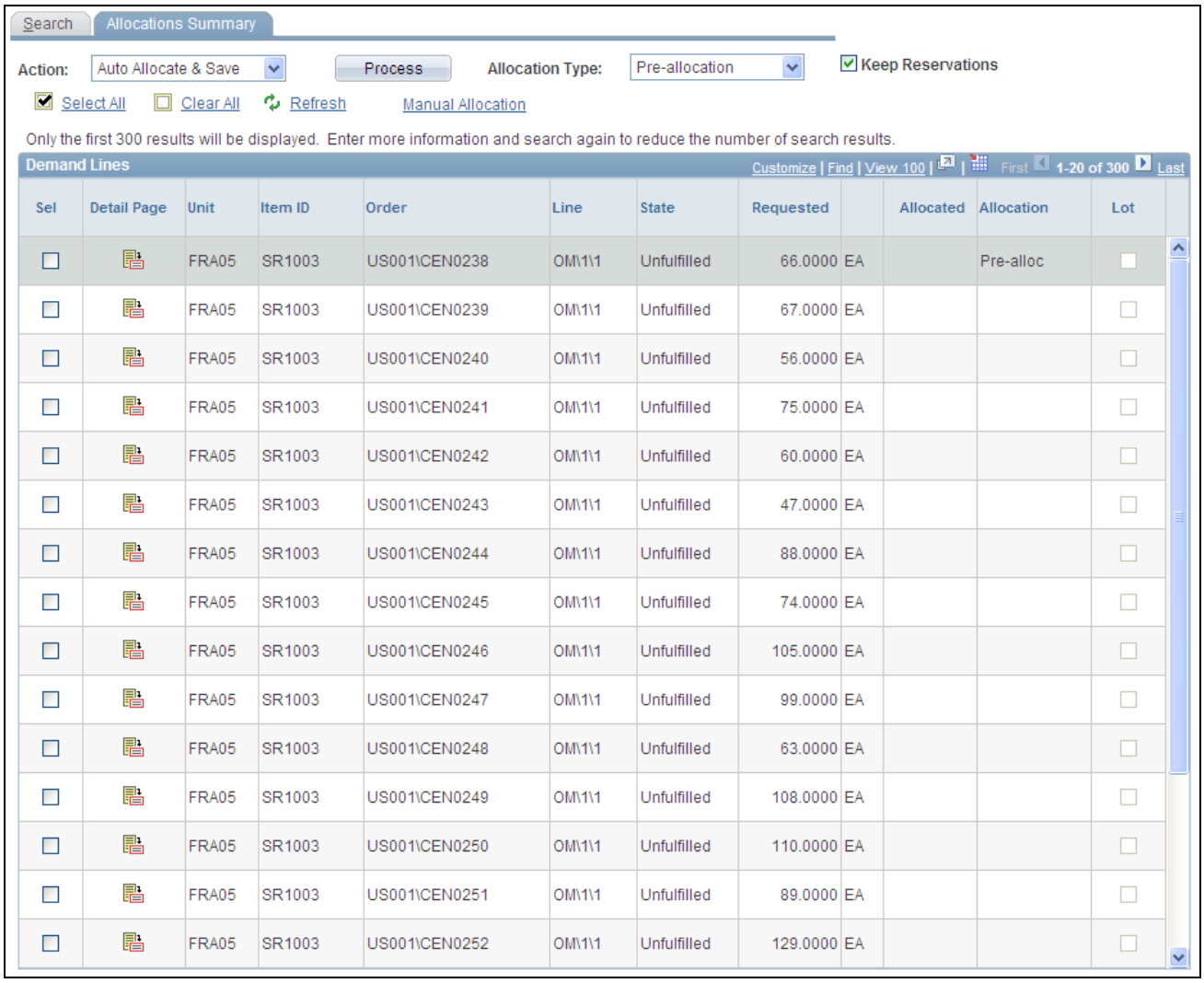


Allocation Workbench - Allocations Summary page

The search page prompts for the standard order keys along with advanced selection criteria. Additionally, there is a filter criteria to fine-tune the result set.

**Action** Specifies the current action when the Process button is clicked. When the user changes the action, a check is performed to see if any manual changes have been committed. A message is displayed to the user giving them the option to continue and loose the changes or to cancel the request. *Auto Allocate & Save* option will attempt to allocate the selected rows. Only valid combinations will be updated. Action will change to *Apply Manual Changes* when changes are made on the detail page.

**Process** Click the Process button to perform the Action against the selected rows and save.

**Allocation Type** Used to determine the type of allocation when a new allocation is created using either the Auto or Manual Option. Changing the Allocation Type works in a similar way as changing the Action.

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**Manual Allocation** Clicking this link will build the detail page for any selected rows and the Allocations Detail page is displayed.

## Entering Project-Related Information

Access the Project Defaults page (select *Project Defaults* in the Header Menu field on the Order Entry Form page).

**Source Type** A source designation that enables you to track, analyze, and report project costs. This field is the highest designation level and can be general or specific.

**Category** and **Subcategory** Optional additional levels that enable you to further break down project costs.

## Maintaining User Reference Information

Access the Header User Reference page (select *User Defined Reference* in the Header Menu field on the Order Entry Form page).

**Reference Number** Displays the customer's identifier for the text field.

**Text** Contains free-form text associated with the reference number. For example, if customers want to pass on their internal department numbers, they would set up a reference number as an identifier and include text here for the actual number of the internal department.

**Note.** This information is informational only and is used primarily with Electronic Commerce to pass information associated with the header, line, or schedule. This will flow through the various Electronic Commerce transactions such as 840, 845, 850, 855, 860, 865, 810, and 856.

See Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," page 513.

# Maintaining Additional Order Line Information

This section discusses how to determine whether an item is available to promise (ATP).

### *See Also*

Chapter 18, "Maintaining Order Header and Line Information," Maintaining Header and Line Information, page 324

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## Pages Used to Maintain Additional Order Line Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Line Export Detail | ORDENT_LINE_EXPORT | Click the Export Detail button from the Ship Options 1 tab in the Order Lines region on the Order Entry Form page. | View or change export shipping information for the ship-to customer.<br>Similar to the Header Export Detail page. |
| Manage Loads | LOAD_CONS_INV | Click the Manage Load button on the Order Lines Ship Options 2 tab on the Order Entry Form page. | View information about the load assigned to the order line.<br>Combine order lines into a load for shipping on a particular carrier. You can view the actual load weight and volume of the load against the ship via maximum weight and volume capacity.<br>**Note.** The load is assigned manually. The load is defined by the PeopleSoft Inventory business unit, carrier, ship type, and possibly the ship date and time. If the load is assigned, fields that define the load are disabled and cannot be changed until the load is removed. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Available to Promise | ORDENT_SCH_ATP | Select *Available to Promise* in the Line Menu field on the Order Entry Form page. | Activates a call to PeopleSoft Inventory to calculate ATP orders against future supply.<br><br>Select a promise option returned from PeopleSoft Inventory for ATP items, where the entire quantity is not available on the date requested. If the entire quantity requested is available on the date requested, the system promises the item to the sales order schedule without displaying any page information.<br><br>The item must be set up as an ATP item.<br><br>**Note.** The system will loop over all of the schedules. If all of the quantity can be promised, the page does not appear. If one schedule can promise all of the quantity, use the ATP page. If more then one schedule is used for the demand, use the Sales Order Message page. |
| Item/Product Availability | ATP_SUMMARY_INV | • Select *Item Product Availability* in the Line Menu field on the Order Entry Form page.<br><br>• Order Management, Quotes and Orders, Review Product Information<br><br>• Inventory, Manage Inventory, Review Inventory Balance Info | Check the current quantity and projected future availability for an item or product.<br><br>See *PeopleSoft Inventory 9.1 PeopleBook*, "Inquiring and Reporting About On-Hand Stock," Checking Item Availability. |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Custom Fields | ORDENT_LINE_CUSTOM | Select*Custom Fields* in the Line Menu field on the Order Entry Form page. | Add or update customer character, numeric, or date and time fields at the line level. The fields can be used with inbound and outbound EIPs.<br>See Chapter 18, "Maintaining Order Header and Line Information," Maintaining User Reference Information, page 368. |
| Line User Reference | ORDENT_LINE_CDATA | Select *User Defined Reference* in the Line Menu field on the Order Entry Form page. | Captures information that the customer wants referenced on the order. Data referenced here is informational only and is used with inbound and outbound EIPs.<br>See Chapter 18, "Maintaining Order Header and Line Information," Maintaining User Reference Information, page 368. |
| Line Holds/Change Reasons | ORDENT_LINE_RSN | Select *Holds / Change Reasons* in the Line Menu field on the Order Entry Form page. | Place orders on hold and enter or view the reasons for changes to order lines.<br>See Chapter 18, "Maintaining Order Header and Line Information," Entering Header Holds and Change Reasons, page 363. |
| Line Hold History | ORDENT_HLDHIST_SEC | Click the Hold History link on the Line Holds/Change Reasons page. | View an audit trail for the hold information on the line.<br>See Chapter 18, "Maintaining Order Header and Line Information," Viewing Order Hold History, page 362. |
| Line VAT Information | ORDENT_LINE_VAT | Select *VAT Information* in the Line Menu field on the Order Entry Form page. | Override VAT information at the line level.<br>See Chapter 29, "Order Processing in a VAT Environment," Modifying VAT Line Data, page 566. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Line Notes/Attachments | ORDENT_LINE_NOTE | Select *Notes / Attachments* in the Line Menu field on the Order Entry Form page. | You can associate notes or attachments with an order line and have them print on designated documents.<br>The attachments can be in any application format.<br>See Chapter 18, "Maintaining Order Header and Line Information," Maintaining Header Notes and Attachments, page 364. |
| Allocation Workbench | IN_ALLOC_WB_SUMMRY | • Order Management, Quotes and Orders, Allocation Workbench<br>• Select *Allocations* in the Line Menu field on the Order Entry Form page. | Use the Allocation Workbench to create a pre-allocation, lot-allocation, or move the demand line to the Released state and create a standard allocation.<br>See *PeopleSoft Inventory 9.1 PeopleBook*, "Allocating Orders in Demand Fulfillment." |
| Allocate Lots | IN_ALLOC_WB_SUMMRY | Select *Lot Allocation* in the Line Menu field on the Order Entry Form page. | Use the Allocate Lots component to create or change a lot-allocation for the sales order schedule line. In PeopleSoft Inventory demand fulfillment, a lot allocation occurs when an item quantity in a specific lot ID within the Inventory business unit has been reserved for a particular line containing a lot-controlled item.<br>See *PeopleSoft Inventory 9.1 PeopleBook*, "Allocating Orders in Demand Fulfillment," Creating a Lot Allocation. |
| RMA Reference for Sales Order | ORDENT_RMA_REF | Select *RMA Reference for this Line* in the Line Menu field on the Order Entry Form page. | View return and replacement sales order information. |
| Shipment Schedules | ORDENT_SCH_ENTRY | Click the Shipment Schedules link on the Order Entry Form page. | Define multiple order line shipments or change default information. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Shipments by Line | ORD_SHIP_LINE_VW | • Select *Actual Shipments* in the Line Menu field on the Order Entry Form page.<br>• Manage Sales Activities, Maintain Sales Orders, Inquire, Shipments by Line, Shipments by Line | View detail of shipment information for each product on an order. |

## Determining Whether an Item Is Available to Promise

Access the Available to Promise page (select *Available to Promise* in the Line Menu field on the Order Entry Form page).

**Scheduled Ship Date** — The first date that the quantity can be promised.

**ATP Quantity** (available to promise quantity) — The quantity that can be promised for the scheduled shipment date.

**Lead Time** — The number of days included in the scheduled shipment date when no existing supply (or not enough supply) is available for purchased or manufactured items. The system calculates availability based on the lead time of the item.

See *PeopleSoft Inventory 9.1 PeopleBook*, "Promising and Reserving Inventory," How Item Lead Time Affects ATP.

Select one of the check boxes:

- The first check box displays the maximum ATP quantity that the system can promise for the requested scheduled ship date from the order line.
- The second check box displays the scheduled ship date when the total requested amount can be promised.
- The third check box displays multiple schedules, with each schedule having the maximum quantity that can be promised for the different scheduled shipment dates.

After you select one of the three check boxes, click Accept and save the page.

See Chapter 15, "Introduction to Sales Order Entry," ATP, page 228.

# Viewing Product Information

View product information from the Review Product Information menu or from the Related Links button on the Product tab of the Order Entry Form page. After entering a product ID, if only one active page is accessible from the Related Links button, the page opens automatically.

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You can view messages and notes associated with the product by using the Message Board. The Message Board displays the information in the left-hand frame of the sales order underneath the portal navigation.

This section lists the pages used to view product information.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," Viewing Order, Customer, and Product Information with the Message Board, page 251

## Pages Used to View Product Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Attachments | PROD_ATT | • Products, Identify Product Details, Attachments<br>• Products, Review Product Information, Attachments<br>• Order Management, Quotes and Orders, Review Product Information, Attachments | View the multimedia files attached to a product. |
| Messages | PROD_MSG | • Products, Identify Product Details<br>• Order Management, Quotes and Orders, Review Product Information, Messages<br>• Products, Review Product Information, Messages | View messages associated with a product. |
| Notes | PROD_NOTE | • Products, Identify Product Details, Notes<br>• Order Management, Quotes and Orders, Review Product Information, Notes<br>• Products, Review Product Information, Notes | View notes associated with a product. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Product Annotations | PROD_ANNOTE | On the Product tab of the Order Lines region of the Order Entry Form page, click the Product Annotations link after clicking the Related Links button. | View notes, messages, or attachments associated with the product. This link is available only when annotations are present for the product. |
| Product Information Definition | PROD_DEFN | • Products, Identify Product Details, Definition<br>• Products, Review Product Information, Definition | View product details, competitor information, and product options. |
| Product Kit Summary | PRODKIT_SUMMARY | • Products, Identify Product Details, Kit Setup<br>• Products, Review Product Information, Product Kit<br>• Order Management, Quotes and Orders, Review Product Information, Product Kits | View the components of a product kit. |
| Product Alternates | PROD_ALT | • Products, Identify Product Details, Alternates<br>• Order Management, Quotes and Orders, Review Product Information, Alternates | View which products, if any, can serve as substitutes for a product when it is unavailable. |

## Viewing and Calculating Freight Charges

Use the Carrier Table page to indicate whether or not you want freight charges calculated externally by a third-party freight interface. If you select external, you will need to set up third-party information on the Carrier URL page.

At the order header level, access the Freight Charges page to calculate freight charges for the deliveries on the sales order. The selection on the Order Entry Features page determines when and how the freight charges are calculated:

- If you elected to have freight charges calculated online, they are calculated automatically at order save or when you click the Freight Charges link on the Order Entry Form page.

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- If you elected to have freight charges calculated manually, they are calculated only when you click the Freight Charges link on the Order Entry Form page.
- If you elected to have freight charges calculated in the background, they are calculated when the Order Completion process (OM_BACKGRND) is run.

Click the Freight Detail link on the Freight Charges page to access the Freight Detail page, where you can view the audit details for how each freight charge was calculated for each delivery.

At the order header level, access the Deliveries page to view the details of each delivery of the order. You can also change or add the freight charge method on the Deliveries page.

In PeopleSoft Order Management, freight charges appear in the Price Summary section of the Order Entry Form page and are printed on the Sales Order report.

### *See Also*

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations"

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Defining External Third-Party Freight Integration"

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Using Delivery Management and Freight Calculations"

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Shipping and Returns Options, page 40

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Chapter 19

# Maintaining Order Schedule Information

This chapter provides an overview of order schedule information and discusses how to:

- Maintain order schedule information.
- Maintain additional order schedule information.

## Understanding Order Schedule Information

At the schedule level, you split the order quantity into one or more shipments. An order can include multiple lines, and each line can have multiple schedules. It is not necessary to enter any information at the shipment schedule level unless you create multiple schedules for an order line. Most of the fields will have default values that are acquired from the line and are described in the Maintaining Order Header and Line Information.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," page 213

Chapter 18, "Maintaining Order Header and Line Information," page 323

Chapter 16, "Setting Default Sales Order Values," page 283

Chapter 20, "Working with Large Orders and Quotes," page 391

Chapter 22, "Using Self-Service Order Entry and Order Status," page 449

Chapter 21, "Entering Counter Sales," page 401

## Maintaining Order Schedule Information

This section discusses how to:

- Enter shipment schedule information.
- Modify pricing information for the order schedule.

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## Pages Used to Maintain Order Schedules

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Shipment Schedules | ORDENT_SCH_ENTRY | Click the Shipment Schedules on the Order Entry Form page. | Define multiple order line shipments or change default information. |
| Schedule Export Detail | ORDENT_SCH_EXPORT | Click the Export Detail button on the Ship To tab on the Shipment Schedules page. | View or change export shipping information for the ship to customer.<br>The fields that are on this page are the same as those on the Header Export Detail page. |
| Export License Detail | ORDENT_EXP_LIC | Click the Export License Detail link on the Schedule Export Detail page. | View export license information for a ship to customer.<br>The fields on this page are the same as those that are on the Header - Export License Detail page. |
| Import License Detail | ORDENT_IMP_LIC | Click the Import License Detail link on the Schedule Export Detail page. | View export license information for a ship-to customer.<br>The fields on this page are the same as those on the Header - Import License Detail page. |
| Schedule Pricing Data | ORDENT_SCH_PRICE | Select the Pricing Data link on the Shipment Schedules page. | Enter pricing information for the schedule. Also enter manual adjustments.<br>Many of the fields are the same as the fields on the Line Pricing Data page. |

## Entering Shipment Schedule Information

Access the Shipment Schedules page (click the Shipment Schedules on the Order Entry Form page).


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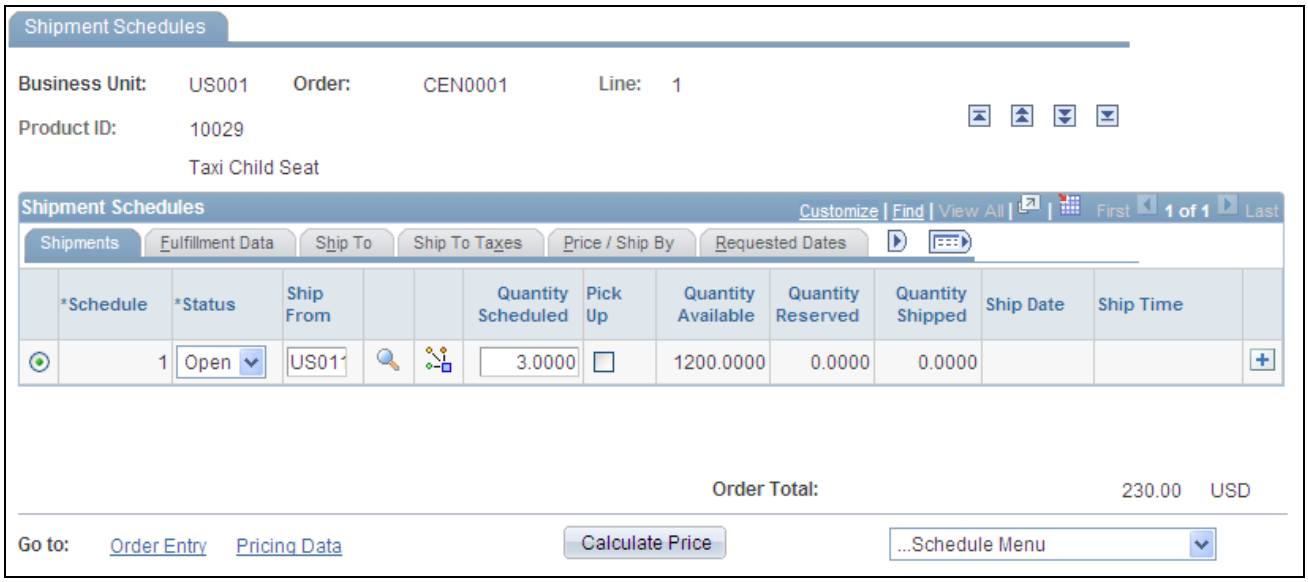


Shipment Schedules page

### *Common Information*

**Order Total** The value and its corresponding currency code appear by default from the Order Entry Form page.

**Schedule** The number that is in this field increases by the increment value that you define on the Order Management Definition - Order Management Setup page.

### *Shipments Tab*

Select the Shipments tab.

**Hold** If the schedule is on hold, *S* appears in the field. If the line is on hold, LINE HOLD appears at the top of the page.

**Status** Indicates the status.

See Chapter 18, "Maintaining Order Header and Line Information," Common Elements Used in This Section, page 325.

**Ship From** The ship from warehouse (inventory business unit) appears by default from the line, and you can edit it here. If you change the ship to customer for the schedule, the ship from warehouse appears by default from that customer's distribution network (if one is assigned). The Ship From field does not appear for direct-shipped products or services.

For counter sales, the ship from warehouse (inventory business unit) defaults from the selection made when you enter the component.

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**Quantity Scheduled** Appears by default from the line. You can change this to create multiple schedules for the order line quantity.

**Note.** The sum of the quantity on the schedule or schedules cannot exceed the quantity on the order line. However, you can schedule less than the quantity that is on the order line if the customer is not sure of the delivery schedule for the order.

**Quantity Available** Displays the quantity available in the ship from PeopleSoft Inventory business unit.

**Quantity Reserved** Appears if the demand is reserved in PeopleSoft Inventory or if you select the Reserve Order or Reserve Line link from the Order Entry Form at the header or line level. You can only reserve from the header or line level.

**Quantity Shipped** If the product has shipped, the quantity appears.

**Ship Date** The latest ship date for this schedule.

**Ship Time** The latest ship time for this schedule.

### *Fulfillment Data Tab*

Select the Fulfillment Data tab.

**Shipping EIP Control ID** If the schedule was completed in the counter sale environment, the system send a Request to Ship transaction (Transaction code 0366) to PeopleSoft Inventory. This is the EIP control ID of the shipment transaction. It is informational only and can be used to track down any issues in Inventory. These transactions are maintained and processed in SCM Integrations menu.

**Quantity Available** Displays the quantity available in the ship from PeopleSoft Inventory business unit.

**Quantity Reserved** Appears if the demand is reserved in PeopleSoft Inventory or if you select the Reserve Order or Reserve Line link from the Order Entry Form at the header or line level. You can only reserve from the header or line level.

**Quantity Shipped** If the product has shipped, the quantity appears.

**Skip Lot Allocation** Select to skip lot allocation.

### *Ship To Tab*

Select the Ship To tab.


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Click the View Related Links button to access additional options for a ship to customer:

- View Ship To Customer Address.
- Override Ship To Address.
- Ship To Address Annotations.

**Location** The field displays the default location number from the line; you can edit this field.

### *Ship To Taxes Tab*

Select the Ship To Taxes tab.

These fields are the same as on the line.

### *Price / Ship By Tab*

Select the Price / Ship By tab.

**Net Unit Price** If you change this price, you must select a Price Adjustment Reason when prompted.

**Delivery ID** The Id displays if the business unit is using deliveries.

**Document Reference** The document number of a schedule assigned to the delivery. If the schedule was completed in counter sale, the document reference number is the Goods Receipt document reference number that the schedule appeared on.

### *Requested Dates/Scheduled Dates Tabs*

Select a tab.

**Frozen Flag** Indicates in PeopleSoft Supply Planning whether a schedule should be prevented from rescheduling if no supplies are available.

### *Ship Options 1*

Select the Options 1 tab.

The fields are the same as on the line.

### *Ship Options 2 Tab*

Select the Options 2 tab.

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The fields are the same as on the line with the addition of Special Handling.

**Use Preferred Freight Carrier** If a carrier is entered for the buying agreement terms, this field indicates whether the carrier has been designated for freight purposes.

**Special Handling** Select this option for direct ship schedules that require special attention to the freight terms, carrier ID, and ship via information. When PeopleSoft Purchasing processes direct ship order schedules and you select this check box, the freight terms, carrier ID, and ship via information appear on the requisition and purchase order.

### *Claimback/Supply Source Tab*

Select the Claimback/Supply Source Tab.

**Source Type** Displays the source type.

**Claimback Contract ID** Enter the Claimback Contract ID. You can search for the Contract ID by clicking on the icon near the Claimback Contract ID field. The Claimback Contract ID Search page is displayed.

See Chapter 15, "Introduction to Sales Order Entry," Viewing Alternate Sources of Supply, page 269.

### *Backorder/Reservation Rules Tab*

Select the Backorder/Reservation Rules tab. The fields are the same as on the line.

### *Tax Location Tab*

Select the Tax Location tab.

You can enter and override the defaults. The fields are passed to PeopleSoft Billing for tax calculations. These fields are available only when a third party tax vendor is used by the Order Management business unit. Fields will be displayed within the context of the specific tax vendor and software version.

**Ship From Location** Enter the ship-from location for the schedule line. If you do not provide a value, the third-party tax vendor uses the ship-to address as the ship-from address.

**Tax Date** The date on which tax should be calculated. For an invoice whose lines have different ship dates, the system uses the ship date as the tax date. If you leave the Tax Date field empty, the document date will be used as the default value.


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**Order Acceptance** The place of business where you accepted a purchaser's offer to buy or the place where you became contractually obligated to make the sale. This value defaults from the order acceptance location that is associated with the Order Management business unit. Third-party tax vendors use this field to determine tax jurisdiction. If you have not provided an order acceptance address, the third-party tax vendor assumes the address is the same as the Ship From address.

**Order Origin** The place of business where you receive a purchaser's offer to buy. The value appears automatically from the order origin location that is associated with the PeopleSoft Order Management business unit. This field is used only by Taxware for jurisdiction determination. If you have not provided an order origin address, the third-party tax vendor uses the order acceptance address as the order origin address.

**Store Location** The system passes this value to Vertex as the store code, or to Taxware Sales and Use Tax as the business location code.

**Title Passage** Select the point of title passage. Select *Sell Origin,Buyer Dest* (destination), or *Consignee.* The system passes this value to Taxware Sales and Use Tax for jurisdiction determination.

**Job Number** The system passes this value to Taxware Sales and Use Tax to determine tax exceptions only.

**Error Description** Displays the third-party tax vendor error code and its description if you are using a third-party tax vendor and a tax calculation error occurs.

### *Tax Codes Tab*

Select the Tax Codes tab. You can enter and override the defaults. The fields are passed to PeopleSoft Billing for tax calculations.

**Tax Group** The system passes this value to Vertex as the product category or to Taxware as the product code. You can set a default value from the charge code ID.

**Transaction Type** Select *None,Lease,Purchase,Return, Rental,Sale,* or *Service.* You can set a default value from the charge code ID. The system passes this value to the third-party tax vendor for tax calculation.

**Transaction Sub Type** Select from the valid transaction subtypes. You can set a default value from the charge code ID. This value is passed to Vertex Q Series only.

**Exempt Reason Code** Enter Taxware reason codes to indicate why taxes are exempt for the line. You must add translate values into the field TAX_EXEMPT_RC to use them online.

**Tax Customer Group** Enter the Vertex customer group code.

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| | |
|---|---|
| **Tax User Area** | The system passes this value to Vertex Q Series for reference purposes only. |
| **Tax Customer ID** | Enter the customer ID to pass to the third-party tax vendor for exemption processing. If you leave this field blank, the system sends the ship-to customer to the third-party tax vendor. |
| **Tax Date** | The date on which tax should be calculated. When using Vertex, document and tax date will generally be the same. However, for an invoice whose lines have different ship dates, the system uses the ship date as the tax date. If you leave the tax date field empty, the document date will be used as the default value. |
| **Service Performance Location** | The address information for the ship-to-location used as the service performed location. |
| **Division for Tax Vendors** | Identifies a division within an organization. Uses defaults values from the Order Management business unit. |
| **Department for Tax Vendors** | Identifies a department within an organization. Uses defaults values from the Order Management business unit. |

## Modifying Pricing Information for the Order Schedule

Access the Schedule Pricing Data page (select the Pricing Data link on the Shipment Schedules page).

---

**Note.** The fields on this page are identical to the fields on the Line Pricing Data page except for additional fields in the Miscellaneous section.

---

See Chapter 18, "Maintaining Order Header and Line Information," Modifying Pricing Information, page 350 .

### *Miscellaneous*

| | |
|---|---|
| **Buying Agreement ID** | Buying agreement ID that is defined on the order line. |
| **Buying Agreement Line** | Buying agreement line number that is defined on the order line. |
| **Projects Distribution Status** | Select a distribution status to determine whether the order is picked up by PeopleSoft Project Costing. PeopleSoft Project Costing picks up all schedules with a status of *None* and then changes the status to *D* (generated). Any time that you change the schedule after the status is set to *D* (generated), the status is reset to *Modified* so that PeopleSoft Project Costing evaluates the change for its processing. If you do not want PeopleSoft Project Costing to consider this schedule, select *Ignore* as the Project Costing Status. |


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| | |
|---|---|
| **Distribution Type** | Determines which cost of goods sold account is debited when a shipment is made in PeopleSoft Inventory against a sales order. PeopleSoft Inventory handles the distribution type for stocked items at the time of shipment. For non-stock products, you can optionally select a value in the field. |
| **Tax Customer Group** | Used to pass tax exceptions to Vertex. For example, if a customer is charged different tax rates for the same product depending on its use, you can set up exceptions in Vertex, defining different taxing policies for the same product. The schedule value appears by default from the line. |
| **Tax Exempt** | Select this check box if this schedule is tax exempt. |
| **Exemption Certificate** | If the schedule is tax exempt, enter the exemption certificate ID here. |
| **Payment Terms** | Enter the Payment terms. |

# Maintaining Additional Order Schedule Information

This section provides information about entering or modifying additional information for the options that are available under the Schedule Menu section of the Shipment Schedules page.

Enter required and commonly used order schedule information on the Shipment Schedules page.

This section discusses how to modify general ledger account distributions.

### *See Also*

Chapter 19, "Maintaining Order Schedule Information," Maintaining Order Schedule Information, page 377

## Pages Used to Maintain Additional Order Schedules Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Item/Product Availability | ATP_SUMMARY_INV | Select Item/Product Availability in the … Schedule Menu field on the Shipment Schedules page. | Check the current quantity and projected future availability for an item or product.<br>See *PeopleSoft Inventory 9.1 PeopleBook*, "Inquiring and Reporting About On-Hand Stock," Checking Item Availability. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Available to Promise | ORDENT_SCH_ATP | Select Available to Promise in the …Schedule Menu field on the Shipment Schedules page. | Activates a call to PeopleSoft Inventory to calculate available to promise orders against future supply. The Available To Promise page appears if the entire quantity is available to promise. |
| Carrier Information | ORDENT_CARRIER_VW | Click the Carrier Detail button from various pages that are in the schedule. | View carrier information. View this page from the header, line, or schedule. |
| Schedule Commissions | ORDENT_SCH_COMM1 | Select Commissions from the …Schedule Menu field on the Shipment Schedules page. | View or modify commission information at the schedule level.<br>See Chapter 11, "Structuring Commissions," Calculating Commissions at the Schedule Level, page 146. |
| Copy Schedule | ORDENT_SCH_COPY | Select Copy Schedule from the …Schedule Menu on the Shipment Schedules page. | Copy one or more schedules of the order line.<br>See Chapter 15, "Introduction to Sales Order Entry," Copying Sales Order Information, page 242. |
| Currency Data | ORDENT_HDR_CURR | Select Currency Detail from the …Schedule Menu on the Shipment Schedules page. | View currency and exchange rate information for the order.<br>You can have only one currency per order. You can change the currency for the order until lines are added to the order. |
| Custom Fields | ORDENT_SCH_CUSTOM | Select *Custom Fields* in the Schedule Menu field on the Shipment Schedules page. | Add or update customer character, numeric, or date and time fields at the schedule level. The fields can be used with inbound and outbound EIPs.<br>See Chapter 18, "Maintaining Order Header and Line Information," Maintaining User Reference Information, page 368. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Distribution Accounts | ORDENT_SCH_DISTRIB | Select Distribution Accounts from the Schedule Menu on the Shipment Schedules page. | Modify general ledger account distribution for the shipment schedule. |
| Manage Loads | LOAD_CONS_INV | Select Manage Load from the …Schedule Menu on the Shipment Schedules page.<br>Control Inventory, Fulfill Stock Orders, Use2, Manage Loads, Manage Loads | View load information.<br>Combine order lines into a load for shipping on a particular carrier. View the actual load weight and volume of the load against the ship via maximum weight and volume capacity. |
| Projects Defaults | ORD_SCH_PROJ | Select Project Information from the …Schedule Menu on the Shipment Schedules page. | Enter or view PeopleSoft Project Costing information for the schedule.<br>The fields that are on this page are the same as those on the Header Project Defaults page. |
| Schedule User Reference | ORDENT_SCH_CDATA | Select User Defined Reference from the … Schedule Menu on the Shipment Schedules page. | Captures information that the customer wants referenced on the order. Data referenced here is informational only and is used with inbound and outbound EIPs. |
| Schedule Vat Information | ORDENT_SCH_VAT | Select VAT Information (value-added tax information) from the Schedule Menu on the Shipment Schedules page. | Enter or override VAT default values for the schedule. |
| Schedule Notes/Attachments | ORDENT_SCH_NOTE | Select Notes / Attachments from the …Schedule Menu on the Shipment Schedules page. | Associate notes or attachments with a sales order schedule and print them on designated documents. For example, you can attach a Word document or an Excel spreadsheet to an order. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Schedule Holds/Change Reasons | ORDENT_SCH_RSN | Select Holds / Change Reasons from the … Schedule Menu on the Shipment Schedules page. | Enter and view holds and reasons for holds to order schedules.<br>See Chapter 18, "Maintaining Order Header and Line Information," Entering Header Holds and Change Reasons, page 363. |
| Schedule Hold History | ORDENT_HLDHIST_SEC | Click the Hold History link on the Schedule Holds/Change Reasons page. | View an audit trail for the hold information on the schedule.<br>See Chapter 18, "Maintaining Order Header and Line Information," Viewing Order Hold History, page 362. |
| Actual Shipments | ORD_SHIP_SCHED_VW | Select Actual Shipments from the …Schedule Menu on the Shipment Schedules page. | View shipment detail for a schedule.<br>See Chapter 15, "Introduction to Sales Order Entry," Viewing Order Information, page 281. |
| Allocations | IN_ALLOC_WB_SUMMRY | Select Allocations from the …Schedule Menu on the Shipment Schedules page. | Use the Allocation Workbench to create a pre-allocation or lot allocation or move demand to the Released state in order to create a standard allocation. |
| Excise and Sales Tax | ORDENT_EXS_TAX_PG | Select Excise and Sales Tax from the …Schedule Menu on the Shipment Schedules page. | View India excise and sales tax information. |
| Lot Allocation | IN_ALLOC_WB_DETAIL | Select Lot Allocation from the …Schedule Menu on the Shipment Schedules page. | Use the Allocation Workbench to lot allocate a lot-controlled product. |

## Modifying General Ledger Account Distributions

Access the Distribution Accounts page (select Distribution Accounts from the Schedule Menu on the Shipment Schedules page).


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**Note.** If the Order Management business unit is set up to pass discounts and surcharges to PeopleSoft Billing and the distribution IDs do not come from the price rules, you can view and modify the order schedule distribution IDs. If you want to view distribution IDs that come from price rules, you must open each price rule that is attached to the schedule. If the business unit is not set up to pass discounts and surcharges to PeopleSoft Billing, you cannot view or change the distribution IDs at the schedule level, whatever their source.

**Revenue Code, Discount Code, Surcharge Code** Add or change these distribution codes. If you enter more than one value for a code, use the associated distribution percent fields to enter the percentages. The revenue distribution percent for each separate type of code must equal 100 percent.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," Distribution Codes, page 230

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Chapter 20

# Working with Large Orders and Quotes

This chapter provides an overview of managing large orders and quotes and discusses how to:

- Copy large orders.
- Update schedules for large orders.

## Understanding Large Order Processing

The functionality in this chapter helps you improve the performance for processing large orders. The system and environment configurations affect the processing of large orders and determine what is considered a large order for processing purposes.

PeopleSoft Order Management uses chunking to maximize performance for orders that have a large number of lines or schedules. Chunking controls the amount of order information that appears in the order entry form and is set up on the Installation Options Order Management page. When setting up chunking, you select the maximum number of lines to appear, schedules per line, rows to price online, and sources of supply rows for sales order and maximum number of lines to appear for buying agreements.

**Note.** A chunk is not the same as a screen full of data. It represents all of the rows that are in the scroll at a given point in time.

Chunking is used in these areas:

- Viewing order lines and schedules.
- Copying orders.
- Updating all schedules of an order.

If an order or quote has more lines than the maximum lines that are defined on the Order Management Installation Options page, a search criteria page appears in place of the standard order line grid on the order entry form. You must search for the lines that you want to update. The lines that are found by the search appear in a separate area below the search criteria. They can be selected and retrieved into the order or quote. After the lines are retrieved, they may be updated or copied in the same manner as with a standard order or quote. Though the search may find more lines than the maximum that is defined, you cannot retrieve more than the maximum lines into the line grid. For example, if there are 1200 lines in the order, but the maximum lines to appear is 1000, you can only retrieve 1000 lines.

If you want to skip the display of existing lines or add new lines, you can use the Cancel Search button to return to the regular sales order grid.

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**Note.** When you retrieve rows into the order line grid, they remain there until new lines are selected for update. Click the Cancel Search button to re-display the order line grid in its previous state.

On the main order entry form, up to 10 rows of customer purchase history appear. If there are more, a More Orders link appears. When viewing the customer purchase history, the number of rows that appear is also governed by the maximum number of lines that are defined at installation. Use the buttons at the top of the page to scroll through purchase history.

When retrieving schedules for a particular line, if the number of schedules for the line exceeds the maximum number of schedules that are defined at installation, only the maximum number are available. As with customer purchase history, use the buttons above the schedule grid to navigate through the schedules for the line. If the number of schedules for the line is less then the maximum, all schedules appear for the line.

Buttons used to view customer purchase history and schedules

If you are repricing and the total number of orders per line or schedules on the order exceeds the maximum that is defined, a message appears directing you to use the Order Repricing process.

When using alternate sourcing, each schedule can be sourced individually. If you select the 'Source all lines' button, only those lines in the buffer are sourced.

**Note.** It is important that you run the sales order background processes (Hold Checking, Credit Checking, Repricing, Populate Demand, Order Completing, Reservations) regularly when working with large orders in order to keep the sales order data up to date if the order cannot be priced online. For example, if you are updating an order that has more lines or schedules then the maximum that is allowed, run the Hold Checking process (OM_HOLD) to update any holds that are on the order. Hold processing is performed only for the lines and schedules that are in the page buffer, even though hold processing may be set up for the Order Management business unit.

**Note.** The line and schedule maximums only apply to retrieving existing order data. New orders may have as many lines or schedules as needed.

### *See Also*

Chapter 24, "Processing Sales Orders," Running Order Completion/Repricing, page 468

*PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Setting Installation Options for PeopleSoft Applications," Defining Order Management Installation Options

## Copying Large Sales Orders

The section discusses how to:

- Copy large orders.
- Copy large order lines.

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## Pages Used to Copy Large Sales Orders

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Select Order to Copy | ORD_COPY_SELECTION | Order Management, Quotes and Orders, Process Orders, Sales Order/Quote Copy, Order Copy | Use this page to run the Copy Sales Order/Quote process to copy large sales orders or quotations into a new sales order. |
| Select Order Lines to Copy | ORD_COPYLN_SELECT | Order Management, Quotes and Orders, Process Orders, Sales Order/Quote Copy, Order Lines to Copy | Use this page to run the Copy Sales Order/Quote process to copy large sales orders or quotation lines into a new sales order. |

## Copying Large Orders

Access the Select Order to Copy page (Order Management, Quotes and Orders, Process Orders, Sales Order/Quote Copy, Select Order to Copy).

---

**Note.** If you attempt to use the Select Order to Copy page from the header menu on the order entry form and either the line maximum or schedules per line maximum is exceeded for the order or quote, you are directed to use the Sales Order/Quote Copy process (ORD_COPY) to copy the order.

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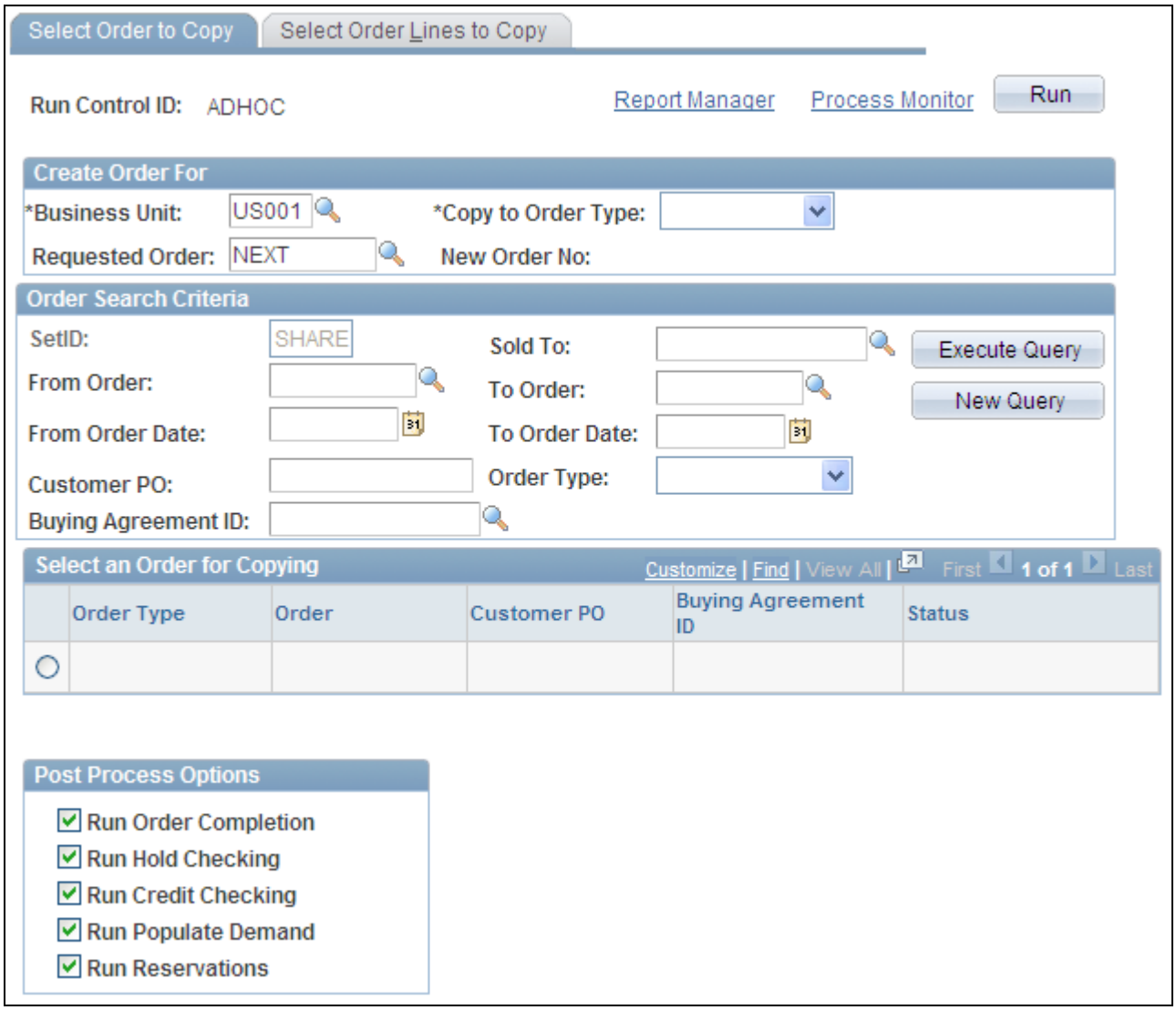


Select Order to Copy page

**Copy to Order Type** Select a new order type. This applies when copying from a quote to a sales order.

**Selection Criteria** Enter values to search for the orders to copy.

**Run Order Completion** and **Run Hold Checking** and **Run Credit Checking** and **Run Populate Demand** and **Run Reservations** Select the additional processes to run after the Order Copy process is run.

**Note.** Any processes selected execute in the order displayed and run as part of this process.

## Copying Large Order Lines

Access the Select Order Lines to Copy page (Order Management, Quotes and Orders, Process Orders, Sales Order/Quote Copy, Select Order Lines to Copy).


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**Note.** If this page is not accessed, all eligible lines are copied.

**Select All** Select individual lines or use the link to select all of the lines to copy.

# Updating Schedules for Large Orders and Quotes

This section provides an overview of OM update schedules process and discusses how to run the OM update schedules process.

## Understanding the OM Update Schedules Process (OM_ORDCHG)

The OM Update Schedules process (OM_ORDCHG) is used to update schedules for orders and quotes for which the number of order lines or schedules per line exceeds the maximum that you define on the Installation Options Order Management page. You can also use the process to update a range of sales orders by PeopleSoft Order Management Business Unit. The system checks the demand change configuration settings in PeopleSoft Inventory to determine if the changes can be made. For example, a change to the scheduled ship date is not changed if the schedule already shipped. When changes are made in Order Management but not Inventory, a notification is sent if someone is defined as the Inventory Manager for each field that is changed.

Fields that use default values from the buying agreements will not be changed.

Updates to shipping fields may require special handling. If a change in the ship date will cause a change in the composition of the kit (due to date_in_effect and date_obsolete values on the kit components), then the ship date will not be changed. If a change in the ship date occurs for an ATP schedule, the demand will become unpromised. For non-lot allocated demand that is partially shipped, the unshipped quantity will be canceled, regardless of any backorder rules. For lot allocated (or partially allocated) demand that is partially shipped, the unshipped demand shall be canceled, and the lots will be deallocated.

Any changes to address information such as phone, contact name, customer, and email address can be changed using the same rules that govern changing address information on sales orders. However, for large orders using chunking, there may be discrepancies between the header, line, and schedule. Schedules that are not in the buffer are not updated with an address override until the Update Schedules process is run.

After Update Schedules process is run, you can view the results of the process on the Update Schedules Results page. The page displays the status for each schedule with respect to the requested updates. The page is unavailable for entry. The results may be deleted by using the Purge Update Schedules Results process (OM_MURSL_DEL).

**Note.** If you attempt to use the Update Schedules page from the header menu on the order entry form and the number of lines or schedules per line exceeds the maximum, you are directed to use the OM Update Schedules process.

**Note.** The OM Update Schedules process can also be used for sales orders that do not exceed the maximum number of lines or schedules.

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## Pages Used to Update Large Schedules

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Run Update Schedules | RUN_OM_MASSUPD | Order Management, Quotes and Orders, Process Orders, Update Schedules | Use to update schedules for orders that exceed the maximum schedules per line that is defined on the Installation Options Order Management page. |
| Update Schedules Results | OM_MASSUPD_RSLTS | Order Management, Quotes and Orders, Process Orders, View Schedule Change Results | Use to view the results of the OM Update Schedules process. |
| Delete Mass Update Results | RUN_OM_MURSLT_DEL | Order Management, Quotes and Orders, Process Orders, Delete Schedule Change Results | Use to delete the OM Update Schedules results. |

## Running the OM Update Schedules Process

Access the Run Update Schedules page (Order Management, Quotes and Orders, Process Orders, Update Schedules).


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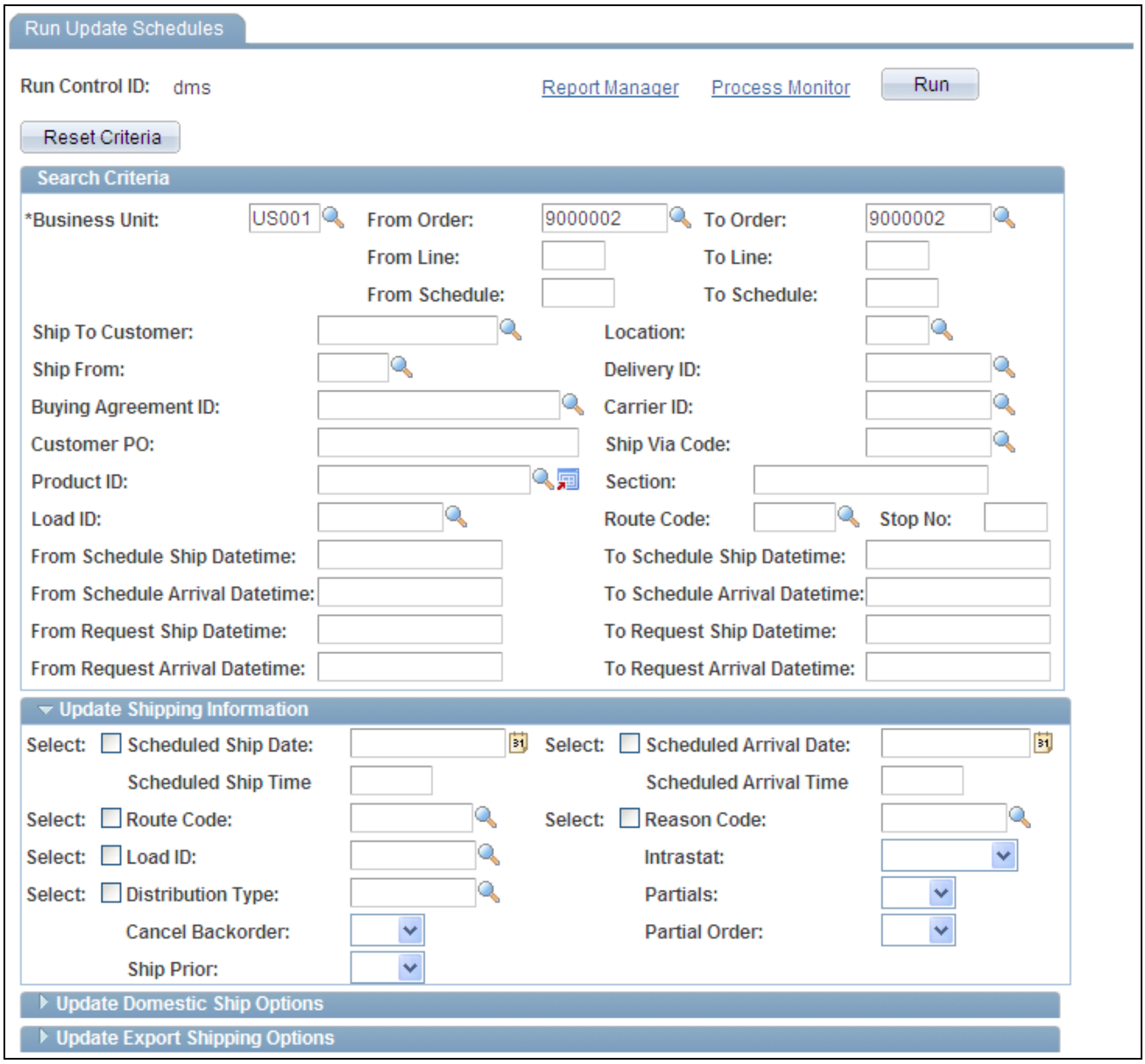


Run Update Schedules Page (1 of 2)

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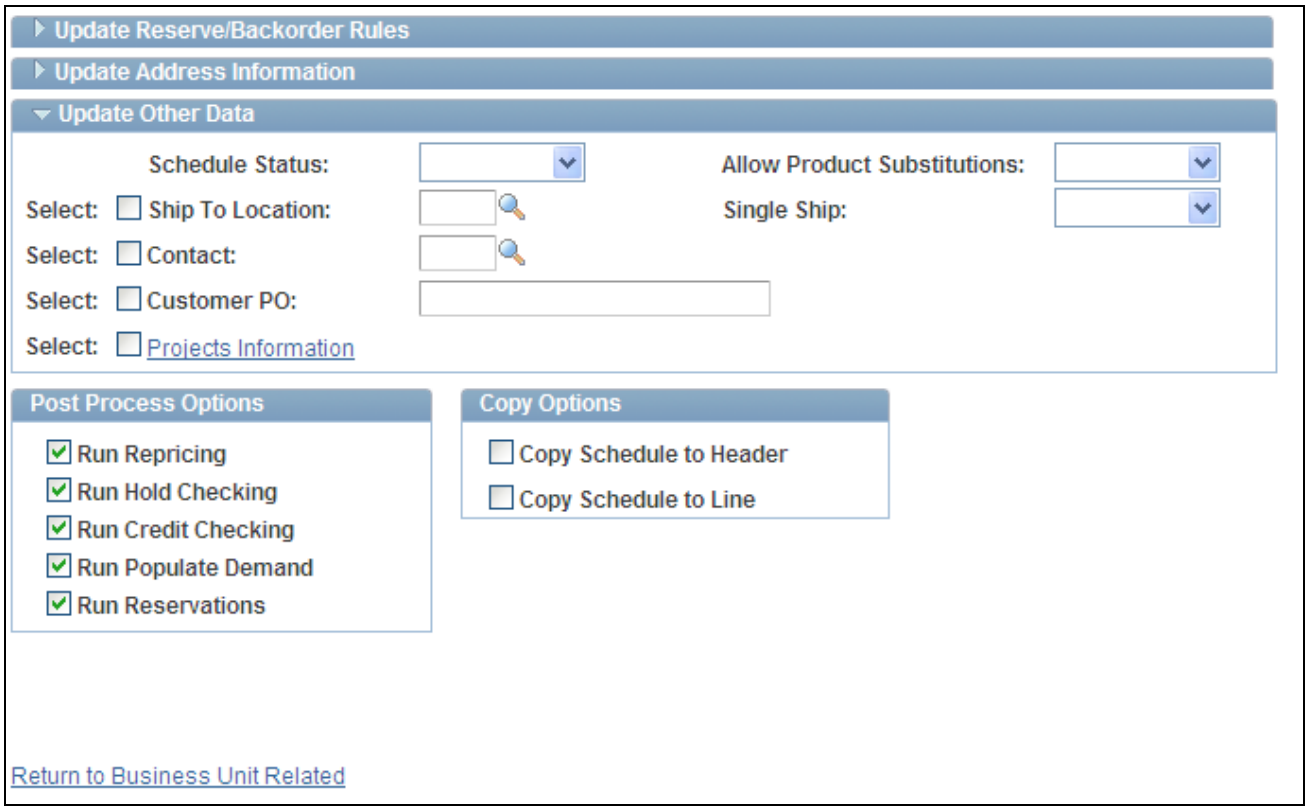


Run Update Schedules Page (2 of 2)

Reset Criteria — Click the button to clear the values.

**Search Criteria** — After entering a business unit, select additional values to be updated by the OM Update Schedules process (OM_ORDCHG).

**Select** — Use to indicate that a text field is to be changed.

***Warning!*** If a check box is selected and no value is provided for the corresponding field, the Update Schedules process attempts to change the field to a blank field on all applicable schedules.

**Partials** — If *Yes*,Partial Order must also be *Yes* and you can change the value to *No* only.

If *No*,Partial Order must also be *No* and you can change the value to *Yes* only.


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| | |
|---|---|
| **Address** | Enter a country code for proper address formatting.<br><br>**Note.** If the select check box is marked and no address is provided, the address that corresponds to the schedules' ship to location is used to update the schedules in PeopleSoft Order Management and Inventory.<br><br>**Note.** Address overrides are added or updated at the schedule level only for non-single ship orders, and at the header for single ship orders. Ship-to address updates will not occur at the line or header levels. |
| **Schedule Status** | You can change the field to *Open* or *Canceled* only. At the completion of the process, the status is applied to the order lines and header as applicable. For example, if all the pending schedules of a line are changed to open, the line status is changed to open, and if all order lines are changed to open, the header status is automatically changed to open.<br><br>When updating the schedule status to cancel, the line will be updated to cancel only if there are no other open schedules for the line. If all schedules for the line are canceled, the line status is also set to cancel. If all lines of the order are canceled, the order will be set to cancel. |
| **Single ship** | You can change the field from *Yes* to *No* only. |
| **Run Repricing** and **Run Hold Checking** and **Run Credit Checking** and **Run Populate Demand** and **Run Reservations** | Select the processes to run after the OM Update Schedules process is run.<br><br>**Note.** If the Order Management business unit uses deliveries or VAT parameters for a schedule need to be redefaulted, the Order Completion process (OM_BACKGRND) is always run after the OM Update Schedules process is run. The process performs repricing and attempts to update default values that were blank. |
| **Copy Schedule to Header** and **Copy Schedule to Line** | Select these boxes to copy the schedule line information to the order line and order header. The copy process is done when one or more schedule lines have been updated. When none of the checkboxes are selected and the schedule line being updated is the only open schedule line for that order line, the order line is updated with that schedule line information. Similarly, if none of the checkboxes are selected and the order line being updated is the only open line for the order, the order header is updated with that order line information. If the schedule line being updated is not the only open schedule line for that order line and the checkboxes are unchecked, the order line and order header will not be updated. |

Line and header level ship-to information, including contact, will be updated only if the ship-to customer matches the value on the updated schedules.

**Note.** Changes to any Export Shipping Options will only be updated on the order line if the line is marked for export. Changes to the Domestic Ship Options of carrier ID and ship via will only be updated on the order line if the line does not have a load defined for it. If the Load ID on the order schedule is being cleared, then any carrier ID and ship via changes will be applied to the order line. If any of the fields related to routes are updated on the order line, the system will recalculate the route information for the line.

Set up the EMP_SERVLET for the notifications used with URL Locations prior to running the process.

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See Chapter 4, "Implementing PeopleSoft Order Management Options," Setting Up the URL Location for Notifications, page 74.

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Chapter 21

# Entering Counter Sales

This chapter provides an overview of counter sales, lists prerequisites, and discusses how to:

- Enter sales orders in a counter sale environment.
- View and refund deposits.
- Use the cash drawer.

## Understanding Counter Sales

This section discusses:

- Counter sales orders fulfillment in PeopleSoft Inventory.
- PeopleSoft Billing population for counter sales orders.
- Counter sale business process flow.
- Back orders and overriding inventory in the counter sale environment.
- Payments in the counter sale environment.
- Deposit refund.

Counter sales enable you to take an order over the counter and interact directly with the customer. Customers can pick out items and bring them to the counter, or they can order items that are available behind the counter or at a pick up or will call area. At the counter, a clerk rings up the order, accepts payment, issues a receipt, and prints a picking list if some of the items are to be picked elsewhere. The transaction can be completed in a couple of minutes.

You can enter the customer details in these ways:

- Through an existing customer already in the system.
- Creating a new customer using the Quick Customer Create.
- Creating a new customer using the short-term customer functionality.
- Creating a new customer using a template customer, such as a cash only customer.

The ship from Inventory business unit entered upon entering the sales order is required when adding a counter sale order. It determines which order lines can be picked up and paid for during the session and it controls other processing requirements for picking item and allocation.

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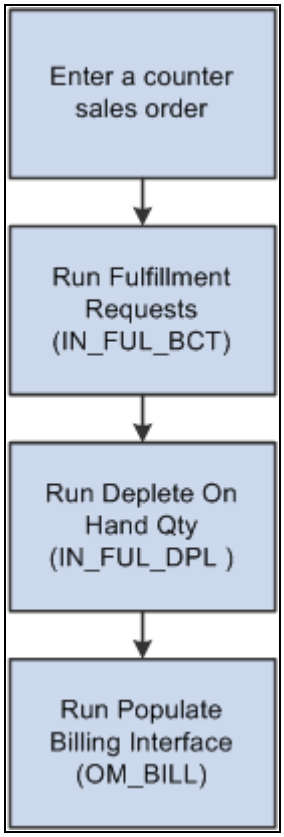
Customers can pay with cash, check, credit card, debit card, procurement card, corporate voucher, or add the order to their account. If some of the items are not available for immediate pick up, a deposit may be required to place the order. When an order is paid in full or partially paid, an invoice number is preassigned in PeopleSoft Order Management and will be passed to the target invoice functionality in PeopleSoft Billing.

For value-added tax (VAT), the schedules are grouped by VAT code, and the tax is calculated and prorated to the schedules.

See Chapter 29, "Order Processing in a VAT Environment," page 545.

The following figure shows a high level view of the counter sale process flow:




High level counter sale process flow

## Fulfilling Counter Sales orders in PeopleSoft Inventory

When you click the Complete Order button on the counter sales order, a message will be sent to PeopleSoft Inventory. A shipping EIP number is created and assigned to all schedules completed in the current counter sale transaction. In order to complete the fulfillment processing in PeopleSoft Inventory, the Fulfillment Requests process (IN_FUL_BCT) must be run to ship and deplete the counter sale transaction. The Populate Billing process (OM_BILL) will not interface the transaction to billing until the Fulfillment Requests process has completed and successfully shipped and depleted all requested quantities associated with the shipping request.

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**Note.** By default the Fulfillment Request will only ship an order, not deplete it. To have the request depleted as well, the Fulfillment Engine Auto processing options for the transaction Request to Ship must be set to *Advance to Depleted.* If this is not set up, then the Fulfillment Request will not deplete the order. You will need to run the depletions job at some point as well.

## Populating Billing for Counter Sales Orders

The Populate Billing process (OM_BILL) processes all orders and interfaces them to billing once the shipping request process for the assigned EIP Control ID is complete and all activity associated with that EIP Control ID is fully shipped and depleted. All order schedules are assigned an EIP Control ID.

When the Populate Billing process picks up an order schedule associated with an EIP control ID, it will make sure that all demand lines associated with that EIP Control ID are fully shipped and depleted and are also in the current run for the Populate Billing process. If it is not, the Populate Billing process will not process any activity for that EIP Control ID.

All activity assigned to a specific EIP Control ID is assigned the same preassigned invoice number. In order for the total of the invoice and the corresponding paid amount to work out correctly on the invoice, all activity is processed by the Populate Billing process in the same run and put onto a single preassigned invoice. Invoice numbers are preassigned and passed to the Target Invoice field of the Billing Interface tables, so the bill by logic will not be used to group these lines as they are for regular sales orders.

You can optionally select the Only Process Paid Orders option on the run control page of the Populate Billing process to limit processing of fully paid or partially paid activity and exclude on account activity. In doing so, customers can process paid orders regularly, but need to wait to process their on account VAT activity until the end of the month or when it makes sense for the organization.

The system uses the Error and Warning Notification Framework (EWN) to send a message any time that the Populate Billing process cannot bill activity from a given EIP Control ID because all demand lines for that EIP Control ID were not fully shipped and depleted. When the message is displayed, the user will see why activity for the given EIP Control ID cannot be processed. The user will also be provided with a link to Inventory's Transaction Maintenance component where they can see details about why some demand line quantities associated with the EIP Control ID could not be fully shipped. If the order has a valid Owner Id and there is an email address associated with the Owner Id, an email will be sent to the user so they can view the message and correct the problem.

**Note.** If the order is not appearing in PeopleSoft Billing, you can also check to ensure that the Fulfillment Requests (IN_FUL_BCT) and the Deplete On Hand Qty (IN_FUL_DPL) processes was run. Order activity assigned to a given EIP Control Id will not be processed by the Populate Billing process until all demand lines assigned to that EIP Control ID are fully shipped and depleted. So if activity is not being picked up by the Populate Billing process, check that the Fulfillment Requests process that was run and that all quantities for all demand lines associated with the EIP Control ID shipped. Additionally, verify that the Deplete On Hand Qty process was run to fully deplete the inventory balances.

For all counter sale orders that are paid up front, total order and weight and volume adjustments are sent to PeopleSoft Billing as adjustments to invoice lines to keep the taxes accurate.

The Populate Billing process will pass the preassigned invoice number to PeopleSoft Billing using the target invoice. If the order was paid in full, then it is not necessary to print an invoice document from PeopleSoft Billing because the counter sales order creates an order number and prints a receipt to be given to the customer. Thus, the printing of these invoices will be suppressed.

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Deposit activity (deposit taken, deposit applied, deposit refunded, and deposit refund fees) will be sent over to PeopleSoft Billing to generate bill lines. The distribution account for these lines will be defaulted from the PeopleSoft Order Management business unit. Gift vouchers will be handled as a line on the invoice in Billing. The voucher amount will be on a separate line and would contain a negative amount. PeopleSoft Receivables will not receive the voucher information as part of a payment, but as a net in the amount due on the invoice.

---

**Note.** Because PeopleSoft Billing passes the deposit activity to Receivables, we recommend that you set up your installation so Billing creates accounting entries instead of Receivables.

---

The system does not force receipts to be reconciled prior to the Populate Billing process sending lines to PeopleSoft Billing. In this situation, it is possible for bills to get created that do not contain a corporate voucher line when it should or bills to get created and contain a corporate voucher line when it should not.

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Utilizing the Fulfillment Engine"

Chapter 25, "Billing Orders," page 475

## Understanding the Counter Sale Business Process Flow

Here is a typical business process flow for a counter sale:

1. The customer brings the products that they want to purchase to the counter.
2. The sales associate starts a new sale using the Counter Sale menu and enters the customer information.

   To add a customer, the sale associate adds them using a short-term customer or uses an existing customer.
3. The sales associate enters product identification and quantity ordered information for all of the products that the customer wants to purchase and take with them.

   ---

   **Note.** The Pick Up and Pick Up Quantity fields are required. The pick-up flag can default from the ship via code on the order line. The pick-up quantity initially defaults from the order quantity. The system places the line on customer pickup hold when the customer pickup flag is selected. This prevents PeopleSoft Inventory from fulfilling (and shipping) the demand. The pickup hold is created as any other order schedule hold (you can see it on the schedule holds page), but it will not show the "S" hold light on the line or the schedule, and you cannot delete it or inactivate it from the hold page. To remove the pickup hold, deselect the pickup flag.

   ---
4. The sales associate saves the order.

   - The lines are priced and taxes are calculated.
   - All schedules where the pick-up quantity has been entered will be allocated.

     If there is not enough quantity available to satisfy the pick-up quantity requested, the system will reset the pick-up quantity to the quantity that was allocated.
   - General sales order edits are performed.
5. If there are items that need to be picked, the sale associate can generate a pick plan and retrieves the items.

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6. After picking the items, the sales associates enters any changes into the system to reflect what was actually picked.

7. The sales associate confirms the order and makes any back order decisions or corrects any issues prior to accepting payment. The system:

    a. Determines which schedules need further input from the sales associate when there is not enough quantity on-hand to fulfill the customer's request.

        The sales associate decides whether to create new shipment schedules for items that cannot be fulfilled in this session (backorders) or to cancel the remainder of the quantity requested.

        **Note.** If the system allows negative inventory, you can override the pick-up quantity.

    b. Performs additional edits needed to continue with the order such as reservations, ATP and delivery estimated processing.

8. The sales associate informs the customer of the total due.

9. The customer tenders payment to the sales associate if the order is not on account.

    The sales associate enters payment information. For cash payments, the sales associate may give the customer change due.

10. The sales associate prints a goods receipt.

    **Note.** For product kits, the receipt will display only the product kit parent ID. It will not list the components.

11. The sales associate completes the order.

    The system confirms that payment has been received if the Immediate Payment field is selected for the customer and that serial IDs for the products the customer is taking with them are entered.

    Once the order has passed the completion edits, the system:

    a. Removes the customer pick up hold and price protects the schedule for customer pick-up schedules.

        **Note.** Any back order schedules, if created, are also price protected.

    b. Sets the receipt status to Printed.

    c. Sends a ship message to PeopleSoft Inventory. Nonstock and direct ship lines will be depleted when the order is completed.

        **Note.** In order to complete the processing for the order in PeopleSoft Inventory, the Fulfillment Requests process must be run.

        See *PeopleSoft Inventory 9.1 PeopleBook*, "Utilizing the Fulfillment Engine."

12. The customer takes the items and the receipt.

    The customer may need to drive to the pick-up location for the items that are not stocked behind the counter.

We will discuss three common scenarios in the counter sale environment:

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- The customer takes all the items and pays for the order up front (scenario 1).
- The customer takes all the items and pays for part of the order up front (scenario 2).
- The customer places an order for items that are not in stock and pays a deposit (scenario 3).

### *Scenario 1*

The customer wants to order 100 of product 10002. The items are in stock and the customer will pay by cash. The CSR:

1. Enters a counter sale order for the customer.
2. Enters the product and quantity.
3. Clicks the pickup check box if it does not default from the ship via code on the line.
4. Clicks the Save button to save any unsaved order lines and allocate inventory to the order.

---

**Note.** Optionally, clicking the Confirm Order button will also save any unsaved order lines.

---

5. Prints the pick plan, picks the product, and brings the product to the counter.
6. Confirms the order.
7. Enters a cash payment.
8. Prints the receipt.
9. Completes the order.

### *Scenario 2*

The customer wants to order 20 of product 10002. The items are in stock and the customer will pay half of the order with cash and the rest on account. The CSR:

1. Enters a counter sale order for the customer.
2. Enters the product and quantity.
3. Clicks the pickup check box if it does not default from the ship via code on the line.
4. Clicks the Save button to save any unsaved order lines and allocate inventory to the order.
5. Prints the pick plan, picks the product, and brings the product to the counter.
6. Confirms the order.
7. Enters a cash payment for half of the order.
8. Prints the receipt.
9. Completes the order.


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### *Scenario 3*

The customer wants to order 20 of product 10004, which is not in stock. The customer is required to place a 100 percent deposit for the order and the customer wants the product shipped to his location. The CSR:

1. Enters a counter sale order for a short-term customer.
2. Enters the product and quantity.
3. Checks the on-hand balance and realizes that the product is not in stock.

   The CSR asks the customer if he still wants the product. The CSR continues entering the product and deselects the Pick-Up option. The product is handled like a regular line on the sales order.
4. Confirms the order.
5. Records a deposit for the order and collects payment for the deposit.
6. Prints the receipt.
7. Completes the order.

## Understanding Back Orders and Overriding Inventory in the Counter Sale Environment

To accurately price, tax, bill, and record payment, back orders or special order items are placed on a separate schedule from those marked as customer pickup with quantities that the customer is taking with them.

After the initial process to reserve and allocate, you can change the pick up quantity so that it is less than the quantity ordered for situations where the customer is able to take partial quantities with him or her.

When the sales order is confirmed, the sales order lists all pick up schedules needing a back order decision. The sales associate reviews the items, adjusts the sales order as necessary, and determines which schedule quantities to back order and which ones to cancel. Creating a backorder creates a new shipment schedule on the sales order line. Canceling the backorder quantity adjusts the current shipment schedule down to the same amount as the pickup quantity.

A deposit can be taken for goods that are back ordered, special ordered or are not immediately fulfilled at order time. Deposits cannot be taken for goods that the customer picks up and takes with them at the time the order is placed.

If the CSR has enough quantity for the transaction, and the inventory balances are not correct, and the system allows negative inventory, the CSR may override the pick-up quantity on the sales order line/schedule by using the Picking Feedback page from the sales order. The CSR can increase the pick-up quantity to be greater than what could be initially allocated or optionally they may select limited picking feedback from the main sales order pages under these conditions:

- Negative inventory is allowed.

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- The product being shipped is a not a product kit.

  Limited picking feedback is not allowed on product kits. The Picking Feedback page must be used. After using the Picking Feedback for these negative quantities, changes to the pick-up quantity or order quantities on the Sales Order page will delete this information.

  ---

  **Note.** Product kits that contain all nonstock items are an exception and the pick-up quantity must be updated on the sales order.

  ---

- The product is not lot controlled or serial controlled.

  Limited picking feedback is not allowed on lot or serial controlled products because the system would not know what lot or serial ID to choose. The Picking Feedback page must be used. After using the Picking Feedback page for these negative quantities, any decrease in the pick-up quantity from the Sales Order page will first reject the negative balance entries.

- A default counter sale shipping storage location has been defined at the item or Inventory business unit level. Limited picking feedback is not allowed if a default location has not been defined. The Picking Feedback page must be used.

- A prior putaway to this default storage location using the ordered unit of measure (UOM) as a picking UOM is present.

  The system is looking for a PHYSICAL_INV record to drive the storage location negative. If one exists, then the pick-up quantity can be overriden from the sales order. If the system does not find a storage location in PHYSICAL_INV then the Picking Feedback page must be used.

As a general rule, after changes have been made to drive a storage location negative, any subsequent changes to the pick-up quantity on the Sales Order page will attempt to adjust the pick-up quantity by first eliminating the negative balance entries. The user should reverify the picking assignments especially if the overrides were not made to the default counter sale shipping storage location.

When a negative inventory transaction is created and shipped, Inventory Batch Picking Feedback is run against the negative entries sent. Depending on how the Inventory UOM Conversion Flag is set, these entries may be converted to another unit of measure and shipped against the storage location in that unit of measure.

The UOM Conversion flag has three possible values:

1. 0 - Use entered UOM.

   ---

   **Note.** We recommend that you use an option other than 0 - using the entered UOM could possibly subject the negative inventory demand line to UOM conversion. This flag is defined at the Inventory business unit and Inventory business unit/item level.

   ---

2. 1 - Convert to standard UOM.

3. 2 - Convert to default stocking UOM.

### *See Also*

Chapter 9, "Setting Up Alternate Sources of Supply," page 107

*PeopleSoft Inventory 9.1 PeopleBook*, "Defining Reservation and Backorder Rules"

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Pegging Supply and Demand"

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## Understanding Payments in the Counter Sale Environment

PeopleSoft Order Management provides support for a counter sales environment where payment is accepted with an order and recorded in a cash drawer. The cash drawer functionality enables you to:

- Accept various methods of payment at the time of order entry, including "on account" payments, cash, check, credit cards, procurement cards, debit cards, and corporate vouchers.

  **Note.** Procurement cards behave exactly like normal credit cards. However, there are additional fields that are made available to provide additional transaction data to the purchaser and they are normally limited to certain purchases from an organization, either at a monetary limit per transaction, or by a validation against a list of approved product IDs. Because of this, procurement cards can be used only to pay for items that are picked up at the time the order is placed.

- Accept immediate payments on a single order using multiple payment methods, such as splitting an order across two credit cards, or paying cash for some portion of the order and using a debit card for the rest of the order.
- Accept a mix of immediate payment (using cash, credit, or debit) and "on account" payment.
- Accept deposits from customers for sales orders with special order items.
- Cancel an order and issue a refund of deposit to customers.
- Cancel an order but not issue a refund of deposit.

### *Outstanding Account Balances in the Counter Sale Environment*

When entering counter sale orders, it is possible to have an outstanding balance for which PeopleSoft Billing will ultimately invoice the customer. This situation could occur if some or all items are backordered and less than a 100 percent deposit is taken, or if goods are picked up by the customer but are not paid for in full at the time of pick up. This remaining balance is referred to as the "on account" balance.

In these situations, Billing will use the payment method from the sales order header when invoicing the customer. If the sales order header payment method is credit card, the credit card indicated on the order header, rather than those entered on the record payments screen, will be used for the on account balance when invoiced by billing.

This credit card should be authorized either at the time the sales order is created or by the batch authorization process at some point after the order is created. When the user chooses to complete a counter sale order, if there is any on account balance which is to be paid on a credit card, the user will receive a warning message. The message will inform the user that the on account credit card should be authorized for the outstanding on account balance. The user will be given two options by this message.

- Option one, and the most preferable, is to authorize the credit card during the completion process.

  If you choose this option, the authorization will occur behind the scenes as part of the completion process, ensuring that the customer has credit available to cover the outstanding balance, and reserving that credit for future invoicing.

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- Option two does not authorize the credit card.

  The order will be completed with the credit card authorization hold remaining active if one was applied. However, all downstream processing through inventory and billing will be allowed to continue regardless of the status of any credit card authorization holds, or whether the credit card is eventually authorized or not. Under this option, there is no guarantee that the credit card will ever be authorized prior to invoicing. The card can be authorized by returning to the sales order and clicking the Authorize Credit Card link on the Order Entry page, or by the batch credit card authorization job.

---

**Note.** We recommend that order activity subject to an active credit card authorization hold be allowed to pass to the Unfulfilled state in Inventory. This will allow a counter sale order with an outstanding on account balance to be confirmed even though the credit card on the order header has yet to be authorized.

---

### *Recording Immediate Payment from a Sales Order*

When you record an immediate payment, you typically do so during a face-to-face interaction. When you total the sales order, instead of the typical business process for billing "on account," you click the Record Payment button.

You can record payments using one of several payment methods:

- *Cash:* Sometimes the entire order is paid using the cash payment method.
- *Check:* The customer can pay by check.
- *Credit Card:* Occasionally the order is paid with a single credit card using the credit card payment method. The system also allows you to indicate multiple credit card payment amounts on an order, such as in the case where a customer wants to pay a portion of the order using one credit card and another portion using a different credit card.
- *Mixed Payment Methods:* The system enables you to log multiple payment methods, in a combination, against a single order, such as *Cash,Credit Card,* or *Debit Card.*
- *Procurement Card:* You cannot use any other form of payment with a procurement card. Procurement cards can be used only to pay for good that are taken with the customer.
- *Corporate Vouchers:* If a customer wants to pay for the order, or part of the order, with a corporate voucher, then you can select the *Corporate Voucher* payment method and enter the voucher amount in the Amount Tendered field.

  Voucher information is passed to Billing as a bill line to reduce the total invoice amount. The voucher distribution code that is defined on the Order Management business unit is used to create the invoice line in Billing.

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  **Note.** PeopleSoft Order Management will not track the issuance of gift vouchers or track face value or amount paid for the voucher.

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- Unknown Payment Method: The system provides a way for you to create and print a receipt when the payment method is unknown.

  This is typically used in instances when the delivery truck goes out and delivers to a customer without knowing how the sale is to be paid. In this scenario, you can generate a receipt from the sales order using the Record Payment page. You can then save the receipt in a *hold* status and print the receipt. After printing, instead of updating the status to printed, the receipt will remain in a *hold* status. These receipts are not included in the cash drawer reconciliation process until an actual payment method is recorded. When the driver returns and knows the actual method of payment, the receipt can be updated to reflect the actual method of payment.

---

**Note.** After you click the Record Payment button, at any time you can save the receipt data from the sales order in a status of new. When you save this data, the system generates a receipt number to record the cash received. Receipts for payments reference the sales order to facilitate payment matching downstream in Accounts Receivable. An invoice number is preassigned for the goods taken. The receipt and invoice numbers are written back to the schedules.

---

### *Recording a Deposit with an Order*

You can record a deposit for a sales order that contains an unfulfilled item, either from a back order or special order. The cashier can initiate recording of the deposit from the Order Entry page by clicking the Record Payment link. If an unfulfilled order is detected on the sales order and if a deposit has not been already taken for the schedules, then the Record Payment page appears with these fields:

- Deposit Required Amount
- Record Deposit link
- Deposit ID

The Deposit Required Amount will default to the amount of the deposit that should be collected for the current transaction. To edit the deposit required amount, the cashier can click the Change Deposit link. The deposit percentage and deposit amount is shown on the Change Deposit page. Users with appropriate security can update the deposit percentage and or the amount on this page. A separate invoice number will be preassigned for the deposit taken.

See Chapter 5, "Establishing Feature Function Security," page 75.

In most cases, the deposit is considered nonrefundable. However, if the deposit is refundable, you must select the Deposit Refundable check box.

When you collect a deposit and the lines do not ship all at once, rounding issues may occur. Because estimates are determined in PeopleSoft Order Management and variances in partial shipment quantity and prices could result in rounding discrepancies when partial shipment amounts are invoiced, the end result may not be the same as collected in the deposit. You may need to make an adjustment for any discrepancies in PeopleSoft Receivables.

## Refunding a Deposit

Refunding a deposit is initiated from the cancellation of a sales order or an order line or schedule. This is different from a return material authorization (RMA), which is a return of goods. In this scenario, the goods have not yet been delivered.

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When an order is cancelled, the system checks to see if a deposit has been placed with the order. The system sums the outstanding amounts in the deposit tracking table. If the sum is greater then zero, then a deposit balance exists.

If a deposit is detected upon cancelling an order, then a message appears guiding you to perform a refund. You can navigate to the refund page by selecting Customer Deposits from the Header Menu on the Order Entry page or from the Review Customer Information menu. If an entire order is canceled, then a refund should be issued for the entire balance of all deposits made against the order. If a line or a schedule is cancelled, then the amount to refund will automatically be calculated by the system and prepopulated on the refund page when you navigate there from the Order Entry Header menu. Alternatively, you can initiate a refund for a deposit at any time from the Deposit Refund page in the Review Customer Information menu. When navigating in this manner however, the amount to be refunded will not be prepopulated. The refund amount is displayed on the Order Summary section of the Order Entry Form page.

## Prerequisites for Counter Sales

Before you can enter a counter sale order, set up these options:

1. (Optional) In the customer component, create a template customer.
2. Create a customer pick-up hold code.
3. On the Hold Processing page for the Order Management business unit, enter the customer pick up hold code to prevent items from being shipped by the Inventory fulfillment process and select whether you want the order to be able to pass to the released or picked/confirmed state in Inventory fulfillment.

   Leaving these flags deselected indicates that the Inventory warehouse will not perform any fulfillment processing on these demand lines.
4. On the Order Entry Features page for the Order Management business unit, define a deposit and refund fee percent, elect to include pending payments and deposits in credit checking, establish pick plan display, print and sort options, select template customers for the sales order, quote, and RMA.
5. On the Accounting and Billing page for the Order Management business unit, define a deposit distribution code, refund fee product ID, and voucher distribution code.
6. On the Setup Fulfillment and Setup Item Fulfillment- Shipping Options page for the Inventory business unit, define the default counter sale shipping location.

   The system first checks the Setup Item Fulfillment-Shipping Options page; if the system does not find an option, it uses the location on the Inventory business unit.
7. On the User Preferences Order - Sales page, establish the order owner for notifications, the default order quantity, the default inventory unit (ship from), and the default cash drawer for the user.
8. On the Ship Via page, establish the customer pick up option to default the customer pick-up flag to the order line if that ship via code is used.

   You would most likely establish a separate ship via code for counter sales. The ship via code can default from the ship to customer (or short-term customer template), the order group, or the buying agreement.
9. (Optional) On the Order Management page for installation options, set up Verity search for products and customers.


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10. On the customer Bill to Options page, establish the deposit percent and if immediate payment is required.
11. Set up the cash drawers that will be used when collecting money from a counter sale.
12. On the Inventory Business Unit setup page, select the tax code for the Inventory business unit for PeopleSoft simple tax.

    **Note.** The location address for the Inventory business unit must be set up and active for any counter sale transaction to process.

13. Establish feature function security.

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Using Short-Term Customers

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up and Maintaining a Cash Drawer"

*PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Defining User Preferences," Defining Sales Order User Preferences

*PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Defining Financials and Supply Chain Management Common Definitions," Defining Ship Via Codes

*PeopleSoft Managing Items 9.1 PeopleBook*, "Defining Items by Business Unit"

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 21

Chapter 5, "Establishing Feature Function Security," page 75

## Entering Sales Orders in a Counter Sale Environment

This section discusses how to:

- Enter header information for a counter sale order.
- Enter line information for a counter sale order.
- Record payments and deposits for a counter sales order.
- Change deposit information.
- Enter check payments.
- Enter payments for credit, debit, and procurement cards.
- Use counter sales picking feedback.

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## Pages Used to Enter Sales Orders

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Short-term Customer Setup | CUST_STERM_CREATE | • In add mode, select the Short-Term Customer option from the sales order, quote, or RMA.<br>• Click the Short-Term Customer Setup link from the GoTo Header Menu on the Order Entry Form page. | Create a short-term customer.<br>**Note.** The option to enter a short-term customer is based on the Default Template setting on the Order Entry Features page for the Order Management business unit.<br>See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Adding Short-Term Customers. |
| Order Entry Form | ORDENT_FORM | Order Management, Quotes and Orders, Create/Update Counter Sale | Enter a counter sales order. |
| Counting Sales Picking Feedback | ORDENT_PICK_FEEDBK | Click the Picking Feedback link on the Order Entry Form page. | Adjust the pick quantity for an item, change the storage location, enter serial ID information, lot ID, and ship serial number information. |
| Sales Order Messages | ORDENT_MESSAGES | The page appears when the order is saved or confirmed and problems occur processing the order. | Address issues when confirming an order, such as back order situation or payment hold. |
| Record Payment | ORDENT_PYMT | Click the Record Payment link on the Order Entry Form page. | Record payments and deposits to an order. |
| Record Deposit | ORDENT_PYMT_DEP | Click the Record Deposit link on the Record Payment page. | Edit the deposit attributes such as deposit percent. |
| Change Deposit | ORDENT_PYMT_DEP | Click the Change Deposit link on the Record Payment page. | Use to change the deposit. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Check Information | CDR_CHECK_DATA | Click the Additional Information link on the Record Payment page. | Add additional information to be associated with a check payment, such as check number or drivers license. |
| Card Information | CDR_CARD_DATA | Click the Additional Information link on the Record Payment page. | Record credit, debit, or procurement card payment details. |
| Complete Order | ORDENT_COMPLETE | Click the Complete Order button on the Order Entry Form page. | Use to view the order number after completing the order. You can add another order or return to this order from the page. |

## Entering Header Information for a Counter Sales Order

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Counter Sale).

See Chapter 18, "Maintaining Order Header and Line Information," Entering Order Header Information, page 332.

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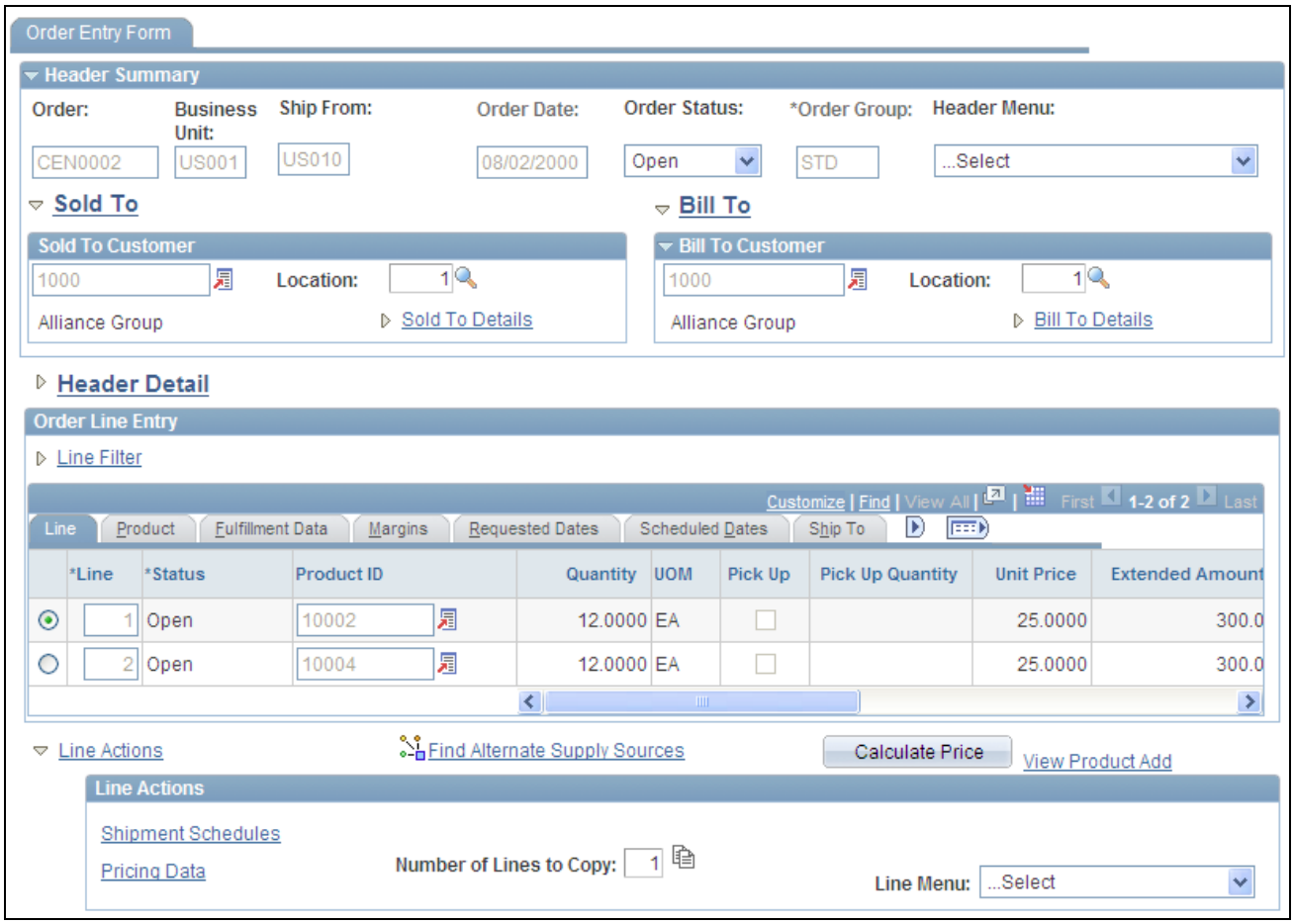


Order Entry Form page for a counter sale (1 of 2)


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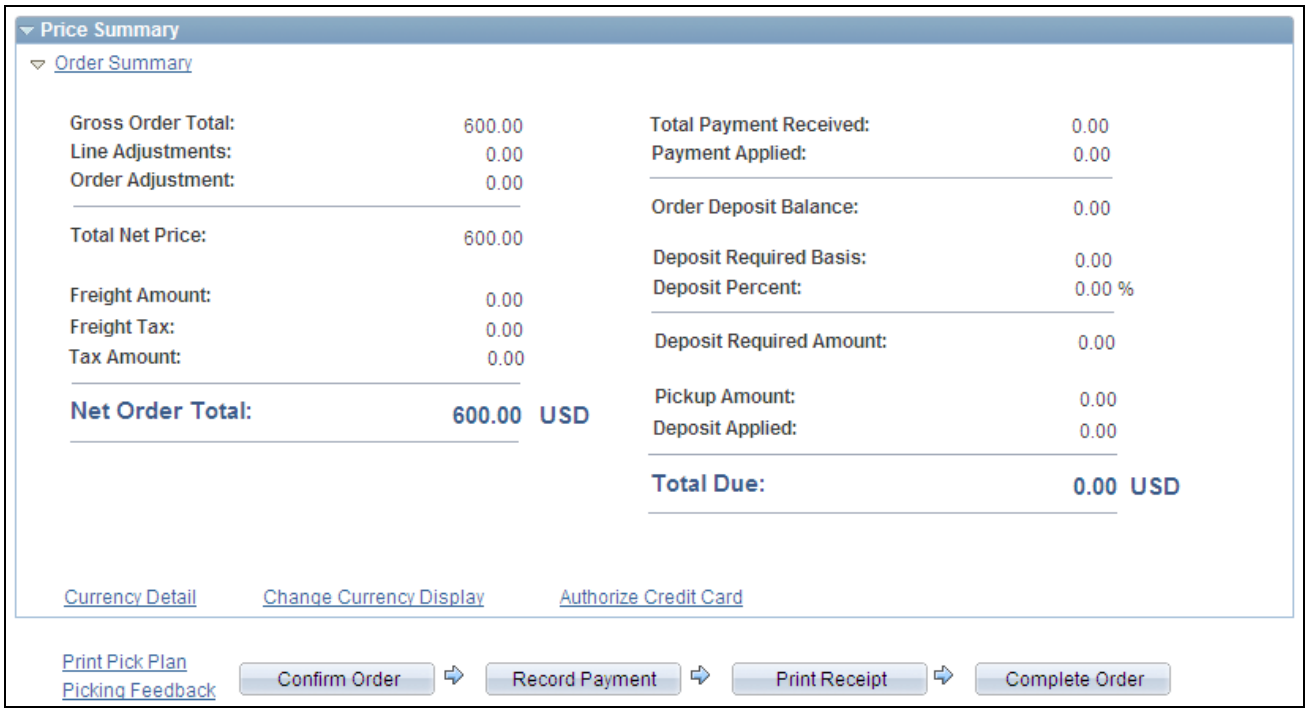


Order Entry Form page for a counter sale (2 of 2)

**Short-Term Customer**

In add mode, select the option to create a new customer using a customer template.

---

**Note.** You must add a customer name, address, and phone on the Short-Term Customer Setup page and (if the order is paid by credit card) add credit card information on the Credit Card Data page.

If you want to make changes to the short-term customer after adding it here on this page, you can access the page from the GoTo Header Menu on the Order Entry Form page.

---

See *PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Maintaining Additional Customer Information," Using Short-Term Customers.

### *Header Summary*

**Order Owner**

Displays the owner of the sales order, which is printed on the pick plan and receipt. The value can default from user preferences or from the user when the order is saved.

**Sold To**

When you enter new customers using the short-term customer option, the ID is created and displays after the order is saved.

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### *Line Filter*

Use to filter the lines by Line Status, Ship From BU, Pick Up Only, and Section.

### *Order Line Entry*

**Pick-Up** Use to indicate that the customer is picking up the product.

**Pick Up Quantity** Displays the default value from the order quantity.

See Chapter 18, "Maintaining Order Header and Line Information," Entering Order Line Information, page 339.

### *Price Summary*

**Gross Order Total** Displays the list price for all schedules of the order.

**Line Adjustments** Displays the adjustments for list price for all schedules.

**Order Adjustment** The total order adjustment amounts can only be applied once to the very first invoice. If the payment for the counter sales order is taken at the counter, then the Order Header Adjustment Billed flag must be set to yes. If there is subsequent order activity with this sales order, additional total order adjustment amounts will not apply.

**Total Net Price** Displays the gross order total due minus the line adjustments and the order adjustments.

**Freight Amount** Displays the freight charges summed for all deliveries.

**Freight Tax** Displays the freight taxes summed for all deliveries with schedules.

**Tax Amount** Displays the sales tax summed for schedules.

**Net Order Total** Displays the total net price plus VAT amount plus freight charge amount plus freight tax plus tax amount.

**Total Payment Received** Displays the total money received from the customer for the order. This amount includes all deposits and payments.

**Payment Applied** Displays the payment that has been applied, used, or refunded. It is calculated as the difference between the total payment received and the order deposit balance.

**Order Deposit Balance** Displays the balance of the total deposits made against the sales order minus any previously applied deposits or refund activity.


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**Deposit Required Basis**

Displays the sum of the unfulfilled schedules that do not have a deposit placed for them. This basis amount will be used to calculate the amount of a deposit that is to be collected for an order.

**Note.** If you want to take a deposit for a product kit that is direct ship from the vendor, a noninventoried item, or a kit with a noninventoried component, disable the Mark for Billing at Save option on the Order Entry Features page of the Order Management business unit. Otherwise after confirming and saving the order, the deposit cannot be included because the nonstocked product will have already been shipped.

**Deposit Percent**

Displays the amount of the deposit to be used against the current order transaction. This amount will be automatically calculated. When calculating this amount, the system will leave enough of the deposit to cover any existing backorders. You can override the system generated amount on the Record Payment page. The deposit percent defaults from the bill to customer and then the Order Entry Feature page for the Order Management business unit.

**Deposit Required Amount**

Displays the system calculated amount representing the deposit amount to be collected from the customer for the current transaction. The value is calculated by multiplying the deposit required basis times the deposit percent. You can override the amount on the Record Payment page.

**Pickup Amount**

Displays the amount that is currently being picked up (immediately picked up from the counter at the time the order transaction is placed).

**Deposit Applied**

Displays the current refund amount available to offset the pick up amount, any remaining monies are used to offset the deposit required basis.

For example, suppose an order is completed and payment is taken for an order line that has not been shipped or picked up. Then the order line is cancelled and a new order line is added to the sales order. The system uses the refund amount available for the cancelled order line as a credit to offset the pick up amount first and then the required deposit basis secondarily.

**Total Due**

Displays the amount of the order that is due for the current order transaction.

**Refund Due**

Displays the refund due to the customer. It is calculated as the current order deposit balance, minus the amount withheld for the back order goods and any offset for the current transaction's pickup amount and basis for required deposit. It is displayed only if there is refund due.

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***Payment Required**

This message is displayed if the customer is required to make a payment at the time the order is placed. For example, if there is a total due on the order, and if the customer is marked as an immediate payment customer, then they will be required to pay in full for all items they are taking with them at order time. If the customer is marked as requiring a deposit, then they will be required to pay the deposit required amount at order time for any items that they are not taking with them, for example, backorder or special ordered items.

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

***Payment Not Required**

This message is displayed if the customer is not required to make a payment at the time the order is placed. For example, if there is a total due on the order, and if the customer is not marked as an immediate payment customer, then the customer has the option to either pay in full, pay in part, or pay later for the items they are taking with them at order time. If the customer is not marked as requiring a deposit, then they will not be required to pay a deposit for any items that they are not taking with them.

**Print Pick Plan**

Click this link to print the counter sales pick plan.

The pick plan can be configured to suit your business needs.

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Working with the Printable Documents Framework."

**Picking Feedback**

Click this link to access the Counter Sales Picking Feedback page.

**Confirm Order**

Click this button to indicate that you are done creating or changing the order and is ready to move to the next step. After clicking the button, the system determines backorder conditions, prompts for backorder decisions, indicates that the order is ready for payment, and perform edits to confirm the order.

---

**Note.** Only items that are in the buffer will be confirmed when you click the button. If you are processing a large order that requires chunking, only those rows that are currently viewed online will be confirmed. In addition, you cannot change the quantity for configured products after the button is clicked and the demand is moved to the releasable state in PeopleSoft Inventory.

---

**Record Payment**

Click to access the Record Payment page.

If the order has not yet been confirmed, then the system will automatically confirm the order prior to displaying the Record Payment page.


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**Print Receipt**

Click to print the goods receipt.

You can reprint a goods receipt that has been printed for a previously completed order by clicking the Reprint Goods Receipt link from the Header menu at the top of the Order Entry Form page. The document reference number is required on the prompt page. You have the option of printing the receipt as it is or including the current backorder report as of the date you reprint. You can also choose to hide the prices when you reprint the goods receipt.

The receipt can be configured to suit your business needs.

---

**Note.** In order to view the goods receipt, you will need to grant full security access to the Web Libraries on your permission list for the iscripts located in the web library WEBLIB_SCM_UTIL. These iscripts are HTMLAREA.FieldFormula.IScript_isPrintReady and HTMLAREA.FieldFormula.IScript_PrintDoc.

The will not set the status to *Printed.* To set a receipt to printed status, the order must be completed.

---

See *PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook,* "Working with the Printable Documents Framework."

**Complete Order**

Click this button to complete the transaction.

---

**Note.** Counter sale will use the Document Reference number to distinguish between every completed transaction. If you implement a ten character order number, the maximum number of completed transactions allowed for a single sales order is 99,999. Implementing less characters for the business unit and order number would allow for more complete transactions per order.

---

**Save**

When you click the button, the system performs the same edits that it does for a regular sales orders such as performing lot allocation.

---

**Note.** You cannot perform lot allocations for a counter sale pick-up item if counter sale allocates the line and sets it to the released state.

---

---

**Note.** If you click the Record Payment button without first pressing the Confirm Order button, the system automatically performs the confirmation processing first, then it performs the record payment actions. Similarly, if you click the Complete Order button before clicking any of the prior buttons, the system first performs the confirmation process, then does record payment. If the customer is on account and there are no backorders, only clicking the Complete Order button will complete the order without requiring further action by the CSR.

---

See Chapter 21, "Entering Counter Sales," Recording Payments and Deposits for a Counter Sales Order, page 422.

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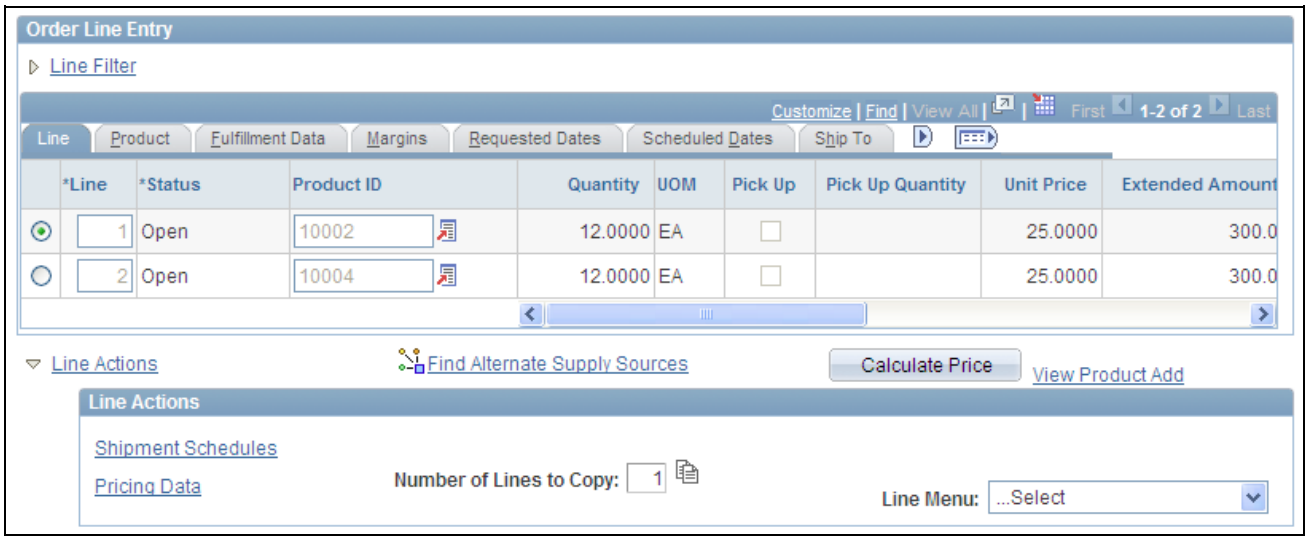
## Entering Line Information for a Counter Sales Order

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Counter Sale).




Order Entry Form - Line page

**Hold** Displays the hold indicator. When you click the Complete button, the hold is removed for customer pickup holds. On the counter sale, the order is placed on hold at the schedule level to prevent the product from being sent to the customer from PeopleSoft Inventory. The CSR will not be able to view the hold unless they navigate to the Schedule Holds/Change Reasons page. All other holds behave the same as in the regular sales order.

**Pick Up** Flags that the customer is taking the items or is picking them up at the will call area.

**Pick Up Quantity** The quantity defaults from the line and represents the quantity that the customer is taking. If the amount is less than the value in the Quantity field, the balance goes on back order.

**Ship From** This Ship From field is for the counter sale location where the goods are being picked up from. For counter sales, the Ship From BU from the Add page always defaults if the item is stocked in that Inventory business unit regardless of the distribution network assigned to the customer ID.

## Recording Payments and Deposits for a Counter Sales Order

Access the Record Payment page (click the Record Deposit link on the Order Entry Form page).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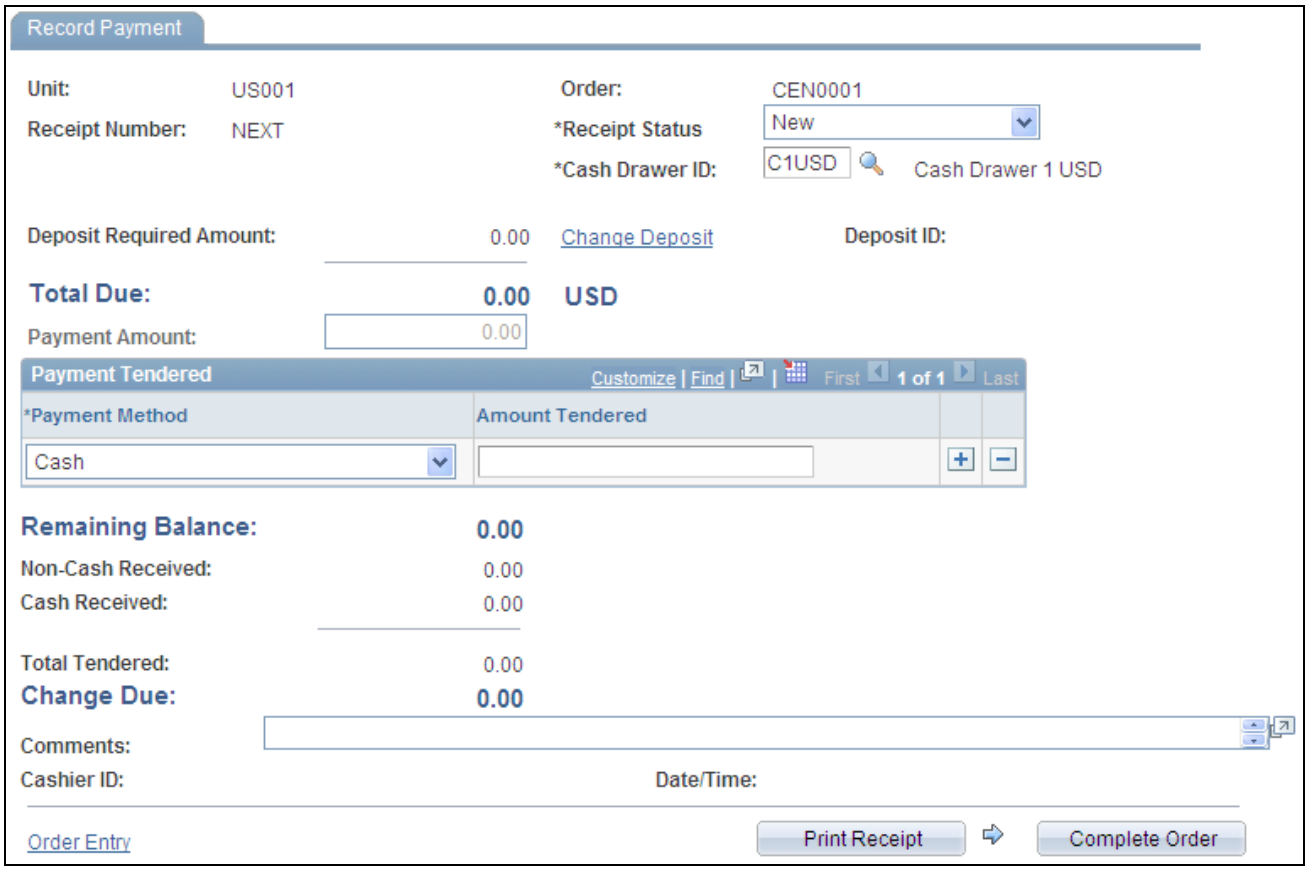


Record Payment page

---

**Note.** From this page, you can view only the receipt for the current order transaction. The receipt will typically be in a new or hold status from the sales order.

---

**Receipt Number** Displays a unique value that is auto generated at save time.

**Receipt Status** Select from the available options:

*New:* When you create a receipt, it is in a status of *new.* When in *new* status, you can edit all fields on the receipt. The cashier can change the status to a *hold* status.

*Printed:* After an order is completed, it will have a status of *printed.*

*Reconciled:*When you reconcile the cash drawer that is associated with the receipt, the status automatically changes from *printed* to *reconciled.* At this time, you cannot edit the receipt information.

*Canceled:* If a receipt was entered by mistake, you can mark it as canceled. Canceled receipts are not included in the Cash Drawer reconciliation process.

*Hold:* This status enables the cashier to handle the payment method "unknown" requirement for cash on delivery (COD) scenarios. Cashier can update a *hold* status to a new or *canceled* status. These receipts are not included in the Cash Drawer reconciliation process.

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| | |
|---|---|
| **Cash Drawer ID** | Displays the cash drawer ID. This value is defaulted from User Preferences page. |
| **Pickup Amount** | Displays the amount of the goods that will be taken by the customer for the current transaction. |
| **Deposit Required Amount** | Displays the system calculated amount representing the deposit amount to be collected from the customer for the current order transaction. This value is calculated by multiplying the deposit required basis with the deposit percent. You can override the amount on the Record Deposit page. This field will not display on the Payment page unless there is a deposit required basis. |
| **Change Deposit** | Click the link to access the Change Deposit page and make changes to the deposit such as the deposit percent or to specify if a deposit is refundable. This link will not display on the Payment page unless there is a deposit required basis. |
| **Deposit ID** | After a deposit is saved, a unique deposit ID will be assigned and will appear in this field.<br>This field will not appear on the Payment page unless there is a Deposit Required Basis. |
| **Total Amount** | Displays the pickup amount plus the deposit required amount. |
| **Deposit Applied** | Displays the amount of the deposit to be used against the transaction. The value is calculated by the system and the amount covers any existing backorders. You can override it on the Payment page if necessary. The field appears only if there is a deposit balance. |
| **Deposit Balance** | Displays the balance of the total deposits made against the sales order minus any previously applied deposits or refund activity. The field appears only if there is a deposit balance greater then zero. |
| **Total Due** | Displays the amount to be collected from the customer. It is the pickup amount plus the deposit required Amount minus the applied deposit. |
| **Payment Amount** | This amount uses the default value from the Total Due field. You can change this value if the customer wants to pay for part of the pickup amount immediately and the balance to be billed to their account. Specify the amount to be paid at this time in the Payment Amount field. If the customer is marked as Immediate Payment Required, then this field will not be editable. |
| **Payment Method** | Values are *Cash, Check, Corporate Voucher, Credit Card, Debit Card,* and *Procurement Card.*<br>For checks, click the Additional Information link to access the Check Information page.<br>For credit cards, debit cards, and procurement cards, click the Additional Information link to access the Card Information page. |


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**Amount Tendered** Enter the amount received from the customer for each payment method.

**Remaining Balance** As amounts are entered into the payment tendered grid, the remaining balance will be updated to reflect how much is still to be collected for the current transaction. This is helpful when collecting money in multiple payment methods.

**Non-Cash Received** Displays the system calculated amount, which is a sum of the amount tendered column for all noncash payments.

**Cash Received** Displays the system generated amount for the amount tendered for cash payments.

**Total Tendered** Displays the amount for all noncash and cash payments, as calculated by the system.

**Change Due** Displays the amount calculated by subtracting the payment amount from the total tendered.

**Comments** The sales associate can enter comments (up to 256 characters).

**Note.** Comments do not print on the goods receipt.

**Cashier ID** Upon saving the page, this field is set to the current user ID.

**Date/Time** Upon saving the page, this field is set to the last update date and time.

**Print Receipt** Click to print the goods receipt.

**Complete Order** Click to complete the order.

## Changing Deposit Information

Access the Change Deposit page (click the Change Deposit link on the Record Payment page).

**Deposit Required Basis** Displays the sum of the unfulfilled schedules that do not have a deposit placed for them. This basis amount will be used to calculate the amount of a deposit that is to be collected for an order.

**Deposit Percent** Displays the percentage of the deposit required basis that will be collected for this order transaction. The deposit percentage defaults from the customer Bill to Options page and then from the Order Entry Features page for the Order Management business unit. You can override the percentage from here. The ability to change this amount is controlled through feature security.

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**Deposit Required Amount** Displays the system calculated amount representing the deposit amount to be collected from the customer for current order transaction. Calculated by multiplying the deposit required basis times the deposit percent. Alternatively, a flat deposit amount can be entered here. The ability to change this amount is controlled through feature security.

**Deposit Refundable** Select this check box to indicate that a deposit is refundable. Unless you select this check box, the deposit is considered nonrefundable.

### *See Also*

Chapter 5, "Establishing Feature Function Security," page 75

## Entering Check Payments

Access the Additional Information - Check page (click the Additional Information link on the Record Payment page).

Your sales associate can enter as many fields as you require for the check payment.

**Check Number** Enter the number for the check.

**Authorization** If you are using a third-party application to authorize the fund, you can enter the number here.

## Entering Payments for Credit, Debit, and Procurement Cards

Access the Additional Information - Card page (click the Additional Information link on the Record Payment page).

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Processing Credit Cards," Processing Credit Cards for Immediate Payment

## Using Counter Sales Picking Feedback

Access the Counter Sales Picking Feedback page (click the Picking Feedback link on the Order Entry Form page).

The system does not allow configured items or configured kits to be overpicked or under picked or to select demand lines or schedules that are already pegged.

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**Note.** Lot allocations, on the Lot Allocation page, cannot be made for counter sales orders when the customer takes the product with them. Lot can be allocated to demand that is not past the releaseable state in fulfilment. Customer picked up orders are automatically sent to PeopleSoft Inventory in the released state. However, you can specify a lot, and change the automatically selected lot, if the product is controlled at that level on the Picking Feedback page. Also, if the product is defined as a ship serial item, you can enter the ship serial IDs on the Picking Feedback page.

| | |
|---|---|
| **Storage Area** | Displays the location that appears by default from the Inventory business unit. You can adjust it here. |
| **Lev 1, Lev 2, Lev 3,** and **Lev 4** (level 1, level 2, level 3, level 4) | Specify the level. |
| **Qty Picked** (quantity picked) | Adjust the amount picked. |
| **Lot ID** and **Serial Number** | If the item is lot controlled or has a serial number, it appears here. |

# Viewing and Refunding Deposits

This section discusses how to:

- View customer deposits.
- Refund deposits.
- Zero out deposits.

## Pages Used to Refund Deposits

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Customer Deposits | CUST_DEPOSIT | Order Management, Quotes and Orders, Review Customer Information, Customer Deposits | Use to view and refund deposits. |
| Customer Deposit Refund | CUST_DEPOSIT_RFND | Click the Refund Deposit button on the Customer Deposits page. | Use to refund deposits for a customer. |
| Process Non-refundable Deposit | CUST_DEPOSIT_ZERO | Click the Zero Refund button on the Customer Deposits page. | Use to process a nonrefundable deposit. |

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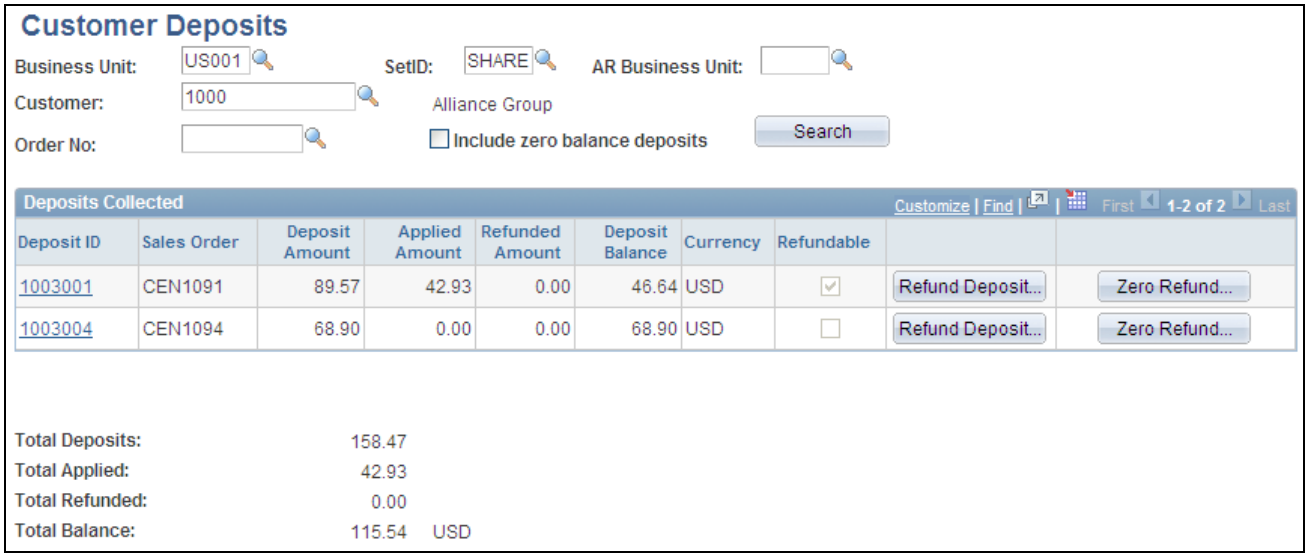
# Viewing Customer Deposits

Access the Customer Deposits page (Order Management, Quotes and Orders, Review Customer Information, Customer Deposits).




Customer Deposits page

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**Note.** Even though a deposit may have been marked as nonrefundable, the cashier can still decide to refund if necessary as long as they have the appropriate feature security.

---

Enter search criteria to bring up the deposits for a customer. You must enter either a business unit or setID in addition to the customer. You can further refine the search by including an AR business unit or order number.

If you want to include deposits that have been fully applied, select the Include zero balance deposits check box.

### *Deposits Collected*

**Deposit ID** Displays the deposit ID for the customer deposit. Click the link to view additional details about the deposit and to view deposit activity.

**Sales Order** Displays the sales order that the deposit was taken against.

**Deposit Amount** This is the amount that was collected for the order deposit.

**Applied Amount** This is the sum of all amounts that have been applied to the order for this deposit ID.

**Refunded Amount** This displays the total that has been refunded for this deposit ID.


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| | |
|---|---|
| **Deposit Balance** | This is the amount that is available to be applied to the sales order or that can be refunded back to the customer. The deposit balance is the deposit amount minus the applied amount minus the refunded amount. |
| **Refundable** | This indicates whether the deposit that was taken was marked as refundable or not at the time the deposit was collected. |
| **Refund Deposit** | Click the button to access the Refund Deposit page and initiate a deposit refund. |
| | **Note.** This option is not available if the total deposit balance is zero. |
| **Zero Refund** | Click the button to access the Zero Out Non-refundable Deposit page and process a nonrefundable deposit. |

The totals for the deposits display at the bottom of the page.

## Refunding Deposits

Access the Customer Deposit Refund page (click the Refund Deposit button on the Customer Deposits page).

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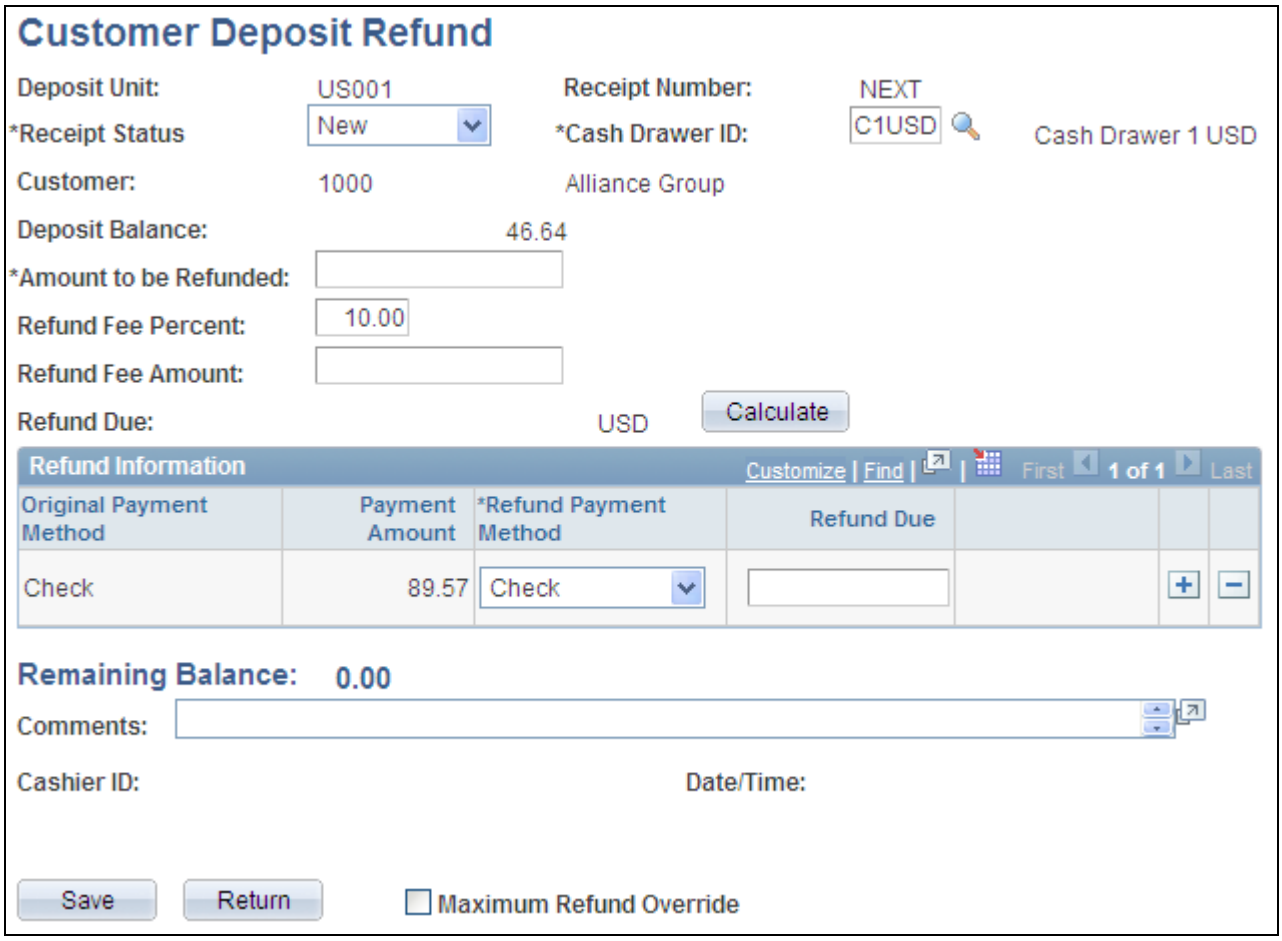


Customer Deposit Refund page

**Receipt Status** This is the status of the refund receipt.

**Cash Drawer ID** The value defaults from Order Management user preferences.

**Deposit Balance** Displays the remaining deposit that has not been applied. You can refund up to this amount.

**Amount to be Refunded** Enter the amount to refund. The amount must be less then the deposit balance.

**Refund Fee Percent** This is the percentage of the amount to be refunded that is to be retained as a fee. This percent defaults from the Order Management business unit. This amount can be changed by a user that has the appropriate feature security.

**Refund Fee Amount** This is the value of the amount to be refunded multiplied by the refund fee percent. This is the amount of the refund that is to be retained as a fee. This amount can be changed by a user that has the appropriate feature security.

**Refund Due** This is the amount to be refunded less the refund fee amount. It represents the refund amount that is owed to the customer.


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**Calculate** Click the button to calculate the refund fee amount or the refund due.

**Original Payment Method** Displays the payment method that was used to pay for the deposit.

**Payment Amount** This is the amount of the deposit that was paid in the original payment method. This amount may include a pick up amount as well as the deposit amount that was also saved to the same receipt. So the amount shown here may be greater than the amount that was collected for the deposit.

**Refund Payment Method** Select the method of the refund.

*Cash:* The cashier removes cash from the cash drawer to be handed to the customer. A negative payment gets tracked in the Cash Drawer Receipt table and passed to PeopleSoft Receivables.

---

**Note.** If the refund amount exceeds the maximum defined for the cash drawer, then cash cannot be used as a payment method for the refund. The refund will have to be issued by credit card or check.

---

*Credit Card:* The cashier issues a credit to a credit card. A negative payment gets tracked in the Cash Drawer Receipt table and passed to PeopleSoft Receivables.

*Check:* Select *Check* if the refund is to be credited back to a customer's account or to have a company check issued to the customer. The credit invoice will be sent to PeopleSoft Receivables. From there, a refund check can be manually initiated and a company check will be issued to the customer from PeopleSoft Accounts Payable. A negative payment gets tracked in the Cash Drawer Receipt table and is not passed to Receivables as a payment because an actual check was not issued to the customer at this time.

---

**Note.** Specifying a check refund will just issue a credit memo to PeopleSoft Receivables (through Billing), but it will not automatically initiate the refunding process in Receivables. This is a separate manual step in Receivables.

---

**Refund Due** Enter the amount to be refunded to the customer for each payment method.

**Comments** Enter comments about the refund. These comments will be printed on the refund receipt.

**Cashier** and **Date/Time** These fields are updated when you save the page.

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**Maximum Refund Override** You can control how much cash a user and or a drawer is allowed to refund. The maximum refund amounts are defined for the user and the cash drawer. If a user is allowed to refund only 100 USD cash out of a drawer, and if the current refund transaction requires a cash refund that is greater than 100 USD, then a user with access to override this maximum can check this box and bypass the edit on maximum refund. This field can be controlled by feature security.

**Note.** Give update or display access to this field only to those who you would like to be able to override the maximum refund amount for a transaction.

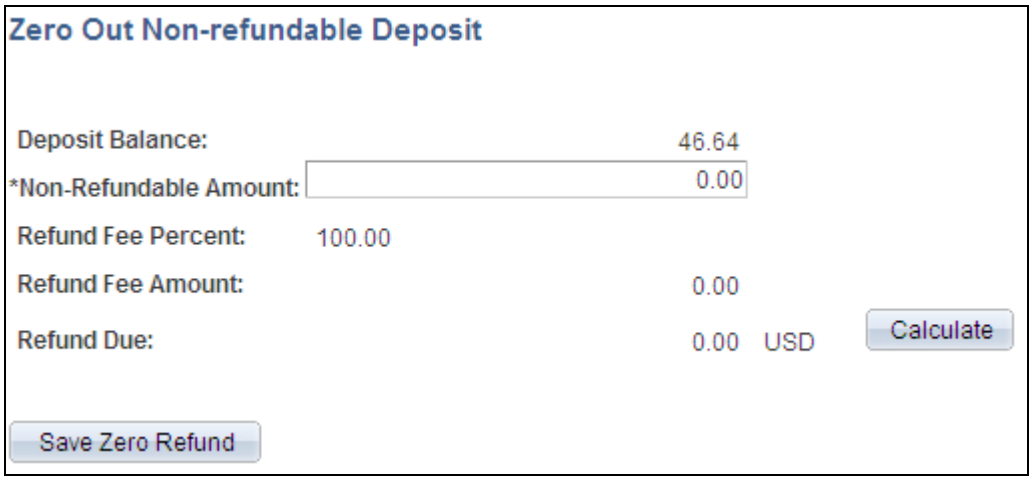
### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up and Maintaining a Cash Drawer"

## Zeroing Out Deposits

Access the Zero Out Non-refundable Deposit page (click the Zero Refund button on the Customer Deposits page).

If an order, which had a deposit taken for it, is cancelled and the deposit is not to be refunded back to the customer, then the deposit needs to be processed by filling out this page.




Zero Out Non-refundable Deposit page

**Non-Refundable Amount** Enter the amount of the deposit that is not to be refunded back to the customer. If the amount is for the full deposit balance, then enter the deposit balance here.

**Calculate** Click the button to calculate the refund fee amount, which will be set to the nonrefundable amount.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| | |
|---|---|
| **Save Zero Refund** | Clicking this button will save a deposit activity row similar to a deposit refund activity only the refund fee will be set to one hundred percent. When the Populate Billing process (OM_BILL) is run, an invoice will get created to back out the nonrefundable amount from the customer deposit account and increase the deposit fee revenue account. The invoice created will be a zero amount invoice |

# Using the Cash Drawer

This section provides an overview of the process flow for payments and deposits and how they are handled by PeopleSoft Order Management, Accounts Receivable, Billing, and Accounts Payable.

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up and Maintaining a Cash Drawer"

## Understanding the Payment Process Flow

The section describes:

- Standard order payment processing.
- Processing orders with deposits.
- Processing refunds for cancelled orders.

The following diagram shows a high level view of the cash receipts payment flow. As cash drawer payments are processed the receipts follow a standard flow.

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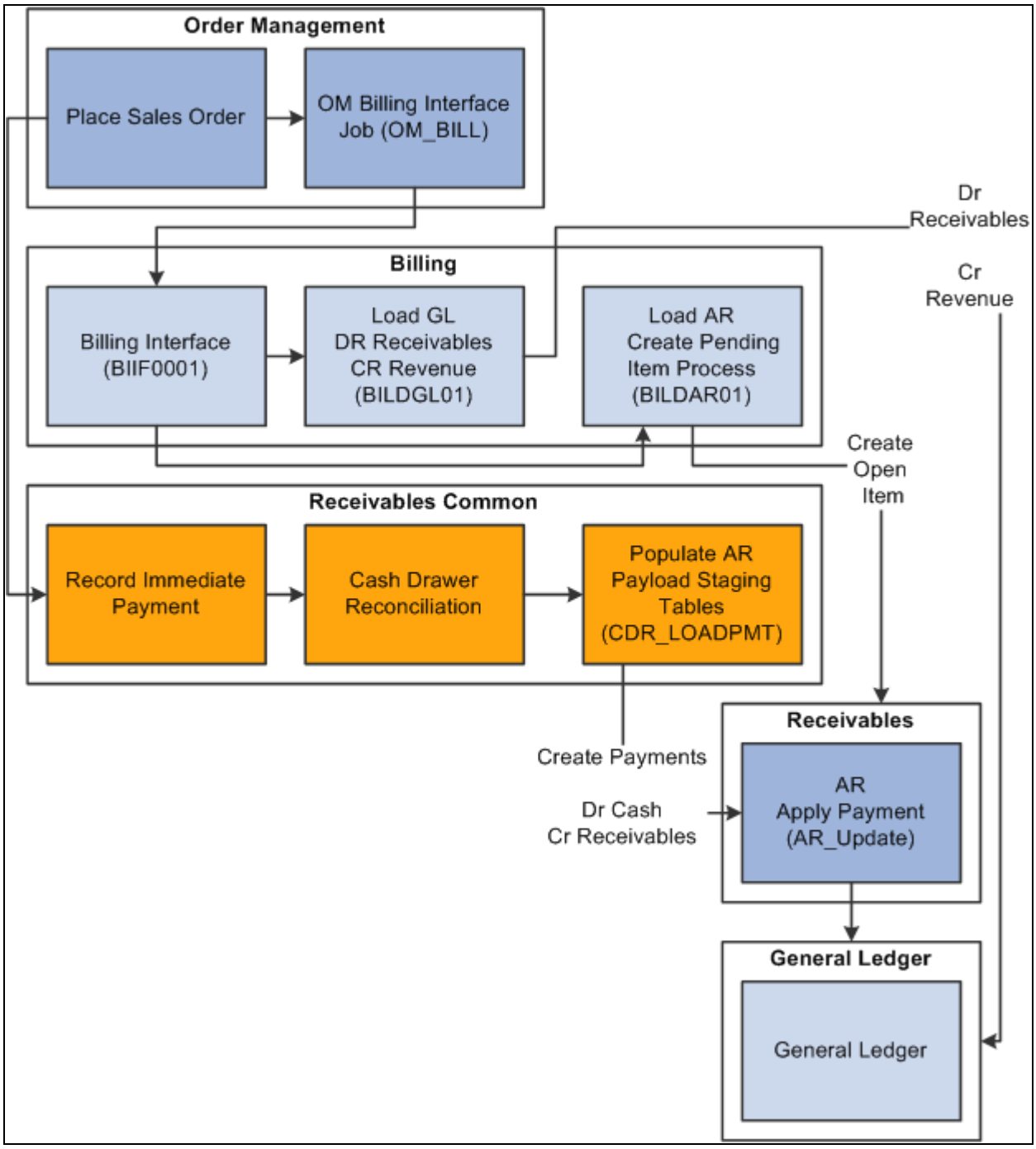


Cash receipts payment flow

**Note.** It is highly recommended that PeopleSoft Billing to Receivables processes be run prior to Cash Receipt Payments to Receivables processes. This is to help ensure that an open item is created for the invoice prior to the payment matching process. Also, it is recommended that the Receivables Payment Predictor process is run with the #REFS algorithm group.


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## Standard Order Payment Processing

These sections provide several examples of order payment processing.

### *Order Is Paid in Full – Open Item for the Invoice Is Created Before the Payment Is Created in Receivables*

Suppose you have a counter sale order for 100 USD and the customer pays the order in full at the time of purchase and immediately takes the goods. In this example, the invoice is sent to Accounts Receivable prior to the payment being created in Receivables.

1. The order is entered and the payment is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing.
3. Billing creates a pending item in Accounts Receivable.
4. The Accounts Receivable Update process creates an open item for the invoice.

   The customer balance is updated by 100 USD. The open item has both an invoice and a sales order reference.
5. The cash drawer is reconciled and the Cash Drawer Receipts process (CDR_LOADPMT) sends a payment of 100 USD to Accounts Receivables referencing the sales order.
6. The Accounts Receivable Payment Interface process creates a payment for 100 USD referencing the same sales order.
7. The Accounts Receivable Payment Predictor process applies the payment to the open item by matching a payment sales order reference to an open item sales order reference.

   This assumes that the Payment Predictor method uses #REFS algorithm group.
8. The Accounts Receivable Update process updates open item activity and reduces the customer balance by 100 USD.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 100 USD | | 100 USD | DR to Accounts Receivable for 100 USD<br>CR Revenue 100 USD |
| Cash Payment (AR_Payload) | | 100 USD | | DR Cash 100 USD |
| Cash Payment applied to Invoice WS-01 | Closed | Applied | 0 USD | CR to Accounts Receivable for 100 USD |

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### *Order Is Paid in Full — The Payment Is Created Before the Open Item for the Invoice Is Created in Receivables*

Suppose you have a sales order for 100 USD and the customer pays the order in full at the time of purchase and immediately takes the goods. This example is the same as the above example, except the payment is sent to Accounts Receivable before the invoice is sent. Also in this example, the Accounts Receivable Payment Predictor is configured to create on-account open items for payments not applied.

1. The order is entered and the payment is recorded in the Counter Sale component.
2. The cash drawer is reconciled and the Cash Drawer Receipts process (CDR_LOADPMT) sends a payment of 100 USD to Accounts Receivable referencing the sales order.
3. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 100 USD referencing this sales order.
4. Depending on your system configuration there are different ways the Accounts Receivable Payment Predictor might proceed.

   If the Accounts Receivable Payment Predictor process uses the #REFS algorithm group and if the Payment Predictor is configured to create an on-account open item for unapplied payments, then this will occur:

   - The Payment Predictor process will not find an open item to which it should apply the payment because an open item with an invoice has not been created yet.
   - The Payment Predictor process will create an on-account pending item for the unapplied payment.
5. The Accounts Receivable Update process creates an on-account open item for -100 USD and updates the customer balance by -100 USD.
6. OM_BILL sends an invoice to Billing.
7. Billing creates a pending item in Accounts Receivable.
8. The Accounts Receivable Update process creates an open item from invoice and updates the customer balance by 100 USD. Open item references both the invoice and the sales order.
9. The Accounts Receivable Auto Maintenance process attempts to match the invoice open item and the on-account item.

   This assumes the auto maintenance method is set to match by sales order number. The process finds a match because the on-account open item has the sales order number associated with the payment.


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10. The Accounts Receivable Update closes all open items.

    The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Cash Payment (AR_Payload) | | 100 USD | | Dr Cash 100 USD |
| Payment converted to On-Account WS-05 | -100 USD (on-account) | Applied | -100 USD | Cr Accounts Receivable 100 USD |
| Invoice creates Open Item IT-01 | 100 USD (invoice) | | 0 USD | Dr Accounts Receivable 100 USD<br>Cr Revenue 100 USD |
| Invoice Matched with On-Account MT-01 | On-Account – closed<br>Invoice – closed | | 0 USD | |

### *Order Is Paid in Full — The Payment Is Created Before Open Item for the Invoice in Receivables — No Action for Unapplied Items*

Suppose you have a sales order for 100 USD. This sales order is paid in full at the time of purchase and the goods are taken immediately. The payment is sent to Accounts Receivable in advance of the invoice. This example is the same as the above example, except that the Accounts Receivable Payment Predictor is configured not to do anything for payments not applied.

1. The order is entered and the payment is recorded in the Counter Sale component.
2. The cash drawer is reconciled and the Cash Drawer Receipt (CDR_LOADPMT) process sends a payment of 100 USD to Accounts Receivable which references the sales order.
3. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 100 USD which also references the sales order.
4. The Accounts Receivable Payment Predictor does nothing for payments not applied, and thus releases the payment for manual matching at a later time.

   **Note.** You must update the payment online in order for it to be picked up by payment predictor again.

5. The customer balance does not change as a result of this payment.
6. OM_BILL sends an invoice to Billing.
7. Billing creates a pending item in Accounts Receivable.
8. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 100 USD. The open item references both the invoice and the sales order.

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9. You must now manually apply the customer's payment to the invoice open item using the Payment Worksheet.

10. The Accounts Receivable Update process closes the open items, and updates the customer balance by –100 USD.

    The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Cash Payment | | 100 USD | | Dr Cash 100 USD |
| Invoice creates Open Item IT-01 | 100 USD | | 100 USD | Dr Accounts Receivable 100 USD<br>Cr Revenue 100 USD |
| Cash Payment Applied to Invoice WS-01 | Closed | Applied | 0 USD | Cr Accounts Receivable 100 USD |

### *Order Is Paid in Full — Partial Payment Made with a Corporate Voucher Scenario*

A sales order is created for 100 USD and paid in full at the time the order is placed. The sales order is partially paid with a 10 USD corporate voucher. The balance of 90 USD is paid with another payment method. In this example, the invoice is sent to Accounts Receivable first. Also in this example, assume the Accounts Receivable Payment Predictor matches payments using the #REFS algorithm group.

1. The order is entered and the corporate voucher payment is recorded in the Counter Sale component.

2. The Order Management Billing process (OM_BILL) sends an invoice to Billing for 100 USD.

3. This same process also sends an invoice line to Billing for -10 USD for the voucher. The invoice total is 90 USD.

4. Billing creates a pending item in Accounts Receivable.

5. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 90 USD. The open item references both the invoice and the sales order.

6. The Cash Drawer is reconciled and the Cash Drawer Receipt (CDR_LOADPMT) process sends a payment of 90 USD to Accounts Receivable which references the sales order.

7. The Accounts Receivable Payment Interface (AR_PAYLOAD) process creates a payment for 90 USD, which references the sales order.

8. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment invoice reference to the open item invoice reference.


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9. The Accounts Receivable Update process closes the open item.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 90 USD | | 90 USD | Dr Accounts Receivable 90 USD<br>Cr Revenue 100 USD<br>Cr Voucher Discount -10 USD |
| Cash Payment (AR_PAYLOAD) | | 90 USD | | Dr Cash 90 USD |
| Cash Payment applied to Invoice WS-01 | Closed | Applied | 0 USD | Cr Accounts Receivable 90 USD |

### *Sales Order Partial Immediate Pay Remainder on Account Scenario*

A sales order is created for 100 USD. The sales order is partially paid, 25 USD, at the time the order is placed, and the balance is to be paid on account. For this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The order is entered and the partial payment or 25 USD is recorded in the Counter Sale component.
2. The Order Management Billing process, (OM_BILL) sends an invoice to Billing for 100 USD.
3. Billing creates a pending item in Accounts Receivable.
4. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 100 USD. The open item references both the invoice and the sales order.
5. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 25 USD to Accounts Receivable which references the sales order.
6. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 25 USD which references the sales order.
7. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment invoice reference to the open item invoice reference.

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8. The Accounts Receivable Update process updates the customer balance to 75 USD.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 100 USD | | 100 USD | Dr Accounts Receivable 100 USD<br>Cr Revenue 100 USD |
| Cash Payment (AR_Payload) | | 25 USD | | Dr Cash 25 USD |
| Cash Payment applied to Invoice | | Applied | 25 USD | Cr Accounts Receivable 25 USD |

## Processing Orders with Deposits

These sections provide some examples of how sales orders that contain deposits are processed.

### *Deposit Payment Scenario*

Suppose you have a sales order for 125 USD. The customer is unable to take the goods with them at the time of the order. Perhaps the goods are on backorder or special order. The customer is required to pay a 50 USD deposit for the order. In this example the invoice is sent to Accounts Receivable first.

1. The order is entered and a deposit payment of 50 USD is recorded in the Counter Sale component.

   **Note.** A deposit can also be recorded in the regular sales order entry component.

2. OM_BILL sends an invoice for the 50 USD deposit to Billing.
3. Billing creates a pending item in Accounts Receivable.
4. An open item is created for 50 USD for the invoice that contains the deposit.
5. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 50 USD to Accounts Receivable which references the sales order.
6. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 50 USD which references the sales order.
7. The Accounts Receivable Payment Predictor finds an open item to which it should apply the payment.
8. The payment is applied to the open item and the item is closed.


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9. A balance of 50 USD, the deposit, is shown under Deposits on the Customer Account Overview in Accounts Receivable.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 50 USD | | 50 USD | Dr AR 50 USD<br>Cr Customer Deposits 50 USD |
| Cash Payment (AR_PAYLOAD) | | 50 USD | | Dr Cash 50 USD |
| Cash Payment applied to Invoice WS-01 | Closed | Applied | 0 USD | Cr Accounts Receivable 50 USD |

### *Sales Order Is Fulfilled, Deposit Was Taken When Order Placed- Balance To Be Billed*

Continuing with the previous example, where you had a sales order for 125 USD and the customer paid with a deposit of 50 USD, suppose the sales order is shipped and customer is billed for the balance on the sales order.

1. OM_BILL sends an invoice for 125 USD to Billing.
2. OM_BILL also sends an invoice line for the deposit applied of -50 USD. The total due on the invoice is 75 USD.
3. Billing creates pending item in Accounts Receivable for 75 USD.
4. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 75 USD.

   The open item references both the invoice and the sales order.

5. The customer balance will have 75 USD open as a result of this transaction.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 75 USD (invoice) | | 75 USD | Dr Accounts Receivable 75 USD<br>Cr Revenue 125 USD<br>Cr Customer Deposits -50 USD |

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### *Sales Order Is Fulfilled, Deposit Was Taken When Order Placed - Balance Paid When Goods Are Picked Up*

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD, however in this example the sales order is picked up and paid for by the customer at time of pick up. In this example the invoice is sent to Accounts Receivable first. Also in this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The customer returns to pick up the goods.

   The 50 USD deposit is applied to the order and the balance of 75 USD is paid for and recorded in the counter sale component.

2. OM_BILL sends an invoice for 125 USD to Billing.

3. OM_BILL also sends an invoice line for the deposit applied of -50 USD. The total due on the invoice is 75 USD.

4. Billing creates a pending item in Accounts Receivable for 75 USD.

5. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 75 USD. The open item references both the invoice and the sales order.

6. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 75 USD to Accounts Receivable which references the sales order.

7. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 75 USD which references the sales order.

8. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment sales order reference to the open item invoice reference.

9. The Accounts Receivable Update process updates open item activity and updates the customer balance by -75 USD.

10. The Accounts Receivable Update process closes open items.

    The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 75 USD | | 75 USD | Dr AR 75 USD<br>Cr Revenue 125 USD<br>Cr Customer Deposits –50 USD |
| Cash Payment (AR_PAYLOAD) | | 75 USD | | Dr Cash 75 USD |
| Cash Payment applied to Invoice WS-01 | Closed | Applied | 0 USD | Cr Accounts Receivable 75 USD |


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### *Payment Plus Deposit Scenario*

A sales order is created for 200 USD. This sales order is partially fulfilled. The customer paid for 100 USD worth of goods taken and left a 50 USD deposit for backordered goods. In this case the invoice was sent to Accounts Receivable first. Also in this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The order is entered and the payment of 150 USD is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing for 100 USD for the goods taken.
3. This same process creates a separate invoice for the deposit taken for 50 USD.
4. Billing creates two pending items in Accounts Receivable: one for the 100 USD goods invoice and one for 50 USD deposit invoice.
5. The Accounts Receivable Update process creates open items from invoices, and updates the customer balance by 150 USD. The open items reference both the invoice and the sales order.
6. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends payment of 150 USD to Accounts Receivable and references the sales order.
7. The Accounts Receivable Payment Interface process creates a payment for 150 USD which references the sales order.
8. The Accounts Receivable Payment Predictor applies the payment to one of the open items by matching the payment sales order reference to the open item sales order reference.

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9. The Accounts Receivable Update process closes one of the open items.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 100 USD | | 100 USD | Dr AR 100 USD<br>Cr Revenue 100 USD |
| Invoice creates Open Item IT-01 | 50 USD | | 150 USD | Dr AR 50 USD<br>Cr Customer Deposit 50 USD |
| Cash Payment | | 150 USD | | Dr Cash 150 USD |
| Cash Payment applied to Invoice WS-01 | Closed (one of the items gets closed, for example, the 50 USD) | Applied | 100 USD | Cr Accounts Receivable 50 USD |
| Cash Payment applied to Invoice WS-01 | Closed (the other item) | Applied | 0 | Cr Accounts Receivable 100 |

### *Partial Payment Plus Deposit Scenario*

Similar to the previous scenario, suppose the customer orders 200 USD worth of goods. A portion of the goods can be taken immediately and a portion is backordered. The customer pays a partial payment of 25 USD for 100 USD worth of goods taken. The customer also pays a 50 USD deposit for backordered goods. In this example the invoice is sent to Accounts Receivable first. For this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The order is entered and the payment of 75 USD is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing for 100 USD.
3. This same process also creates a separate invoice for the deposit taken for 50 USD.
4. Billing creates pending items in Accounts Receivable: for the 100 USD goods invoice and one for 50 USD deposit invoice.
5. The Accounts Receivable Update process creates open items from the invoices and updates the customer balance by 150 USD.

   The open items reference both the invoice and the sales order.
6. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 75 USD to Accounts Receivable which references the sales order.
7. The Accounts Receivable Payment Interface process creates a payment for 75 USD which references the sales order.


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8. The Accounts Receivable Payment Predictor applies the payment to one of the open items by matching the payment sales order reference to the open item sales order reference.
9. Because both open items reference the same sales order it is difficult to predict which of the two invoices will be credited.

   For this example, the 75 payment was applied to the deposit invoice to close the item
10. The Accounts Receivable Update process closes one of the open items, in this case the Deposit invoice.

    The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 100 USD | | 100 USD | Dr Accounts Receivable 100 USD<br>Cr Revenue 100 USD |
| Invoice creates Open Item IT-01 | 50 | | 150 USD | Dr Accounts Receivable 50 USD<br>Cr Customer Deposit 50 USD |
| Cash Payment (AR_PAYLOAD) | | 75 USD | -- | Dr Cash 75 USD |
| Cash Payment applied to Invoice WS-01 | Closed the 50 USD payment | Applied | 75 USD | Cr Accounts Receivable 75 USD |

## Processing Refunds for Cancelled Orders

These sections provide some examples of how refunds are processed when an order is cancelled.

### *Cancellation of a Sales Order with a Deposit, Full Refund with Company Check Scenario*

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD. The sales order is then cancelled. You allow refunds of deposits and as such a full refund will be given using company check.

---

**Note.** The Accounts Receivable business unit must have an associated Accounts Payable business unit and Accounts Payable origin ID. The customer must have a related vendor ID.

---

1. The order is cancelled and a refund is recorded in the Customer Deposit component.
2. The Order Management Billing component (OM_BILL) sends a negative invoice line to Billing for the deposit refund.
3. Billing creates a pending item for the credit in Accounts Receivable.

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4. An open item is created in Accounts Receivable for -50 USD.
5. You then manually send a request to an Accounts Receivable clerk to create a refund for the sales order.

**Note.** There is no automated method for notifying the Accounts Receivable clerk of the check refund.

6. The Accounts Receivable clerk then manually creates a refund using the Accounts Receivable Maintenance Worksheet.

   The on-account item, referencing the sales order, is selected from the worksheet.
7. The Accounts Receivable Update process updates open item activity and the customer balance by 50 USD.
8. The Accounts Receivable Refunds Process loads the refunds into the Payables voucher tables.
9. The Accounts Payable Voucher Posting process builds the voucher payable to the customer.
10. The Accounts Payable Pay Cycle process creates the payment for 50 USD to customer.

**Note.** Alternatively, instead of refunding the credit using a company check, the credit can remain on the customer's account and then be applied to a subsequent open item.

The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|
| Invoice creates Open Item IT-01 | -50 USD | -50 USD | Dr AR -50 USD<br>Cr Customer Deposit -50 USD |
| Refund on-account MT-09 | Closed | 0 USD | Dr AR 50 USD<br>Cr Refund Control 50 USD |
| AR Refunds Process | NA | NA | Dr Refund Control 50 USD |
| AP Voucher Posting | NA | NA | Cr AP 50 USD |
| AP Pay Cycle | NA | NA | Dr AP 50 USD<br>Cr Cash 50 USD |

### *Cancellation of a Sales Order with Deposit, Full Cash Refund Scenario*

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD. The sales order is then cancelled and a full cash refund given.

1. The order is cancelled and a refund is recorded in the Customer Deposit component.

   The 50 USD payment is handed back to the customer at order cancellation time.


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2. The Order Management Billing process (OM_BILL) creates a negative invoice line in Billing for the deposit refund.
3. Billing creates a pending item for the credit in Accounts Receivable.
4. An open item is created in Accounts Receivable for -50 USD.
5. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of -50 USD to Accounts Receivable which references the sales order.
6. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for -50 USD which references the sales order.
7. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment sales order reference to the open item sales order reference.
8. The Accounts Receivable Update process closes the items and updates the customer balance.

   The table illustrates the accounting events that take place in this example:

| ***Event*** | ***Accounts Receivable Open Item*** | ***Accounts Receivable Payment*** | ***Customer Balance*** | ***Accounting Entries*** |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | -50 USD | NA | -50 USD | Dr AR -50 USD<br>Cr Customer Deposit -50 USD |
| Cash Refund payment processed by AR_PAYLOAD | NA | -50 USD | NA | Dr Cash –50 USD |
| Cash Payment applied to Invoice WS-01 | Closed | Applied | 0 USD | Cr AR –50 USD |

### *Cancellation of Sales Order with Deposit, No Refund Scenario*

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD. The sales order is then cancelled however, in this example you do not allow a refund of the deposit.

1. The order is cancelled and the nonrefundable deposit is processed in the Customer Deposit component ( Zero Refund button).
2. The Order Management Billing process (OM_BILL) sends a negative invoice line for -50 USD to Billing.
3. The same process also sends an invoice line for a refund fee of 50 USD to Billing.
4. Billing creates a pending item in Accounts Receivable for 0 USD.
5. The Accounts Receivable Update process creates an open item from the invoice which references both the invoice and the sales order.

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6. The Accounts Receivable Update process closes the open item.

   The table illustrates the accounting events that take place in this example:

| *Event* | *Accounts Receivable Open Item* | *Accounts Receivable Payment* | *Customer Balance* | *Accounting Entries* |
|---|---|---|---|---|
| Invoice creates Open Item IT-01 | 0 USD | | 0 USD | Dr AR 0 USD<br>Cr Customer Deposits -50 USD<br>Cr Deposit Refund Fee 50 USD |


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Chapter 22

# Using Self-Service Order Entry and Order Status

This chapter lists prerequisites for PeopleSoft Order Management self-service features and discusses how to:

- Enter self-service orders.
- Track self-service orders.

## Prerequisites

The PeopleSoft Order Management self-service features enable customers to enter and track orders. Although the pages are designed for external people who access the system, customer service representatives (CSRs) can also use the self-service Sales Order Entry component by clicking the Express Order Entry link in the left-hand navigation or on the CSR Desktop page. Self-service order tracking uses the same pages as the CSR version, but the functionality is limited. These components are simplified versions of the Order Entry Form component and the Order Tracking component.

You must set up customers as external contacts before they can use the self-service features. Establish self-service contact information in the Contact Information component.

**Note.** The Self-Service Sales Order permission list (EPOM1100), which is attached to the Customer role, is delivered in sample data.

To set up customers as external contacts:

1. On the Contact page in the Contact Information component, set the Contact Flag field to *External.*
2. On the Contact User Profile page, create a user profile:
    a. Enter a user ID and a password, and then confirm the password.
    b. Select the EPOM1100 process profile and EPOM1100 permission list tables.
    c. Select the Customer (case-sensitive) role.

    **Note.** Entering the user profile information here automatically inserts appropriate data into the PeopleSoft security tables.
3. On the Contact Customer page, assign the contact to appropriate customers.
4. On the Self Service Security tab, establish customer-level security options.

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5. If you are creating a new user profile, define the default PeopleSoft Order Management business unit and default order group for the user ID.

   On the Common Definitions User Preferences page, select Orders - Sales and then enter the default business unit value.

### *See Also*

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

# Entering Self-Service Orders

This section provides an overview of self-service order entry and discusses how to:

- Enter self-service orders.
- Enter payment information.
- Enter header notes.
- Copy from purchase history.
- Enter line details.
- Confirm orders.
- Submit orders.
- Change orders.

## Understanding Self-Service Order Entry

The Self-Service Sales Order Entry component resembles the Order Entry Form component, but it is less complicated. This component is designed for brokers and other salespeople who are comfortable with sales order entry.

Header, line, and summary information appear on the Sales Order Entry page. Links on this page enable users to access shipping information, update payment information, and print notes on the order acknowledgement, picking plan, packing slip, bill of lading, and invoice. Once all the necessary information is complete, users can view an order confirmation page where they can either modify the order or submit it. After a user submits the order, the order status changes to *Open.* Users can also cancel or change an order after it has been submitted. When a user cancels an order or order line, PeopleSoft Order Management first checks with PeopleSoft Inventory to ensure the order is eligible for cancellation before the system cancels the line. For partial-shipped order lines, the quantity is adjusted to match the shipped quantity, but the line is not canceled.

Most order processing (defaulting, pricing, freight, deliveries, tax, buying agreements, reservations, automatic sales order processing, and so forth) is the same as for the Order Entry Form component. The component enables the self-service customer to:

- Create, view, and update orders only for customers associated with the contact ID associated with their user ID.

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- Change the unit price for an order line only if these conditions are met:
  - The contact associated with the user ID is tied to a broker customer ID (the Broker Customer option on the customer General Info page must be selected).
  - The broker customer is associated with the sold to customer that appears on the sales order (the broker customer acts as a broker for the sold to customer).
- Edit only order lines, not schedules.
- Override the ship to address but not the sold to address.
- Enter payment and credit card information.
- Create order header and order line notes.
- Copy orders or order lines from purchase history.
- Print a copy of the sales order or send an email notification.

---

**Note.** The self-service customer must enter a reason code when changing the unit price.

---

- Edit only these fields:
  - On the order header: Sold To,Requested Arrival Date,Requested Arrival Time, Customer PO (customer purchase order), and Payment Method.
  - On the order line: Product ID,UOM (unit of measure), Quantity,Requested Ship Date, Requested Ship Time,Requested Arrival Date,Requested Arrival Time,Customer PO, Customer PO Line, Ship-to CustomerShip-to Location, Ship-To Address, Carrier ID, Ship Via, Freight Terms,Partials, Ship Prior, Cancel Backorder.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," page 213

Chapter 18, "Maintaining Order Header and Line Information," page 323

Chapter 19, "Maintaining Order Schedule Information," page 377

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## Pages Used to Enter Self-Service Orders

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Sales Order Entry | ORDENT_FORM_LN_SS | • Order Management, Quotes and Orders, Express Order Add/Edit<br>• Click the Go To Express Order Add/Edit link on the CSR Desktop page.<br>• Customer Portal, Order Management, Create/Update Order | Enter self-service sales orders, including header and line information. |
| Sales Order Entry - Shipment Information | ORDENT_SHIPMENT_SS | Click the View Shipment Information link on the Sales Order Entry page. | View shipping information for all lines on the sales order. |
| Sales Order Entry - Payment Option | ORDENT_PAYMENT_SS | Click the View or Change Payment Option link on the Sales Order Entry page. | View payment information for an order. If the order is new, you can change the payment option. |
| Sales Order Entry - Order Header Notes | ORDENT_HDR_NOTE | Click the View or Change Order Notes link on the Sales Order Entry page. | Associate predefined standard notes or add custom notes to the order header. You can print these notes on the order acknowledgement, invoice, bill of lading, and packing list. |
| Sales Order Entry - Order Line Detail | ORDENT_LINE_DTL_SS | Click the Show Details button for a line on the Sales Order Entry page. | View and enter information for an order line. |
| Sales Order Entry - Ship To Address Override | ORDENT_ADDRSHP_LN | Click the Address Override link on the Sales Order Entry - Line Detail page. | Override the ship to customer address for an order line. |
| Sales Order Entry - Select/Copy From Purchase History<br>Sales Order Entry - Purchase History Search | ORDENT_CPYPH_SS | Click the Copy From Purchase History button on the Sales Order Entry page. | Copy order lines from previous orders by selecting one or more lines and clicking Copy.<br>**Note.** Click the Purchase History Search link to search for orders by order number, order date, or product. |


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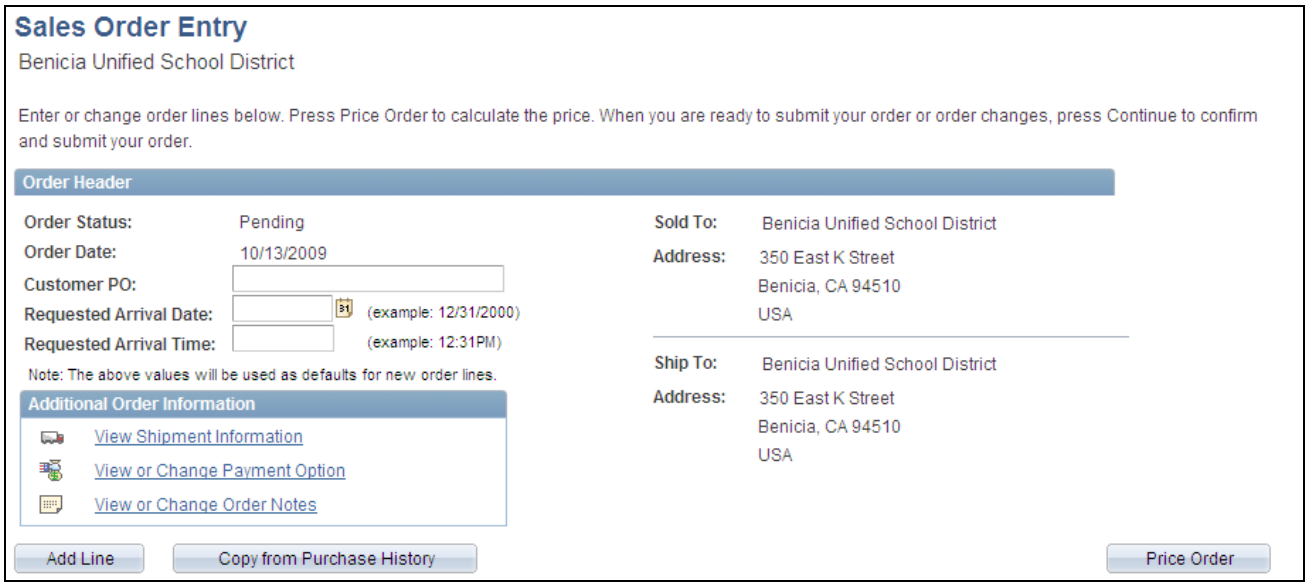
| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Sales Order Entry - Order Change Confirmation | ORDENT_CHANGES_SS | Click the Continue button on the Sales Order Entry page, if you changed the order. | View and confirm any changes made to an existing order. |
| Sales Order Entry - Order Confirmation | ORDENT_CONFIRM_SS | Click the Continue button on the Sales Order Entry page. | Confirm that the new order is correct. |
| Order Submitted | ORDENT_CONFIRM_SS | Click the Submit Order button on the Sales Order Entry - Order Confirmation page or the Sales Order Entry - Order Change Confirmation page. | Submit the order for fulfillment processing, print a copy of the order, send an email notification with the order information attached, update the order, or add a new order. |
| Send Notification | OM_WF_NOTIFY_SS | Click the Send Notification button on the Order Submitted page. | Create an email and send it with the order. |

## Entering Self-Service Orders

Access the Sales Order Entry page (Order Management, Quotes and Orders, Express Order Add/Edit).




Sales Order Entry page (1 of 2)

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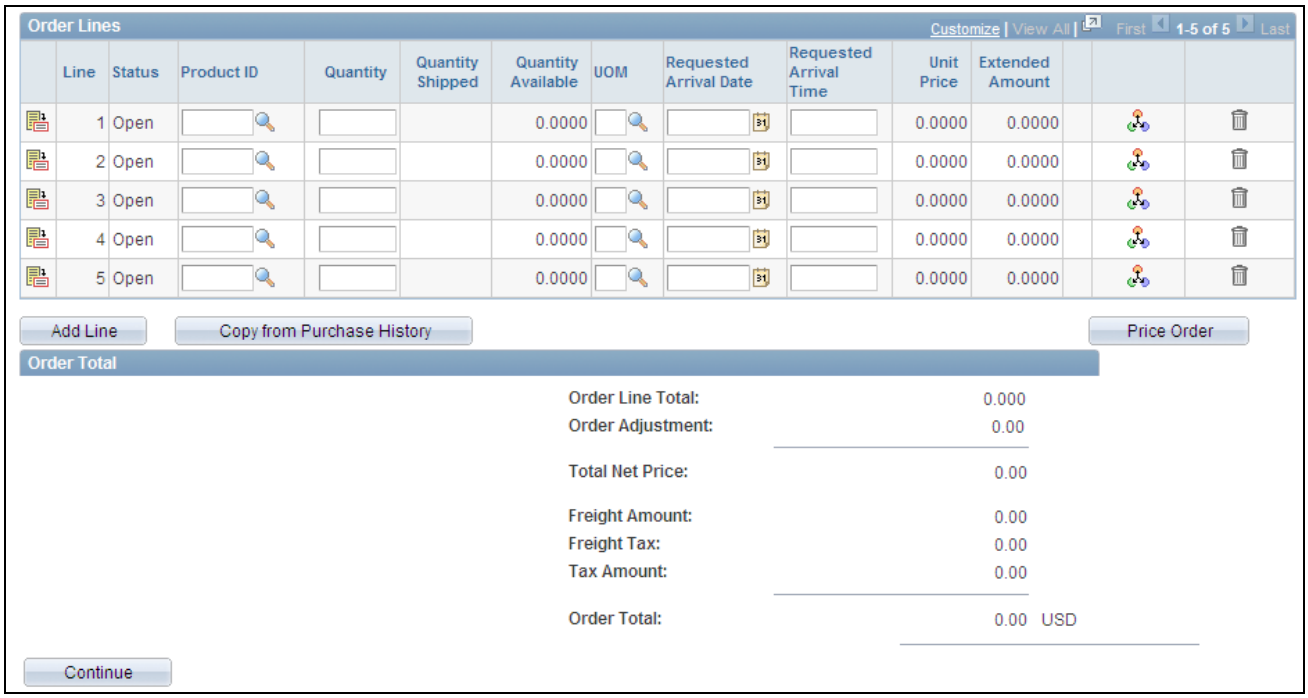


Sales Order Entry page (2 of 2)

### *Common Information*

**Cancel Order** Appears only if the order already exists.

**Copy from Purchase History** Click to access the Select/Copy from Purchase History page.

### *Order Header*

**Order Status** The default value is *Pending*. When the order is submitted, the status changes to *Open*.

**View Shipment Information** Click to access the Shipment Information page.

**View or Change Payment Option** Click to access the Payment Option page.

**View or Change Order Notes** Click to access the Order Header Notes page.

### *Order Lines*

**Quantity Shipped** If the product has shipped, the quantity appears.

**Quantity Available** Displays the quantity available in the ship from PeopleSoft Inventory business unit.


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| | |
|---|---|
| | Click the Configure button to select product options. The button appears only if the product is configured. |
| | Click the View Configuration Results button to view the details of the configured product. The button appears only if the product is configured. |
| | Click the Cancel Line button. The status changes from *Pending* to *Canceled.* |
| **Price Order** | Click the button to price the order. |

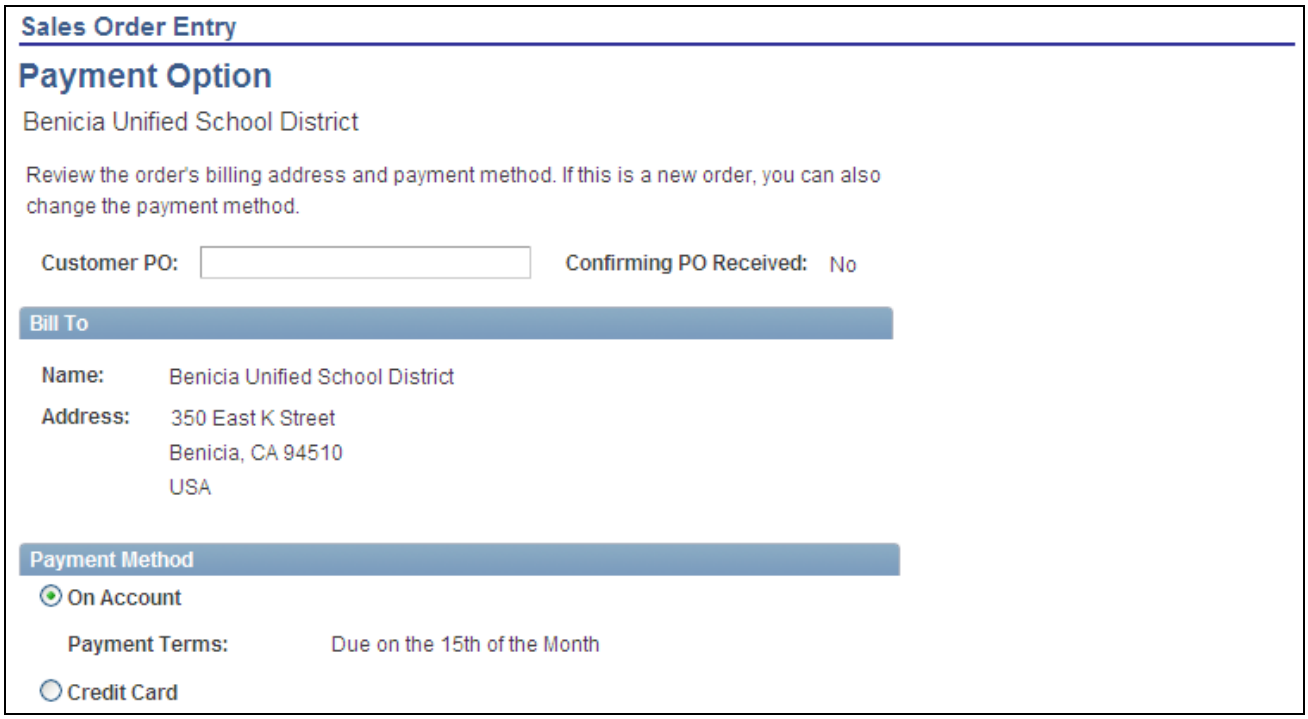
### *Order Total*

Order amounts appear for the entire order, including adjustments, freight charges and freight tax, and other tax.

| | |
|---|---|
| **Continue** | Click to access the Order Confirmation page. |

## Entering Payment Information

Access the Payment Option page (click the View or Change Payment Option link on the Sales Order Entry page).




Payment Option page

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| | |
|---|---|
| **Customer PO** (customer purchase order) | Automatically populated from the Sales Order Entry page. You can enter a value for a new order. |
| **Confirming PO Received** (confirming purchase order received) | Selected if you have received a copy of the purchase order. |

### *Bill To*

| | |
|---|---|
| **Name** and **Address** | Displays information about the bill-to customer. This information cannot be changed. |

### *Payment Method*

The fields in this region differ depending on whether the payment method is on account or credit card. The fields also behave differently for new and existing orders. If the order is new, the customer can change the payment method and also change the credit cards used to pay for the order. For existing orders, the payment method is unavailable.

| | |
|---|---|
| **On Account** | Automatically populated from the bill-to customer. If this option is selected, the payment terms appear. They cannot be changed. |
| **Credit Card** | The option to use a credit card is populated from the bill-to customer. Credit card information must also be established in the Contact Information component. |
| **Use Stored Credit Card** and **Edit Credit Card** | The Used Stored Credit Card button appears if the customer has changed the credit card information and wants to use the default credit card.<br>The Edit Credit Card button appears if the customer wants to change the information for the stored credit card. After clicking the button, the customer can enter a new credit card or edit the existing credit card by using the rest of the fields. |

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Processing Credit Cards," Entering Credit Card Data and Authorizing Credit Card Transactions Online

## Entering Header Notes

Access the Order Header Notes page (click the View or Change Order Notes link on the Sales Order Entry page).


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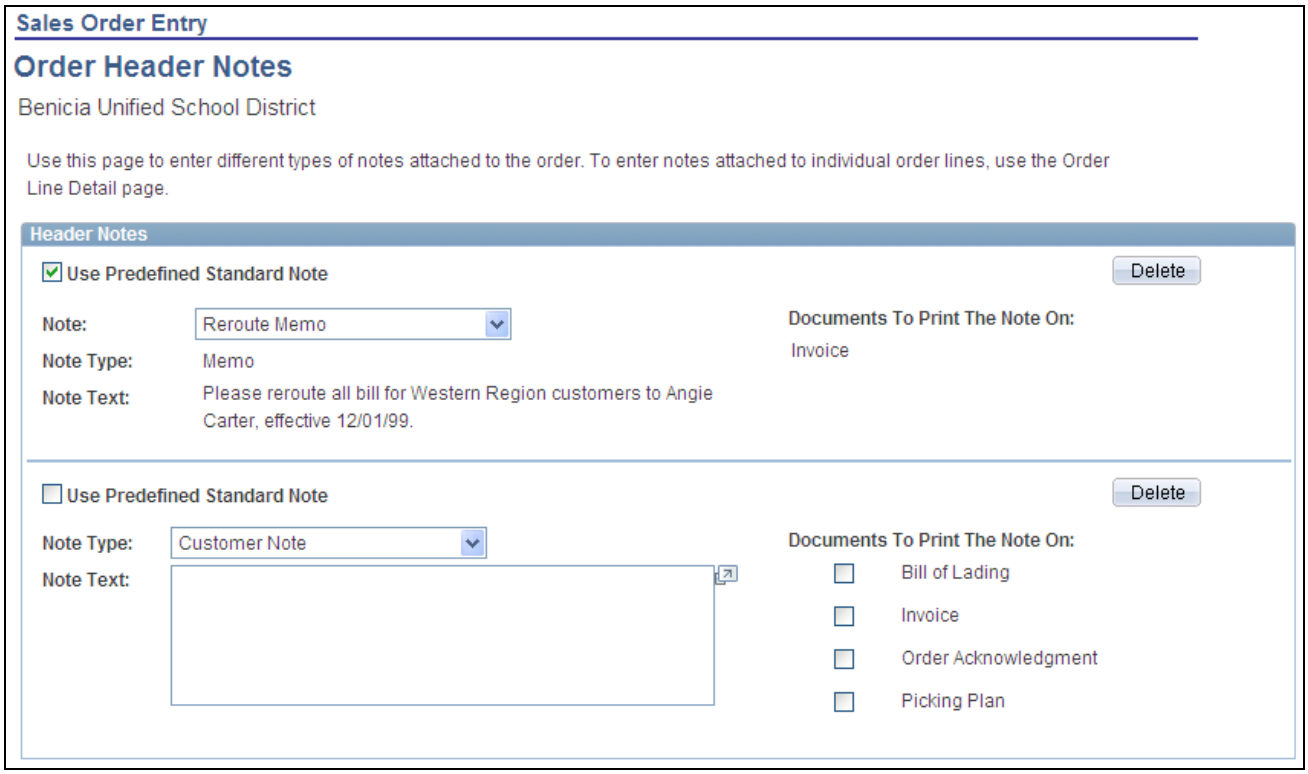


Order Header Notes page

Notes can be predefined or custom.

| | |
|---|---|
| **Use Predefined Standard Note** | Select to choose from predefined notes in the Note field. These notes are established on the Standard Notes page. The Note Type,Note Text, and Documents to Print The Note On fields are populated by the system and cannot be changed. |
| **Note Type** | For custom notes, select from a list of values defined on the Note Types page. For predefined notes, the value appears automatically. |
| **Note Text** | Enter up to 254 characters for the note. For predefined notes, the note text appears automatically. |
| **Documents To Print the Note On:** | For custom notes, select the print locations from the available options. You can print notes on invoices, bills of lading, order acknowledgements, picking plans, and quotations without additional customization. |
| **Add New Note** | Click to add a new predefined note or a custom note. |

## Copying From Purchase History

Access the Select/Copy from Purchase History page (click the Copy From Purchase History button on the Sales Order Entry page).

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| | |
|---|---|
| **Select** | Select the lines that you want copied to the order. |
| **Copy** | Click to add the lines that are selected to the order. |
| **Cancel** | Click to cancel the search page. |
| **Purchase History Search** | Click to search for orders by order number, order date, or product. |

## Entering Line Details

Access the Order Line Detail page (click the Show Details button for a line on the Sales Order Entry page).

**Note.** If the line has been shipped, only the quantity can be updated.

### *Requested Dates*

| | |
|---|---|
| **Requested Dates** | Changing these values updates the Scheduled Dates fields. |

### *Ship To*

| | |
|---|---|
| **Address Override** | Click to change the ship-to address for the line on the Ship To Address Override page. |

### *Ship Options*

The same restrictions apply as in the Order Entry Form component.

### *Line Notes*

The fields are the same as those on the Order Header page. The line notes apply to individual lines.

See Chapter 22, "Using Self-Service Order Entry and Order Status," Entering Header Notes, page 456.

## Confirming Orders

Access the Order Confirmation page (click the Continue button on the Sales Order Entry page).

Review the order before submitting it.

| | |
|---|---|
| | Click the Print button to print a copy of the order. The order can be printed in *Web Friendly Page* or *Print Friendly Page* format. |
| **Status** | The status changes from *Pending* to *Open* after the order is submitted. |


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| | |
|---|---|
| **Submit Order** | Click to access the Order Submitted page. |
| **Return to Sales Order Entry** | Click to return to the order and make changes. |

## Submitting Orders

Access the Order Submitted page (click the Submit Order button on the Sales Order Entry - Order Confirmation page).

| | |
|---|---|
| | Click the Print button to print a copy of the order. The order can be printed in *Web Friendly Page* or *Print Friendly Page* format. |
| **Send Notification** | Click to access the Send Notification page and to create and send an email to the person defined as the contact. The system sends a link to the sales order and also sends a copy of the sales order in text format. |
| **Status** | After the order is submitted, the status changes to *Open.* |
| **Change this Order** | Click to access the Sales Order Entry page and make changes to the order. |
| **Add Order, Same Customer** | Click to access the Sales Order Entry page and enter a new order. |
| **Add Order, New Customer** | Click to select a customer for a new order. |

## Changing Orders

Access the Order Change Confirmation page (click the Continue button on the Sales Order Entry page if you changed the order).

The page displays the changes to the order.

| | |
|---|---|
| **Submit Order** | Click to submit changes and access the Order Submitted page. |

# Tracking Self-Service Orders

This section provides an overview of self-service order tracking and lists the pages used to track self-service orders.

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## Understanding Self-Service Order Tracking

The self-service Order Tracking component enables external customers to view sales order fulfillment statuses and details. The self-service Order Tracking pages are similar to the internal Order Tracking pages, but navigation from the tracking page is limited. Self-service order tracking differs from regular order tracking in these ways:

- Self-service users have access to basic search criteria by default.
- Self-service users can only view orders for the customer IDs associated with their user IDs.
- Self-service users do not see the Credit and Conversations links in the results grid on the Order Tracking page.
- Self-service users can only view and change order details through the Self-Service Order Entry component.

  They cannot navigate to other areas in the system.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," Tracking Orders, page 255

## Pages Used to Track Self-Service Orders

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Tracking - Search | ORDER_TRACK_SRCH | • Click the Go To Order Track link from the CSR Desktop page.<br>• Customer Portal, Order Management, Track Order | Establish order tracking search criteria. |
| Order Tracking | ORDER_TRACKING | Click the Search button on the Order Tracking - Search page. | Track an order or group of orders through the fulfillment cycle. |


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Chapter 23

# Maintaining Quotation Information

This chapter discusses:

- Sales order quotations.
- How to establish quotation defaults.
- Functional differences between sales orders and quotes.
- How to copy quotes to buying agreements.

## Sales Order Quotations

In PeopleSoft Order Management, you can create sales order quotations the same way as you do sales orders. This section discusses the differences between them.

**Note.** It is not necessary to enter a quote to give customers product price and availability information. You can use the Price and Availability - Price Calculations Page for immediate access to product information.

### *See Also*

Chapter 15, "Introduction to Sales Order Entry," page 213

Chapter 16, "Setting Default Sales Order Values," page 283

Chapter 18, "Maintaining Order Header and Line Information," page 323

Chapter 19, "Maintaining Order Schedule Information," page 377

Chapter 20, "Working with Large Orders and Quotes," page 391

Chapter 22, "Using Self-Service Order Entry and Order Status," page 449

Chapter 24, "Processing Sales Orders," Running Close Order/Quote/RMA, page 469

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### Pages Used to Maintain Order Quotations

| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Quote Competition | ORDENT_HDR_ADDTL | Select Quotation Data from the Header Menu on the Quote Entry Form page. | Enter information about the success percentage competitor, and win loss reason. The competitor data is for information only. |

## Setting Up Quotation Defaults

Set up a default business unit, beginning sequence, default order quantity, price adjustment reason, quote owner, as well as quote display options for each of the system users. You can also establish a short-term customer template on the Order Management business unit.

#### *See Also*

*PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Defining User Preferences," Defining Sales Order User Preferences

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 21

## Functional Differences Between Sales Orders and Quotes

At both the line and schedule of a quotation, you do not have access to the Load Planning process in PeopleSoft Inventory. Lot selection and soft allocation, available from sales order lines and schedules, do not apply to quotations. When entering a quotation, you must enter an expiration date to note the date that prices and terms on the quote are no longer valid.

This section discusses how to:

- Use the quote competition page.
- Copy quotes to a sales order.
- Establish commission information for quotes.

### Using the Quote Competition Page

Access the Quote Competition page (select Quotation Data from the Header Menu on the Quote Entry Form page).

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### *Quotation Data*

| | |
|---|---|
| **Success %** (success percent) | A best-guess forecast that the quotation results in a sales order. Quotations are considered as demand when the success percentage is over the parameters that you define in PeopleSoft Supply Planning. |
| **Due Date** | The quote deadline that is specified by the customer or prospect. |
| **Competitors** | Enter competitor information for this potential sale. |
| **Won/Loss Reasons** | Enter reason codes for why the sale is won or lost. |

## Copying Quotes to Sales Orders

Quotes are available for copying to sales orders. When order lines or schedules are created from quotations, the system automatically activates the Price Protected option. This option prevents the Order Repricing process from changing line and schedule pricing. Quotes can only be copied if they include an expiration date on the Quote Entry Form page. Quotes that are expired are not available to copy.

Quote lines are copied directly to the sales order, except for those with a status of canceled. You can also individually select which lines to copy to the sales order.

Lines for a quote can only be deleted if you do not enter a quantity. The status for all copied sales order lines is open so that the user does not have to change the status for each line; demand feeds immediately to Inventory.

## Establishing Commission Information for Quotes

You can establish commission information for quotes to reduce the data that you must enter on a sales order when it is copied from a quote. The process for defining commission percentages for quotes is the same as the process for sales orders.

The Update Order Commission Data process retrieves commission percentages from team member schedules and populates the same fields on quotes as it does on orders. The difference is that quotes are not considered in calculating the total bookings or shipments for a team member to determine the level of his or her commission schedule for a particular calendar period.

### *See Also*

Chapter 11, "Structuring Commissions," page 141

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# Copying Quotes to Buying Agreements

In the business, sales cycles with customers may flow from a quotation to a buying agreement and finally to sales orders. PeopleSoft Order Management is designed to facilitate the transfer of information in each step of this process with minimal additional data entry. You can copy quote header information, all lines, or selective lines to a buying agreement.

### *See Also*

Chapter 12, "Creating Buying Agreements," Copying Quotes or Existing Buying Agreements, page 161

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Chapter 24

# Processing Sales Orders

This chapter provides an overview of order entry required processing and discusses how to:

- Run order completion/repricing.
- Run close order.

## Understanding Order Entry Required Processing

Depending on the method that you use to enter sales orders in PeopleSoft Order Management, you must run different background processes to complete the transactions and to pass order information to PeopleSoft Inventory and PeopleSoft Billing. The table lists the required processes for each method of order entry:

| *Background Processes Required* | *Order Entry Form* | *EDI/XML* | *Buying Agreement Releases* | *Replacement Orders Created from RMAs* |
|---|---|---|---|---|
| Electronic Commerce (OM_EC).* | NA | Required. | NA | NA |
| Create Sales Orders (OMCNTRCT). | NA | NA | Required.<br>(Only if you create sales orders in batch, otherwise it can be done online, and then only Order Completion needs to be run.) | NA |
| Order Completion/Repricing (OM_BACKGRND).* | NA | Required. | Required. | Required. |

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| *Background Processes Required* | *Order Entry Form* | *EDI/XML* | *Buying Agreement Releases* | *Replacement Orders Created from RMAs* |
|---|---|---|---|---|
| Request Price Check (OM_AUDIT). | NA | Required.<br>(Only if receiving customer prices through EDI.) | NA | NA |
| Hold Checking (OM_HOLD).* | Required.<br>(Only for background hold processing.) | Required.<br>(Only for online or background hold processing.) | Required.<br>(Only for online or background hold processing.) | Required.<br>(Only for online or background hold processing.) |
| Credit Checking - Customers and Source Codes (OM_CREDIT).* | Required.<br>(Only for background credit processing.) | Required.<br>(Only for online or background credit processing.) | Required.<br>(Only for online or background credit processing.) | Required.<br>(Only for online or background credit processing.) |
| Populate Demand (OM_DEMAND).* | Required.<br>(Only if orders that are on hold are not sent to Inventory.) | Required. | Required. | Required. |
| Populate Billing (OM_BILL). | Required.<br>(Only if interfaced to PeopleSoft Billing.) | Required.<br>(Only if interfaced to PeopleSoft Billing.) | Required.<br>(Only if interfaced to PeopleSoft Billing.) | Required.<br>(Only if interfaced to PeopleSoft Billing.) |
| Mark Lines for Billing (OMMARKLN). | Required.<br>(Only if using nonstock and direct-shipped products.) | Required.<br>(Only if using nonstock and direct-shipped products.) | Required.<br>(Only if using nonstock and direct-shipped products.) | Required.<br>(Only if using nonstock and direct-shipped products.) |
| Load Credit Card Interface (OM_CRCARD). | Required.<br>(Only for credit card processing and credit card authorizations are not performed online.) | Required.<br>(Only for credit card processing.) | Required.<br>(Only for credit card processing.) | Required.<br>(Only for credit card processing.) |


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| *Background Processes Required* | *Order Entry Form* | *EDI/XML* | *Buying Agreement Releases* | *Replacement Orders Created from RMAs* |
|---|---|---|---|---|
| Credit Card Processing (OM_CRC000). | Required.<br>(Only for credit card processing and credit card authorizations are not performed online.) | Required.<br>(Only for credit card processing.) | Required<br>(Only for credit card processing.) | Required<br>(Only for credit card processing.) |
| Tax Applicability (OM_EXS_APPL). | Required<br>(Only for processing Indian taxes.) | NA | NA | NA |

*When processing large volumes of orders through to PeopleSoft Inventory, you can stream the various batch processes together by selecting from the post process options on the run control page. All data selected as part of the process will be evaluated in subsequent processing.

The application engine processes take advantage of features including parallel processing and set processing that utilize temporary tables to reduce risk by date contention and deadlocks. To take full advantage of this, set up your runs to partition data. For example, for a Order Management Business Unit, you can process all orders coming from a specific source.

See *PeopleTools PeopleBook: PeopleSoft Application Engine*

This section provides details for these processes:

- Order Completion/Repricing
- Order Close

### *See Also*

Chapter 12, "Creating Buying Agreements," page 149

Chapter 25, "Billing Orders," page 475

Chapter 26, "Placing Sales Orders on Hold," page 489

Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," page 513

Chapter 30, "Processing Taxes for India," page 569

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

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# Running Order Completion/Repricing

The Order Completion/Repricing process (OM_BACKGRND) completes processing for orders that are entered by these methods and enables you to access the orders from the Order Entry Form component:

- EDI/XML messages.
- Buying agreement releases.
- Replacement orders that are created from RMAs.

The Order Completion/Repricing process:

- Adds the default order schedule based on information at the order line level.
- Applies the buying agreement, sold to customer, ship to customer, bill to customer, and order group defaults to the header, lines, and schedules.
- Performs order pricing and tax defaults and calculations.
- Processes deliveries, freight calculation (internal and external), and weight and volume pricing.

The Order Completion/Repricing process is made up of these programs:

| | |
|---|---|
| **OM_BACKGRND** | Calls all of the sub application engine programs to perform the processing. |
| **OM_PRICER & OM_GIVEAWAY** | Perform pricing or repricing. |
| **OM_BACKGRND3** | Performs tax calculations. |
| **OM_LOAD_PRC** | Performs weight and volume pricing. |
| **OM_DEL_FRT** | Performs delivery and freight processing. |


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## Pages Used to Run Order Completion/Repricing

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Completion | RUN_OM_BACKGRND | Order Management, Quotes and Orders, Process Orders, Order Completion | Process orders that are entered by EDI/XML, Buying Agreement Releases, and replacement orders that are created by RMAs. The process also updates the pricing for all open sales order lines and schedules that are not price protected, that is, the Price Protected option is deselected. The process recalculates prices based on changes that are made to orders and changes or additions to price rules. |
| Order Repricing | RUN_OM_REPRICE | Order Management, Quotes and Orders, Update Price, Reprice Order | Updates the pricing for all open sales order lines and schedules that are not price protected, that is, the Price Protected option is deselected. The process recalculates prices based on changes that are made to orders and changes or additions to price rules. |

# Running Close Order/Quote/RMA

The Close Orders/Quotes/RMAs process (OM_CLOSE) checks the status of sales and quote orders, lines, and schedules, and RMAs, and closes them when appropriate. Orders, quotes and RMAs cannot be closed online.

### *Closing Order Headers*

The Close Orders/Quotes/RMAs process updates the sales order header status to closed when the order header is not already closed or canceled and one of the conditions exists:

- All lines for the order are either closed or canceled.
- The backorder for the order is canceled because the cancel backorder option is yes.

### *Closing Order Lines*

The Close Orders/Quotes/RMAs process updates the sales order line status to closed when the order line is not already closed or canceled and one of the conditions exists:

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- All schedules for the line are either closed or canceled.
- The line for the backorder is canceled because the cancel backorder option is yes.

### *Closing Order Schedules*

The Close Orders/Quotes/RMAs process updates the sales order schedule status to closed when the order schedule is not already closed or canceled, and one of the conditions exists:

- The schedule is completely shipped; quantity scheduled minus quantity shipped is zero.
- The backorder for the schedule is canceled because the cancel backorder option is yes.

### *Closing Quote Headers*

The Close Orders/Quotes/RMAs process updates the quote order header status to closed when the quote header is not already closed or canceled and both these conditions exists:

- All lines for the quote are either closed or canceled.
- The quote has expired.

### *Closing Quote Lines*

The Close Orders/Quotes/RMAs process updates the quote order line status to closed when the quote line is not already closed or canceled and the quote has expired.

### *Closing Quote Schedules*

The Close Orders/Quotes/RMAs process updates the quote order schedule status to closed when the quote schedule is not already closed or canceled and the quote has expired.

### *Closing Returned Material Authorizations*

The Close Orders/Quotes/RMAs process updates the RMA header status to closed when the RMA is not already closed or canceled and all RMA lines are either closed or canceled.


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## Pages Used to Run Close Orders

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Close Orders/Quotes | RUN_OM_CLOSE | Order Management, Quotes and Orders, Process Orders, Close Order/Quote | Checks the status of sales and quote orders, lines, and schedules and closes them when appropriate. The user can choose *Sales Order Only*, *Quote Only*, or *Sales Order & Quote* for a single OM business unit.<br><br>If *Quote Only*, or *Sales Order & Quote* is chosen, OM_Close will close any quotes that have expired.<br><br>**Note.** OM_CLOSE should be run regularly for best system performance.<br><br>**Important!** As a safeguard to ensure that you are making changes to the correct tables, do investigation using a SQL tool before making any modifications. The lists of tables accessed and updated that PeopleSoft provides are overviews and may not be comprehensive. |
| Close RMA | RUN_OM_CLOSE_RMA | Customer Returns, Close RMA | Checks the status of RMAs and closes all RMA headers if the lines for the header are either closed or canceled. The user can choose All Return to Option RMAs or Return to IBU Only RMAs. |

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Part 4

# Defining Sales Order Business Processes

**Chapter 25**
**Billing Orders**

**Chapter 26**
**Placing Sales Orders on Hold**

**Chapter 27**
**Using Sales Order and Quotation Enterprise Integration Points**

**Chapter 28**
**Analyzing Sales Using PS/nVision and Online Analytical Processing**

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Chapter 25

# Billing Orders

This chapter provides an overview of the billing process, lists prerequisites, and discusses how to:

- Use direct invoicing.
- Populate billing.
- Prepare nonstock products for billing.

## Understanding How Orders Are Submitted For Billing

PeopleSoft Billing invoices customers for sales orders. Information is passed to PeopleSoft Billing by using either:

- Direct Invoicing.
- Populate Billing.

Invoices can be generated by either:

- Ship from warehouse from shipment history in PeopleSoft Inventory.
- PeopleSoft Order Management business unit.

**Note.** Divide sales order transactions among different Billing business units if you are billing by Inventory business unit. Each Inventory business unit can be linked to a separate Billing business unit. A PeopleSoft Order Management business unit can be linked only to a single PeopleSoft Billing business unit.

After the invoice is created, the invoice number, date, and line number appear on shipment history inquiries in PeopleSoft Order Management.

**Note.** Sales orders that are created from PeopleSoft Contracts are billed from Contracts. Shipment history data for contracts sales orders are not updated with invoice information.

### *Using Bill-by Criteria*

PeopleSoft Billing uses the bill-by concept to group sales activity on invoices. For example, it can generate a separate invoice for each shipping ID or for each sales order number. Define a different bill by for each customer so that one customer is billed by order number and another by shipping ID. Establish bill-by criteria on the Bill By Identifier page in PeopleSoft Billing.

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Payment Method, Payment Terms Code, and Address Sequence Number are implicit bill by for PeopleSoft Order Management.

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**Note.** Associate the Bill By Identifier with a Bill To customer on the General Information - Bill To Options page. If sales transactions are liable for value added tax (VAT), these fields are implicitly included in the bill-by fields list for the bill-by identifier: Ship To Country, Ship From Country, Buyer's VAT Registration Country (customer's VAT registration country), Seller's VAT Registration Country (reporting country) and VAT Treatment Group.

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See Chapter 29, "Order Processing in a VAT Environment," page 545.

### *Pricing Considerations for Billing Sales Orders*

Sales orders can have pricing UOM's that are different from the ordering UOM. The Populate Billing (OM_BILL) will always invoice order activity in the pricing UOM. The UOM and prices reflected on the invoice will be in the pricing UOM.

If you are using tiered pricing and an order schedule is broken out into more than one pricing schedule, quantities from each pricing schedule will be on individual lines of an invoice. In this example, there are two pricing schedules for an order schedule–the first schedule for 10 units at 10 USD and the second schedule for 10 units at 8 USD. If the pricing schedules shipped before the Populate Billing process was run, there would be two invoice lines, even though there was only one order schedule. If all of the schedules have not shipped before the Populate Billing process is run, the lines would be invoiced in this example. Using the same scenario with two pricing schedules, however only 7 units shipped before the Populate Billing process was run. There would be one on an invoice for 7 units at 10 USD. When the remaining 13 units shipped and the Populate Billing process was run again, there would be two additional invoice lines – one line for 3 units at 10 USD and another line for 10 units at 8 USD.

### *Billing Considerations When Using Deliveries*

When using deliveries, you can control when the demand and the freight for that demand are billed by setting the *Commit Freight for Billing* flag on each delivery. Many sites want to be able to bill appropriate freight charges on the same bill as the shipment. With third-party freight integration, there are delivery management and freighting activities that may occur after shipments have been created. With this capability, some sites need to be able to prevent shipments from being billed until the freight amount has been calculated and assigned to the delivery. This flag is available on the delivery to help coordinate the timing of shipment and freight billing. The delivery *Commit Freight for Billing* flag can be set manually in the delivery management workbench while performing delivery management and freight activities; when creating a shipment and manually assigning or calculating freight amounts in shipping/issues; when running the batch delivery management and freight process; or when running various batch fulfillment processes and assigning or calculating freight, including batch shipping.

Delivery assignments may not be required for every shipment (see *Use Deliveries* setting on the Order Management business unit and the Inventory business unit). Only when a shipment demand line is assigned to a delivery will the system verify that the *Commit Freight for Billing* flag is set. If a delivery is assigned to the shipped and depleted demand line, OM_Bill will wait until the delivery *Commit Freight for Billing* flag is set to *Yes* before passing the demand and the freight amounts for the orders on that delivery to Billing.

The Commit Freight for Billing flag on the delivery is used to indicate to the system that the freight amounts are ready to be billed and costed.

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### *See Also*

*PeopleSoft Supply Chain Management Common Information 9.1 PeopleBook*, "Setting Up Delivery Management and Freight Calculations," Committing Freight Charges to PeopleSoft Billing and Cost Management

## Using Direct Invoicing

Direct invoicing streamlines the billing process combining several steps in the order-to-invoice cycle. PeopleSoft designed direct invoicing for order management environments that require immediate invoicing for shipped goods, instead of a traditional cycle billing. Direct invoicing is active by default. Leave the option selected for customers who require time-sensitive invoices based on shipment ID. Deactivate the option for customers who prefer summarized billing (perhaps monthly) on the customer General Information - Bill To Options page. The direct invoicing option moves by defaults to the Bill To section of the Order Entry Form page on the sales order. Because you can change the direct invoicing option by order as well as by customer, you can configure customers' billing requirements.

If you do not use the direct invoicing option, you must run individually each of the processes that are included in direct invoicing.

**Note.** When using the Direct Invoicing, you must specify the Range Selection ID and Direct Invoicing on the Bill-By Identifier page.

Direct invoicing is run from PeopleSoft Inventory or PeopleSoft Order Management. This table discusses each option to run direct invoicing:

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| *Process* | *Run Control Page* | *Description* | *Processes* |
|---|---|---|---|
| Direct Invoicing (DIRCTIVC). | • Shipping Issues - Order Summary page in PeopleSoft Inventory.<br>• Populate Billing in PeopleSoft Order Management. | Launches the multiprocess job to move invoices into PeopleSoft Billing. Invoices are finalized and printed and also loaded into PeopleSoft Receivables and General Ledger. | • Populate Billing (OM_BILL).<br>• Billing Interface (BIIF001).<br>• Process VAT Defaults (process value-added tax defaults) (BIPVAT00).<br>• Pre-Process and Finalization (BIIVC000).<br>• Invoice Extract Process (BI_IVCEXT).<br>• Print SQR Invoice (BISPJ00)<br>• Print Crystal Invoice (BICPJ00)<br>• BI Publisher Invoice (BI_PRNXPN01)<br>• Print Crystal Acceptgiro Inv (BICPJA00)<br>• Landscape Summarizes Invoices (BISLSUM).<br>• Crystal Summarizes Invoices (BICLSUM).<br>• Billing Currency Conversion (BICURCNV).<br>• Billing Pre-Load Process (BIPRELD).<br>• Load AR Pending Items (load accounts receivable pending items) (BILDAR01).<br>• Load GL Interface (load general ledger interface) (BILDGL01).<br>• Generate AP Voucher (generate accounts payable voucher) (BIGNAP01). |


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| Process | Run Control Page | Description | Processes |
|---|---|---|---|
| Direct Invoicing - No Load (DIRCTIV2). | • Shipping Issues - Order Summary page in PeopleSoft Inventory.<br>• Populate Billing in PeopleSoft Order Management. | Launches the multiprocess job to move invoices into PeopleSoft Billing. Invoices are finalized and printed, but not loaded into PeopleSoft Receivables and General Ledger. | • Populate Billing (OM_BILL).<br>• Billing Interface (BIIF001).<br>• Process VAT Defaults (process value-added tax defaults) (BIPVAT00).<br>• Pre-Process and Finalization (BIIVC000)<br>• Invoice Extract Process (BI_IVCEXT).<br>• Print SQR Invoice (BISPJ00)<br>• Landscape Summarizes Invoices (BISLSUM). |
| Direct Invoicing with Auto-ship (DIRAUTO). | Ship and Invoice page in PeopleSoft Inventory. | Launches Direct Invoicing with the Auto-Ship multiprocess job (DIRAUTO), which confirms, ships, depletes, and creates invoices for the shipped stock in addition to launching all of the processes in the Direct Invoicing (DIRCTIVC) multiprocess job. | • Picking Confirmation (IN_FUL_CONF).<br>• Packing Slip (INS6500).<br>• Publish Outbound Message ASN (publish outbound message advanced shipping notice) (IN_PUB_MSG).<br>• Populate Billing (OM_BILL).<br>• InterUnit Transfers Bill Load (INS6300).<br>• Billing Interface (BIIF001).<br>• Process VAT Defaults (process value-added tax defaults) (BIPVAT00).<br>• Pre-Process and Finalization (BIIVC000). |

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| Process | Run Control Page | Description | Processes |
|---|---|---|---|
| Direct Invoicing with Auto-ship (DIRAUTO continued). | | | • Invoice Extract Process (BI_IVCEXT).<br>• Print SQR Invoice (BISPJ00)<br>• BI Publisher Invoice (BI_PRNXPN01)<br>• Print Crystal Invoice (BICPJ00)<br>• Landscape Summarizes Invoices (BISLSUM).<br>• Crystal Summarizes Invoices (BICLSUM).<br>• Billing Currency Conversion (BICURCNV).<br>• Billing Pre-Load Process (BIPRELD).<br>• Load AR Pending Items (load accounts receivable pending items) (BILDAR01).<br>• Load GL Interface (load general ledger interface) (BILDGL01).<br>• Generate AP Voucher (generate accounts payable voucher) (BIGNAP01). |

***Warning!*** To remove processes from the Direct Invoicing job, you must modify the PeopleCode that controls this job. Because there is more than one Application Engine application being run by this job, only the first application is defined as a process in the job definition. PeopleCode sets up the additional Application Engine request for additional applications, such as PeopleSoft Currency Conversion. You must modify the PeopleCode to disable the creation of this request.

**Important!** Direct invoicing always runs on a server, never on a client. You must select a server that is appropriate for direct invoicing processes. For example, if you are running a third-party software, you need to select a server that is appropriate for tax module processing in that operating environment.


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***See Also***

*PeopleSoft Billing 9.1 PeopleBook*, "Processing Billing Interface Activity"

*PeopleSoft Inventory 9.1 PeopleBook*, "Shipping Inventory"

# Populating Billing

The section provides an overview of the Populate Billing process, lists prerequisites, and discusses how to run the Populate Billing process (OM_BILL).

## Understanding the Populate Billing Process

You can populate PeopleSoft Billing with sales orders data for invoicing using the Direct Invoicing from the Populate Billing run control page. You can select either Direct Invoicing (DIRCTIVC) or Direct Invoicing – No Load (DIRCTIV2).

To populate PeopleSoft Billing without using the Direct Invoicing job, these two processes must be completed:

- Populate Billing (OM_BILL): Populates the interface tables in PeopleSoft Billing with the shipment history that is from PeopleSoft Inventory:
    - INTFC_BI
    - INTFC_BI2
    - INTFC_BI_AEDS
    - INTFC_BI_NOTE
    - INTFC_BI_HDR
    - INTFC_BI_EXSD
    - INTFC_BI_TAX (This table is only used for fully paid counter sales where Order Management passes the tax detail to Billing and Billing does not recalculate taxes.
- Billing Interface (BIIF0001): Moves the data from the interface tables to the PeopleSoft Billing tables in order to finalize and print the invoices.

These processes can be run individually or together with the Populate Billing job (OM_IVC), which combines both processes and runs these processes:

- Populate Billing (OM_BILL)
- Billing Interface (BIIF0001)
- Process VAT Defaults (BIPVAT00)

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**Note.** If you run the Populate Billing process individually, run the Billing Interface to move the data from the interface tables to the Billing tables to create invoices. Use the Populate Billing interface ID from the OM Billing Message Log page to run the Billing Interface.

**Note.** The Billing Interface table (INTFC_BI) does not store the invoice number. After the Billing Interface is run, it updates the IN_DEMAND_BI table with the Invoice Number and the Invoice line number.

**Note.** Sales orders that are generated from PeopleSoft Contracts are billed from Contracts, not Order Management.

## Prerequisites

Associate a PeopleSoft Billing business unit, distribution codes, a bill type, a bill source, and product IDs for restocking, freight, and miscellaneous charges with the PeopleSoft Order Management business units or PeopleSoft Inventory business units. The Inventory business unit billing options take precedence over the billing options on the Order Management business unit. The bill type field on the sales order defaults from the customer or order group, in that order. If there is not a bill type on the sales order, the Populate Billing process will determine if the bill type field from the Inventory Business Unit or Order Management Business Unit will be used.

**Important!** The billing interface is structured to work with PeopleSoft Billing. If you use a own or a third-party billing system, you cannot use the Populate Billing process.

**Note.** Business unit setup also affects returned material authorization (RMA) processing. The RMA Adjustments process (BIRMAADJ) in PeopleSoft Billing requires that you always associate an Order Management business unit with a Billing business unit, even if you are invoicing by Inventory business unit.

As a prerequisite for the Populate Billing process, set up these parameters.

1. Establish business unit options.
    a. If you are billing by billing business unit, select a Billing business unit with an Order Management business unit on the Order Management Definition - Order Management Setup page and Accounting and Billing page.
    b. If you are billing by inventory business unit, select the Billing business on the Inventory Definition - Business Unit Definition page and the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.
2. Establish distribution codes and required billing options to send information to PeopleSoft General Ledger through PeopleSoft Billing.
    a. If you are billing by billing business unit, use the Accounting and Billing page.
    b. If you are billing by inventory business unit, use the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.
3. Establish automatic numbering for invoices on the Installation Options - Billing - General Options page.

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4. On the Accounting and Billing page:
    - Determine how weight and volume and total order price adjustments are sent to PeopleSoft Billing
    - Determine whether discounts and surcharges pass to PeopleSoft Billing and appear on invoices.

### *See Also*

*PeopleSoft Inventory 9.1 PeopleBook*, "Defining Your Operational Structure in PeopleSoft Inventory"

*PeopleSoft Application Fundamentals 9.1 PeopleBook*, "Setting Installation Options for PeopleSoft Applications," Defining Billing Installation Options

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 21

## Page Used to Populate Billing

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Populate Billing | RUN_OM_BILLING1 | Order Management, Quotes and Orders, Create OM Billing Entries, Process OM Billing | Establish process parameters to run the Populate Billing process (OM_BILL) to populate the Billing Interface or the OM Invoicing multi-process job (OM_IVC). The OM Invoicing process runs the Populate Billing, the Billing Interface, and the Process VAT Defaults or as part of Direct Invoicing (DIRCTIVC) or Direct Invoicing – No Load (DIRCTIV2). |

## Populate Billing Page

Access the Populate Billing page (Order Management, Quotes and Orders, Create OM Billing Entries, Process OM Billing).

**Billing Unit, Order Management Unit, Inventory Business Unit**

Select a combination. If you want to select data for all PeopleSoft Order Management or Inventory business units, enter the Billing Unit but leave the Order Management Unit or Inventory Business Unit blank. The Populate Billing process then selects data for all Order Management or Inventory business units that are tied to the Billing Unit on the page.

**Sold To Customer, Bill To Customer, Order No, Shipping ID, Instance, Interface ID**

Use these fields to narrow the scope of the shipment history that is sent to PeopleSoft Billing for invoicing.

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**Only Process Paid Orders** You can optionally select paid orders.

**Run** The Process Scheduler Request page appears, choose to run:

- The Direct Invoicing (DIRCTIVC) multi-process job.

  The Direct Invoicing – No Load (DIRCTIV2) multi-process job.

- The Populate Billing process individually.
- The OM Invoicing multiprocess job which runs Populate Billing, Billing Interface, and Process VAT Defaults.

**Note.** If you run Populate Billing (OM_BILL) individually, you must run the Billing Interface (BIIF001) to move the data from the interface tables to the Billing tables so that the invoice can be created. You need the Populate Billing ID from the Populate Billing instance to run the Billing Interface. The Interface ID is found in the message log of the Populate Billing process instance.

Set up the EMP_SERVLET for the notifications used with URL Locations prior to running the process.

See Chapter 4, "Implementing PeopleSoft Order Management Options," Setting Up the URL Location for Notifications, page 74.

# Preparing Nonstock Products for Billing

This section provides an overview, common elements, and discusses how to :

- Process billing activity automatically.
- Process billing activity manually.

## Understanding Billing Nonstock Products

Because non-stock products are not shipped, the system builds shipment history for nonstock products when they are marked for billing.

When an order is saved or Populate Demand (OM_DEMAND) is run, non-stock products and products that are shipped directly from the vendor to the customer, will be inserted as IN_FULFILL_STATE = '10' (Pending) in IN_DEMAND. When Mark Lines for Billing is run, the status in IN_DEMAND will be updated to '70' (Depleted).

A row will be inserted into IN_DEMAND_ADDR with the correct ship to address for the order schedule. If an override exists, that address will be used and the IN_DEMAND.ADDR_OVRD_LEVEL will be set to 'D'. If the quantity is less then the quantity scheduled, a new pending row will be inserted into IN_DEMAND representing the difference between the quantity shipped and the quantity scheduled.

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**Note.** You cannot Mark Lines for Billing if an active hold exists for the schedule and the pass to billing flag for that hold type on the order management business unit definition is turned off.

**Note.** Sales orders that PeopleSoft Contracts generates that have non-stocked or direct-shipped order schedules must also run any of the options to mark lines for billing to create the shipping history and costing data for Order Management and Inventory. Only non-stock products that are type General Use Including Contracts or General Use Excluding Contracts are processed through Mark Lines for Billing.

The Populate Billing process handles billing for products and product kits differently:

- Products for shipment history are selected, even if the scheduled quantity is only partially shipped.

  For example, if 10 workstations are scheduled and four are shipped today, then four are billable today. If six more ship next week, then they are billable when shipped. In other words, products can be billed even if the order line quantity is partially shipped. A bill line is eventually generated for each shipment after the billing interface is run.

- Product kits, on the other hand, are billable when the required components ship in ratios that form a complete kit. If you have components that are not marked as required, those components are not considered when determining if a full kit has shipped.

  A product kit that has required stock and nonstock items is invoiced when the stock items are shipped.

  For example:

  An order is placed for five of product kit 670001−Standard Desktop System. This table lists the components for each kit and the components that are available to pick and ship:

| *Components* | *Required* | *Component Per Kit* | *Component Quantity Available* |
|---|---|---|---|
| 10001-Monitor | Yes | 1 | 5 |
| 10002-Keyboard | Yes | 1 | 5 |
| 10003-Hard-drive | Yes | 1 | 4 |
| 10004–Software | No | 1 | 5 |

  Because only four hard-drives are available, four kits are shipped and PeopleSoft Billing invoices for the four complete kits that are shipped. The non-required component is not included in the calculation.

### *Billing Product Kits/Configured Kits with Nonstock Components*

If a kit contains required nonstock products, the number of these components that are marked for billing must equal the available stocked components to maintain the correct kit completion ratio.

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**Note.** A product/configured kit that has required stock and non-stock items is invoiced when the stock items are shipped. If you select the Mark for Billing at Order Save option on the Order Entry Features page, the non-stock items are marked for billing when the order schedule is saved. If the Populate Billing process is run before the stocked components are shipped, the kit is not invoiced, even though the non-stock items are billable. The kit is invoiced when the stock items are shipped.

### *Changes to Product Kit Schedules*

When an order schedule for a product kit is saved with a status of open, the demand for the stocked components is staged in the PeopleSoft Inventory demand table (IN_DEMAND) as separate demand lines that are tied to the parent product ID. The date for the demand lines is the scheduled shipment date of the order schedule. The system compares the effective date for each of the stocked components to the shipment date to determine the valid components for the kit at the time of shipment.

If you mark a product kit component obsolete after demand for the kit is sent to PeopleSoft Inventory, the demand for the kit is not changed. The fulfillment and invoicing process for the schedule continues. To correct Inventory demand, you must cancel the existing schedule for the kit and add a new schedule.

See Chapter 15, "Introduction to Sales Order Entry," Changing Orders, page 279.

## Common Elements Used in This Section

**Distrib. Type** (distribution type)

Distribution types determine which cost of goods sold account is debited and which offset account is credited. PeopleSoft Inventory handles the distribution type for stocked items at the time of shipment. For non-stock products, optionally select a value on the Order Schedule Distribution page. If a value does not exist for non-stock order schedules, use this field to select a value for the system to use as the default for those schedules.

**Note.** If a direct-shipped order schedule is for a product that is normally stocked in PeopleSoft Inventory, the system uses the distribution type that is defined for that product in Inventory and not the default that you choose on this page.


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## Pages Used to Process Nonstock Products for Billing

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Mark Lines For Billing process | RUN_OM_MARKLN | Order Management, Quotes and Orders, Create OM Billing Entries, Process Mark Lines for Billing | Establish the process parameters to automatically insert order schedule lines into the PeopleSoft Inventory shipping history staging table (IN_DEMAND) for non-stock and direct-shipped order schedules, insert costing data to CM_CST_NSSHIP, and set the status for non-stock products to *Ready for Invoicing.* For direct-shipped schedules, you can include matched lines only, when there is a matching payables invoice for the purchasing receipt.<br><br>**Note.** This process is for all non-stock products and direct ships. |
| Mark Lines for Billing | SHIP_NONSTK | Order Management, Quotes and Orders, Create OM Billing Entries, Mark Lines For Billing | Manually record shipment history for all non-stock products, product kit components and configured kit components. |

## Automatically Process Billing Activity for Nonstock Products

Access the Mark Lines for Billing page (Order Management, Quotes and Orders, Create OM Billing Entries, Mark Lines For Billing).

**Mark Direct Ship If Matched Only** If you select the check box, the process inserts demand lines for direct-shipped order schedules only if there is a PeopleSoft Payables invoice for the Purchasing receipt. If you do not select this check box, all direct-shipped schedules are inserted as shipped lines (IN_DEMAND) in PeopleSoft Inventory.

**Schedule Thru Date/Time** (schedule through date/time) To restrict the order schedules that are picked up by the process to a range of dates, enter a value in the field. All order schedules that are scheduled to ship at any time up to and including the value that you enter are included.

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**Ship Date/Time** The system uses the date that you enter as the default for non-stock order schedules. Because these schedules do not actually ship, this date indicates when the service is provided.

## Manually Process Billing Activity for Non-Stock Products

Access the Mark Lines for Billing page (Order Management, Quotes and Orders, Create OM Billing Entries, Mark Lines For Billing).

**Quantity Shipped** The value appears by default from the line and cannot be changed if it is shipped or billed.


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Chapter 26

# Placing Sales Orders on Hold

This chapter provides an overview of sales order holds, lists prerequisites, and discusses how to:

- Apply holds automatically.
- Apply holds manually.
- Manage holds using the Order Hold Workbench.

## Understanding Sales Order Holds in PeopleSoft Order Management

This section discusses:

- Sales order holds and Inventory processing.
- Hold information appearing on sales orders.

In PeopleSoft Order Management, holds can be applied automatically, manually at order entry, or by using the Order Hold Workbench. Entry violations can prevent fulfillment in PeopleSoft Inventory, or PeopleSoft Purchasing for direct-shipped orders, if the violation of the order parameter is serious, or the system simply displays a warning message for less important infractions. Hold codes also determine whether demand should be included in the PeopleSoft Supply Planning algorithms or the sales order should be sent to PeopleSoft Billing for invoicing.

Price-related holds will not be placed on the order if the order is from a buying agreement. The price-related holds are Minimum Selling Price, Less Than Minimum Margin, and Exceeds Maximum Margin.

The system can perform hold checks online at order entry or use two processes: Automatic Hold Check and Automatic Credit Check to periodically review quote and order headers, lines, and schedules to apply and release holds. A third process, Populate Demand, sends demand data to PeopleSoft Inventory for orders with released holds, if the order schedule is saved in an open status. If the order schedule is saved in pending status and is subsequently released manually from hold, changing the status to open sends the demand data to PeopleSoft Inventory. In this case, the Populate Demand process need not be run for that order.

Updating holds is controlled using role security. Hold codes are assigned to roles and given authority to add, release or delete and then roles are associated with user id. For example, the security can prevent a CSR from releasing a credit related hold but allow the CSR to manage order related holds. The hold security is enabled when using the sales order, Order Hold Workbench, messages, and applying messages to customers and products. For example, a user could only add a message hold to a product or customer if they have the appropriate security for the hold code.

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**Note.** Additional processes remove other holds. The Request Price Check process (OM_AUDIT) is used for price discrepancy holds and the CC Processing (OM_CRC000) process removes credit card holds after they are authorized.

See Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," Using Request Price Check, page 531.

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

This section discusses:

- Sales order holds and inventory processing.
- Hold information that appears on sales orders.

## Sales Order Holds and Inventory Processing

When a new sales order schedule is saved in the Open status and it goes on hold, order information is not passed to PeopleSoft Inventory. When the underlying hold is removed by the Automatic Hold Check or Automatic Credit Check process, the Populate Demand process should be run. The exception to this rule is for hold conditions that are not severe enough to prevent order fulfillment. In these cases, you can determine which state to process through by checking the Pass to Unfulfilled, Pass to Releasable, Pass to Released, Pass to Picked/Confirmed, or Pass to Shipped options on the Hold Processing Page. When any of these items are checked, at the specified state, processing proceeds even when the order violates the hold parameter.

Sales orders can be put on hold after the demand line is sent to PeopleSoft Inventory. The inventory system checks for holds at two points in the fulfillment cycle:

- When the Picking Plan process runs.
- When an order is selected for shipment on the Shipping/Issues - Order Summary page.

  If the Picking Plan process determines that a hold is applied to an order, the demand line is not printed on the picking plan. If you select an order that is on hold from the Shipping/Issues component, the system prevents shipment of the order.

  **Note.** Orders must be released from hold in PeopleSoft Order Management or the Order Hold Workbench. Inventory personnel are unable to remove the hold for sales orders.

  **Note.** Run the Automatic Credit Check process and the Automatic Hold Check process in PeopleSoft Order Management to re-evaluate the status of orders that are put on hold after demand data is sent to PeopleSoft Inventory.

  **Note.** If you are working with large volume orders, it is important to run the Automatic Credit Check and Automatic Hold Check process frequently to ensure that orders that exceed the maximum line/schedule thresholds are updated for hold and credit checking.

  See Chapter 20, "Working with Large Orders and Quotes," page 391.

The following diagram outlines the effect of sales order holds on PeopleSoft Inventory order fulfillment:

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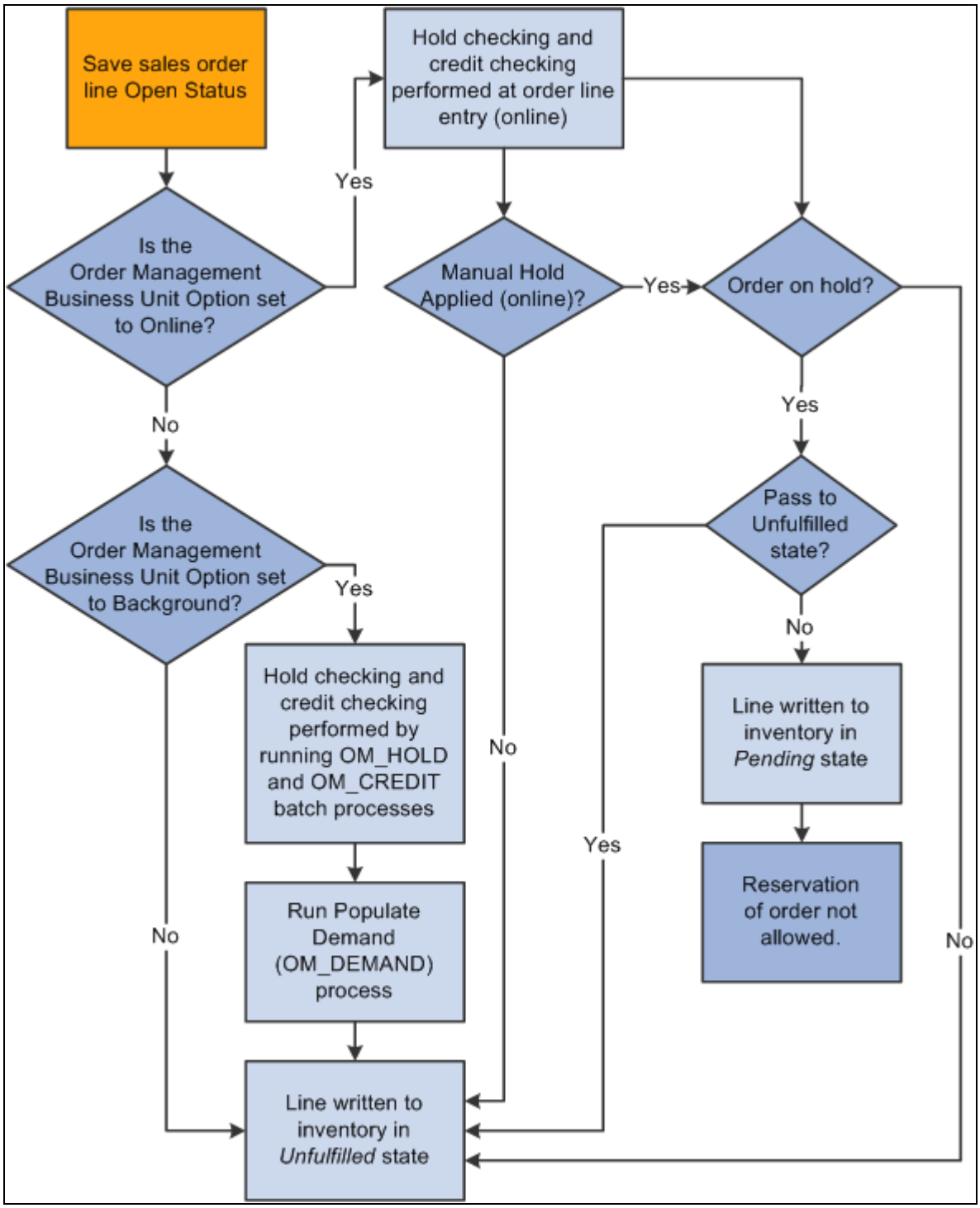


Effect of sales order holds on inventory (1 of 3)

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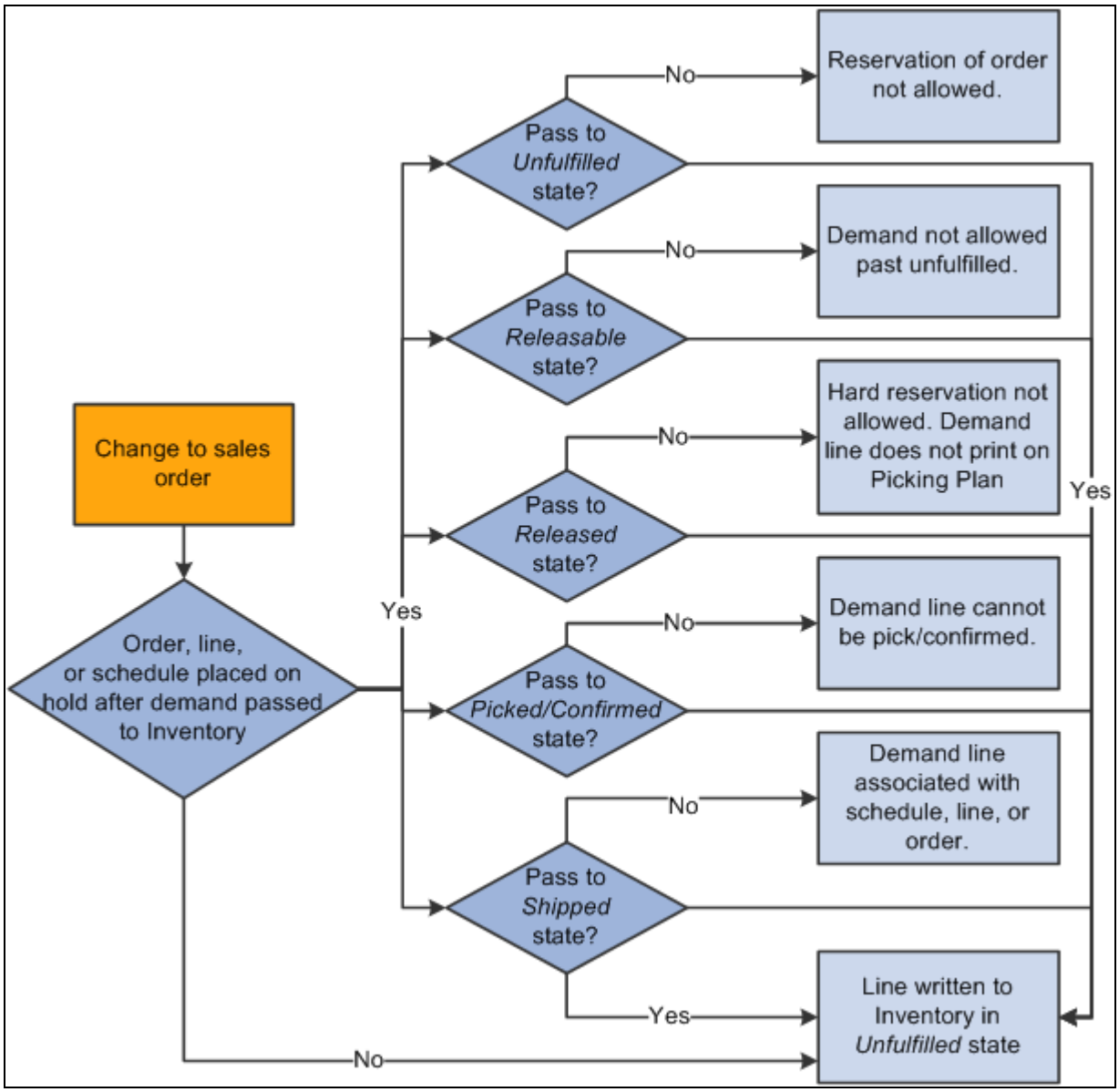


Effect of sales order holds on inventory (2 of 3)


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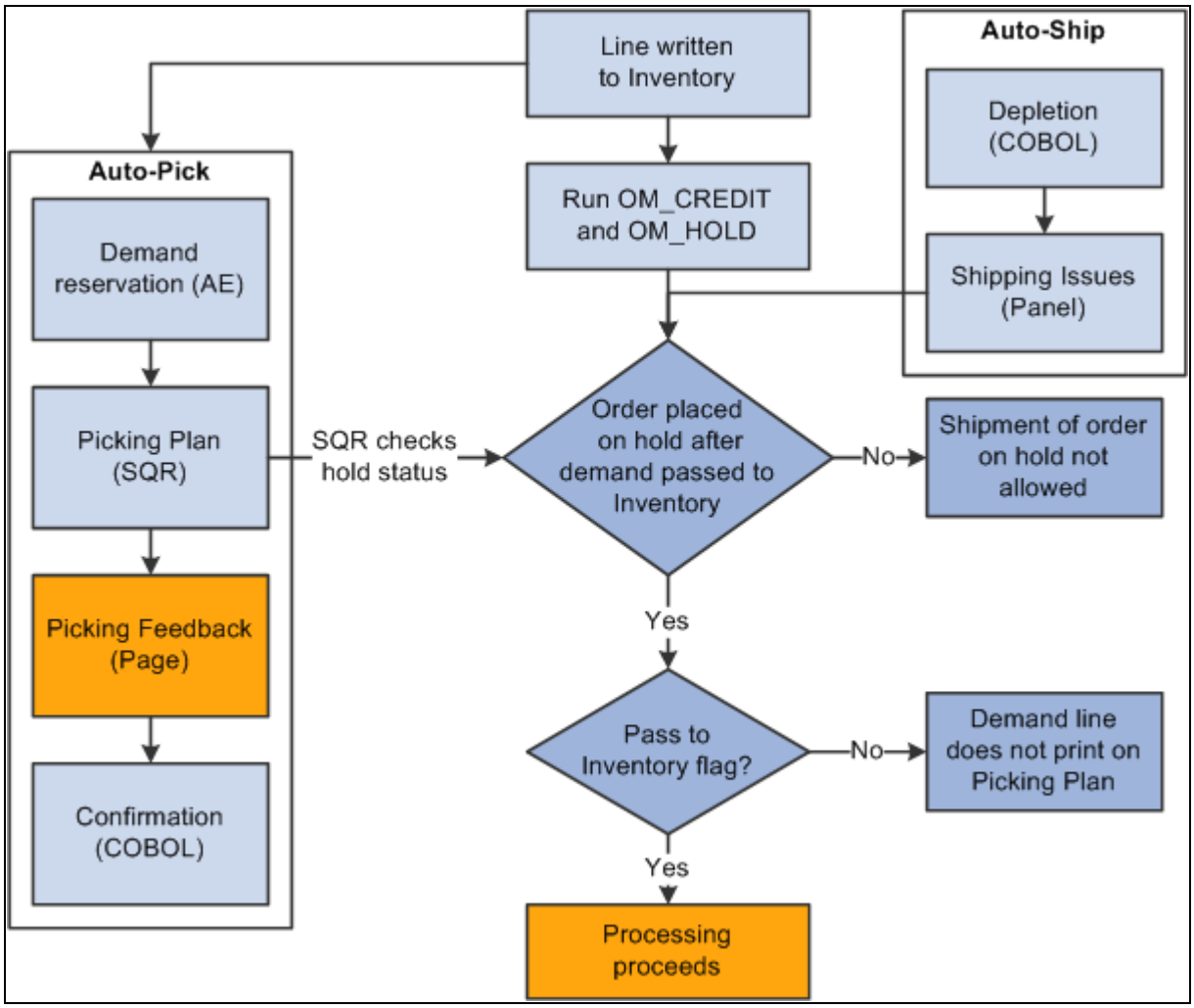


Effect of sales order holds on inventory (3 of 3)

**Note.** Whenever a hold is updated, the row is written to the ORD_HOLD_AUDIT table capturing the event.

## Hold Information Appearing on Sales Orders

On the Order Form Entry page, you can access the Order Hold History page from the Header Menu to view hold information for the entire order. From the header, line, and schedule Hold/Change Reasons page, you can access a hold history page for each of the levels. When making changes to holds on the sales order, you must provide a reason code.

The sections discuss how hold information appears on sales orders.

### *Header Holds*

When an order is on hold at the header level, these actions occur:

- A red ORDER HOLD indicator appears on the Order Header section of the Order Entry Form page.
- A row is written to the ORD_HOLD table with an active status.

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- A row is written to the ORD_HOLD_AUDIT table capturing the event.

### *Line Holds*

When an order is on hold at the line level, these actions occur:

- The Hold column of the Order Lines section of the Order Entry Form page displays a red *L* for each line that has a line hold.
- A row is written to the ORD_HOLD table with an active status.
- A row is written to the ORD_HOLD_AUDIT table capturing the event.

### *Schedule Holds*

When an order is on hold at the schedule level, these actions occur:

- The Hold column of the Shipment Schedules page displays a red *S* for each schedule that has a schedule hold.
- A row is written to the ORD_HOLD table with an active status.

  A row is written to the ORD_HOLD_AUDIT table capturing the event.

  **Note.** The Hold column of the Order Lines section of the Order Entry Form page displays a red *S* for each line that has at least one schedule hold. If the order line also has a line hold, then a red *L/S* appears to indicate that the order line has both line and schedule holds.

The automatic holds that apply to the sales order header, line, and schedule are listed in this table:

| *Header* | *Line* | *Schedule* |
|---|---|---|
| Bill-to customer exceeds credit limit.<br>Bill-to customer has a message attached with an action of hold.<br>No sold-to ID entered.<br>No bill-to ID entered.<br>VMI.<br>Financial Sanctions Screening. | Product has a message attached with an action of hold.<br>Components are not defined for a product kit.<br>Minimum or maximum order quantity violations.<br>Buying agreement violations.<br>Configuration violations. | No ship-to ID entered.<br>Margin violations.<br>Minimum selling price violation.<br>Counter sale.<br>Margin rule.<br>Product kit component product has a message attached with an action of hold. |

## Prerequisites

Before you can use hold processing, you must:

1. Establish default reason codes.
2. Define hold codes on the Hold Codes page.


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3. Define automatic hold parameters, determine the effect of manual holds on order processing, select online or background processing for hold checking, and establish holds on the Holds Processing page.
4. Define Holds Setup options on the Holds Setup page.
5. Assign hold codes to user roles to control what holds a role can manage.
6. Associate a Message Action hold with a customer or product, and define a message with an action of Hold on the Messages page.
    - Attach messages to customers on the General Information - Messages page and to products on the Messages page.
    - When these customers or products are referenced on an order, the order (or line in the case of products, schedule in case of product kit component products) is placed on hold. The customer or product remains on hold until the message is removed, or until the hold code is manually inactivated on the Hold page or Order Hold Workbench for each order with this message attached.

***See Also***

Chapter 4, "Implementing PeopleSoft Order Management Options," Setting Up Order Processing Options, page 57

Chapter 4, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role, page 70

# Applying Holds Automatically

This section provides an overview of automatic hold processing and discusses how to:

- Perform automatic hold checking.
- Perform automatic credit checking for customers.
- Perform automatic credit checking by order source codes.
- Populate demand.

## Understanding Automatic Hold Processing

Complete these steps to use automatic hold processing:

1. Run the Automatic Hold Check process.
2. Run the Automatic Credit Check process by customer or source code.
3. Run the Populate Demand process to populate PeopleSoft Inventory demand tables after the holds are released.

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## Pages Used to Process Holds Automatically

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Automatic Hold Check | RUN_OM_HOLD | Order Management, Quotes and Orders, Process Orders, Apply/Release Order Hold | Establish process parameters to apply and remove holds that are not related to credit holds. |
| Customers | RUN_OM_CREDIT | Order Management, Quotes and Orders, Process Orders, Apply/Release Credit Hold, Customers | Establish process parameters to run credit checking for all orders by setID, customer, or customer group. |
| Source Codes | RUN_OM_CREDIT2 | Order Management, Quotes and Orders, Process Orders, Apply/Release Credit Hold, Source Codes | Establish process parameters to run credit checking by source codes. |
| Populate Demand | RUN_OM_DEMAND | Order Management, Quotes and Orders, Process Orders, Release Demand to Inventory | Establish process parameters to pick up data for orders that are released from hold and send the information to PeopleSoft Inventory for fulfillment processing. |

## Performing Automatic Hold Checking

Access the Automatic Hold Check page (Order Management, Quotes and Orders, Process Orders, Apply/Release Order Hold).

The Automatic Hold Check process (OM_HOLD) reviews open orders, lines, and shipment schedules for hold conditions based on the criteria that are established on the Hold Processing page as well as Message Action Holds. If conditions that previously put an order (header, line, or schedule) on hold no longer exist, then this process automatically removes the hold.

---

**Note.** Run this process before picking or shipping in PeopleSoft Inventory to reevaluate the hold status for orders placed on hold after demand data is sent to Inventory.

---

## Performing Automatic Credit Checking for Customers

Access the Apply/Release Credit Hold - Customers page (Order Management, Quotes and Orders, Process Orders, Apply/Release Credit Hold, Customers).

The Automatic Credit Check process (OM_CREDIT) determines which orders have credit holds that should be applied or released based on the credit hold criteria that is established on the:

- Order Management business unit Credit Processing page.


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- General Information - Credit Profile - Credit Check page.
- Order Group Terms page.

All three of these credit-checking options must be selected for the process to perform credit checks. If a customer normally has credit checking run on their orders, you can bypass credit checking for a particular order by assigning an order group that has credit check turned off. Use this option when shipping customer goods on an order where you do not want the value of the order included in the credit-checking algorithm.

This process is enabled when *Sales Order*,*Quote*, or both are selected in the background group box on the Credit Processing page. Run the Automatic Credit Check process for customers and source codes.

---

**Note.** The credit-checking algorithm only includes orders in open status. Orders with order schedules in Pending status are ignored until they are moved to open. Automatic Credit Check should be run regularly if sales orders are modified after being created in open status. Run Automatic Credit Check for both customers and sales orders to ensure that orders changed to open from pending status are included in the process.

---

---

**Note.** You should run this process before picking or shipping in PeopleSoft Inventory to reevaluate the hold status for orders after demand data is sent to Inventory.

---

**Customer Group** Only customer groups that you designate as a reporting group type on the Customer Group Table page appear in the list of available options.

**Corporate Customers** If the corporate customer ID is entered, all customers that are members of the corporate group are automatically selected for credit check processing.

## Performing Automatic Credit Checking by Order Source Codes

Access the Apply/Release Credit Hold - Source Codes page (Order Management, Quotes and Orders, Process Orders, Apply/Release Credit Hold, Source Codes).

**Inclusive Source Code** If you leave the field blank, the Automatic Credit Check process runs for all source codes. Source Codes are set up on the Order Source Codes page. Elect to run this process for a specific order source. For example, if you want to run Automatic Credit Check against orders that you receive from the web, you enter the source code that you set up for web orders.

## Populating Demand

Access the Populate Demand page (Order Management, Quotes and Orders, Process Orders, Release Demand to Inventory).

When an order is placed on hold, the system may not send demand to PeopleSoft Inventory depending on the selections on the Holds Processing page for the various states in Inventory. When holds prevent order information transfer to Inventory, the Populate Demand process picks up data from these orders that are in open status and populates PeopleSoft Inventory demand tables when the holds are released.

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# Applying Holds Manually

Automatic hold processing handles the majority of order holds, but there may be circumstances that require clerks to place order or quote headers, lines, or schedules on hold manually. Determine the effect of manual holds on order processing and planning consideration on the Hold Processing page.

Use these pages to apply manual holds for sales orders and quotes:

- Header Holds/Change Reasons page.
- Line Holds/Change Reasons page.
- Schedule Holds/Change Reasons page.
- Order Hold Workbench pages.

**Note.** Orders that are placed on hold manually must have the holds removed manually.

## Pages Used to Apply Holds Manually

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Header Holds/Change Reasons | ORDENT_HDR_RSN | Select Holds / Change Reasons in the …Header Menu field on the Order Entry Form page. | Place or remove manual order holds at the header level. |
| Line Holds/Change Reasons | ORDENT_LINE_RSN | Select Holds / Change Reasons in the …Lines Menu field on the Order Entry Form page. | Place or remove manual order holds at the line level. |
| Schedule Holds/Change Reasons | ORDENT_SCH_RSN | Select Holds / Change Reasons in the …Schedule Menu field on the Shipment Schedules page. | Place or remove manual order holds at the schedule level. |
| Order Hold Workbench - Overview | HWB_OVERVIEW | Order Management, Quotes and Orders, Order Hold Workbench | Use this page to view analytic data across sales orders on hold. Hold data can be searched/summarized using business unit, hold code or customer. |


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# Managing Holds Using the Order Hold Workbench

This section provides overviews of the Order Hold Workbench, the Select All and Deselect All options, lists common elements, and discusses how to:

- Use the Order Hold Workbench.
- Search for holds.
- Manage header holds.
- View header holds
- Manage line holds.
- Manage schedule holds.

## Understanding the Order Hold Workbench

The Order Hold Workbench enables visibility into holds across orders, lines and schedules and to make it easier to apply, release, and delete individual holds against multiple orders. You can release or apply holds using the workbench instead of manually manipulating the holds on the sales order or using the background processes. The workbench includes:

- Search criteria for retrieving orders.
- The ability to see certain analytic data about holds across your organization.
- The ability to manually apply, release, or delete holds across multiple orders at the header, line or schedule level.
- The ability to have a message evaluated against an order and have holds applied or deleted depending if the message should be active against a customer or product.
- Role security to control the hold codes that each role can manipulate.
- Links to product and customer messages and hold codes.

## Understanding the Select All and Deselect All Options

This table describes the behavior of the Select All and Deselect All buttons on the header, line, and schedule hold pages:

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| *Page On Which Select All/ Deselect All Button Is Selected* | *Hold Action = Apply* | *Hold Action = Release/Delete* | *Hold Action = Message* |
|---|---|---|---|
| Header | Select All will select all grid lines at the Header level.<br>Deselect All will deselect all grid lines at the Header level. | Select All will select all grid lines at the Header, Header Hold, Line, Line Hold, Schedule, and Schedule Hold level.<br>Deselect All will deselect all grid lines at the Header Hold level. | Select All will select all grid lines at the Header Hold level.<br>Deselect All will deselect all grid lines at the Header Hold level. |
| Header Hold | Select All will select all grid lines at the Header Hold level.<br>Deselect All will deselect all grid lines at the Header Hold level. | Select All will select all grid lines at the Header Hold level.<br>Deselect All will deselect all grid lines at the Header Hold level. | Select All will select all grid lines at the Header Hold level.<br>Deselect All will deselect all grid lines at the Header Hold level. |
| Line | Select All will select all grid lines at the Line level.<br>Deselect All will deselect all grid lines at the Line level. | Select All will select all grid lines at the Line, Line Hold, Schedule, and Schedule Hold level.<br>Deselect All will deselect all grid lines at the Line, Line Hold, Schedule, and Schedule Hold level. | Select All will select all grid lines at the Line, and Schedule level.<br>Deselect All will deselect all grid lines at the Line and Schedule level. |
| Line Hold | Select All will select all grid lines at the Line Hold level.<br>Deselect All will deselect all grid lines at the Line Hold level. | Select All will select all grid lines at the Line Hold level.<br>Deselect All will deselect all grid lines at the Line Hold level | Select All will select all grid lines at the Line Hold level.<br>Deselect All will deselect all grid lines at the Line Hold level. |
| Schedule | Select All will select all grid lines at the Schedule level.<br>Deselect All will deselect all grid lines at the Schedule level. | Select All will select all grid lines at the Schedule and Schedule Hold level.<br>Deselect All will deselect all grid lines at the Schedule, and Schedule Hold level. | Select All will select all grid lines at the Schedule level.<br>Deselect All will deselect all grid lines at the Schedule level. |
| Schedule Hold | Select All will select all grid lines at the Schedule Hold level.<br>Deselect All will deselect all grid lines at the Schedule Hold level. | Select All will select all grid lines at the Schedule Hold level.<br>Deselect All will deselect all grid lines at the Schedule Hold level. | Select All will select all grid lines at the Schedule Hold level.<br>Deselect All will deselect all grid lines at the Schedule Hold level. |

**Note.** Manually selecting and deselecting the Select For Change field has the same behavior in the table, but only at a particular order header, line, or schedule level.


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**Note.** After determining your Hold Action and selecting rows, your selections will be cleared if the Hold Action is changed. The only exception is if you toggle between the Delete and Release Hold actions.

## Common Elements Used in the Holds Workbench

**Apply Changes**

Click the button to perform the hold changes.

**Note.** This feature is powerful, so make sure that you are only modifying the intended holds and orders.

**Clear**

Click the button to reset to the default values that existed when you first entered the page.

**Current Holds**

Displays the level of an active hold in the sales order. Values are:

*H:* header holds, *L:* line holds, and *S:* schedule holds.

**Note.** Multiple holds can be present. For example, a hold on the line and schedule would appear as *LS.*

**Deselect All**

Click the button to deselect all of the lines in the grid.

**Header Holds, Line Holds,** and **Schedule Holds**

If an active hold exists at the header, line, or schedule level, click Hold Code to view additional information about the hold.

If more active holds exist than can be displayed in the field, a plus (+) symbol will appear in the field.

**Hold Action**

Select which action to perform on the holds. Values are:

*Apply:* Select to apply holds.

*Delete:* Select to delete holds.

*Message:* Select to evaluate whether or not a message hold should be added or deleted. If the message condition applies, the hold will be applied. If a hold is applied from a message and the condition no longer applies, the hold will be deleted.

*Release:* Select to release a hold.

**Hold Code**

Select the hold code or codes that you want to modify.

If you are applying a hold, you need to specify at least one Hold Code.

If you are releasing or deleting a hold you can optionally leave the field blank, the system will apply the Hold Action to all the rows that were selected based on your hold security. For example, if you are not authorized to release credit holds, they system will not let you modify those types of holds. This feature is powerful and should be used carefully.

**Note.** This field does not appear if the Hold Action is *Message.*

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| | |
|---|---|
| **Hold Codes I'm Authorized For** | Use to limit search for hold codes that are assigned to the user by Hold Code Security by Role. By default, this field is selected when you access the page for the first time. |
| **Message Code** | Use to search by the holds with message codes.<br>This field appears if the Hold Action is *Message.* Enter a message. |
| **Order No** (order number) | Click to open the order in the Order Entry Form. |
| **Reason Code** | If you make any changes to the hold condition, select a reason code.<br>If the Hold Action is *Message,* the Reason Code field is automatically populated with the system message code defined in the Order Management business unit. The workbench follows system rules for applying and deleting messages to orders. The user may not have direct access to the to the hold code security, which indicates that the user did not directly apply or delete a hold when the message was evaluated. |
| **Select All** | Click the button to select all of the lines in the grid that were returned by the search criteria.<br>See Chapter 26, "Placing Sales Orders on Hold," Understanding the Select All and Deselect All Options, page 499. |
| **Select for Change** | Use to select the orders to modify. You can also use the Select All and Deselect All buttons to work with multiple holds. |
| **Show Lines** | Click the button to view the line information in the grid. |
| **Show Scheds** (show schedules) | Click the button to view the schedule information in the grid. |
| **Status** | Select either *Active* or *Inactive* to limit the search criteria. By default, this field is set to *Active.* |
| **View History** | Click the link to access the Header Hold History page. |

### *See Also*

Chapter 4, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role, page 70

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## Pages Used to Manage Holds Using the Order Hold Workbench

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Hold Workbench - Overview | HWB_OVERVIEW | Order Management, Quotes and Orders, Order Hold Workbench | Use this page to view analytic data across sales orders on hold. Hold data can be searched and summarized using business unit, hold code, or customer. |
| Current Active Average Hold Days | HWB_CURRHLD | Click the More Current Active Hold Days link on the Order Hold Workbench - Overview page. | Use to view the days on hold for additional hold codes. |
| Average Days on Hold | HWB_AVGHLD | • Click the Average Dates on Hold with Different Dates link on the on the Order Hold Workbench - Overview page.<br>• Click the More Average Days on Hold link on the Order Hold Workbench - Overview page. | Change the date criteria for the average days on hold. |
| Order Amounts by Hold Code Detail | HWB_AMTHLD_DTL | Click the Hold Code in the Order Amounts by Hold Code section of the Order Hold Workbench - Overview page. | Use to view the holds for each order by line and schedule. The value of the hold appears for each line and schedule. You can navigate directly to the order by clicking the order number. |
| Top Order Amounts on Hold Detail | HWB_TOPORDHLD_DTL | Click the Order Number in the Top Order Amounts on Hold section of the Order Hold Workbench - Overview page. | Use to view the line and schedule with the corresponding value of the hold on the order. |
| Top Order Amounts On Hold | HWB_TOPORDHLD | Click the More Top Orders on Hold link on the Order Hold Workbench - Overview page. | Use to view additional top order amounts on hold. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Order Hold Workbench - Search | HWB_SEARCH | • Click the Advanced Search link on the Order Hold Workbench - Overview page.<br>• Click the Basic Search link on the Order Hold Workbench - Overview page. | Use to search for orders with holds. Additional search fields appear if you select the Advanced Search link. |
| Order Hold Workbench - Header | HWB_HEADER | The page appears after selecting Advanced Search or Basic Search on the Order Hold Workbench - Overview page. | Use to modify the hold conditions for the order. |
| Order Hold Workbench - Line | HWB_LINE | Click the Show Lines button on the Order Hold Workbench - Header page. | Use to modify the hold conditions for the line. |
| Order Hold Workbench - Schedule | HWB_SCHEDULE | Click the Show Sched button on the Order Hold Workbench - Header page or the Order Hold Workbench - Line page. | Use to modify the hold conditions of the schedule. |
| Order Hold Workbench - Header Holds | HWB_HEADER_HOLD | • Click the link for the Header Hold on the Order Hold Workbench - Header page.<br>• Click the link for the Header Hold on the Order Hold Workbench - Line page.<br>• Click the link for the Header Hold on the Order Hold Workbench - Schedule page. | Use to display additional information about the header holds. |


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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Order Hold Workbench - Line Holds | HWB_LINE_HOLD | • Click the link for the Line Hold on the Order Hold Workbench - Header page.<br>• Click the link for the Line Hold on the Order Hold Workbench - Line page.<br>• Click the link for the Line Hold on the Order Hold Workbench - Schedule page. | Use to display additional information about the line holds. |
| Order Hold Workbench - Schedule Holds | HWB_SCHEDULE_HOLD | • Click the link for the Schedule Hold on the Order Hold Workbench - Header page.<br>• Click the link for the Schedule Hold on the Order Hold Workbench - Line page.<br>• Click the link for the Schedule Hold on the Order Hold Workbench - Schedule page. | Use to display additional information about the header holds. |
| Header Hold History | ORDENT_HLDHIST_SEC | • Click the View History link on the Order Hold Workbench - Header page.<br>• Click the View History link on the Order Hold Workbench - Line page.<br>• Click the View History link on the Order Hold Workbench - Schedule page. | Use to view information about the hold, such as when it was added or updated and which user made the change. |
| Kit Component Quantity Detail | HWB_PRODKIT_SEC | Click the Kit Component Qty Detail button on the Product tab on the Order Hold Workbench Line or Schedule page. | Use to view product kit components if the product ID is for a kit. If the kit has one schedule, you can view it from the line page. If the kit has multiple schedules, you can only see the kit components from the schedule page. |

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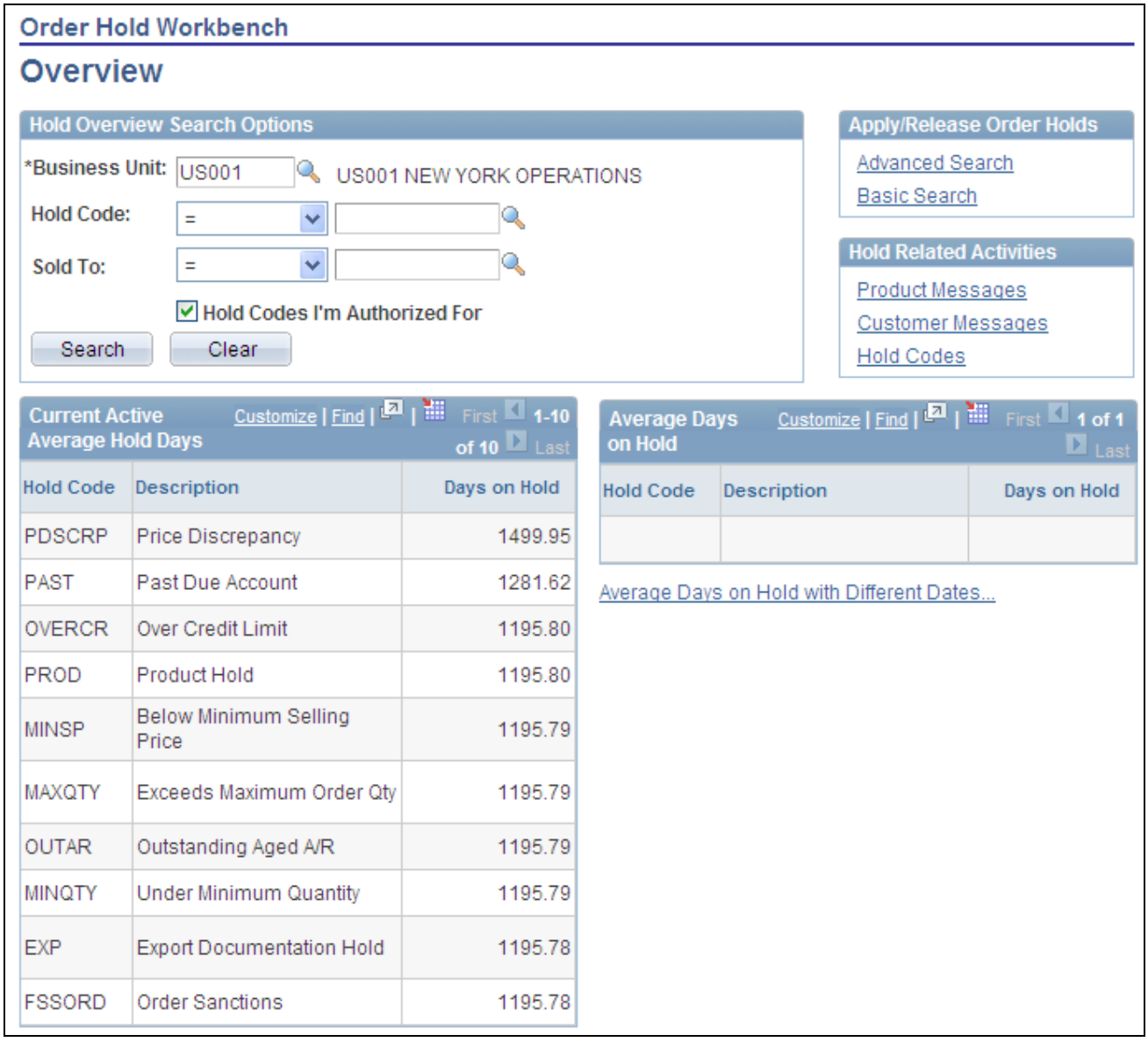
## Using the Order Hold Workbench

Access the Order Hold Workbench - Overview page (Order Management, Quotes and Orders, Order Hold Workbench).




Order Hold Workbench - Overview page (1 of 2)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More Current Active Average Hold Days...

**Order Amounts by Hold Code** Customize | Find | First 1-10 of 10 Last

| Hold Code | Description | Order Count | Hold Amount | Currency |
|---|---|---|---|---|
| VER | Awaiting Customer Verification | 2 | 16684.20 | USD |
| PDSCRP | Price Discrepancy | 2 | 12025.00 | USD |
| OUTAR | Outstanding Aged A/R | 1 | 3375.00 | USD |
| FSSORD | Order Sanctions | 1 | 1000.00 | USD |
| EXP | Export Documentation Hold | 1 | 599.80 | USD |
| PAST | Past Due Account | 1 | 599.80 | USD |
| MAXQTY | Exceeds Maximum Order Qty | 1 | 500.00 | USD |
| OVERCR | Over Credit Limit | 1 | 242.00 | USD |
| MAXMG | Exceeds Maximum Margin | 1 | 225.00 | USD |
| PROD | Product Hold | 2 | 99.90 | USD |

More Order Amounts by Hold Code...

**Top Order Amounts on Hold** Customize | Find | First 1-10 of 10 Last

| Order No | Sold To | Customer Name | Hold Amount | Currency |
|---|---|---|---|---|
| CEN1123 | 1002 | Easy Solutions | 12065.00 | USD |
| CEN1124 | 1002 | Easy Solutions | 12000.00 | USD |
| WES3321 | 1006 | Sara Outdoor | 4619.20 | USD |
| CEN1119 | USA04 | Western Pacific Wholesaler | 3375.00 | USD |
| CEN2543 | 1007 | Surplus Co. | 1000.00 | USD |
| CEN1105 | 1009 | Tropical Outdoor Equipment | 599.80 | USD |
| CEN1120 | USA10 | Hexcel Corporation | 599.80 | USD |
| CEN1117 | 1009 | Tropical Outdoor Equipment | 509.99 | USD |
| CEN1115 | 50034 | Kelly Jones | 242.00 | USD |
| CEN1118 | 1005 | Golden Inc. | 96.00 | USD |

More Top Order Amounts on Hold...

Order Hold Workbench - Overview page (2 of 2)

### *Hold Overview Search Options*

Search using the Business Unit, Hold Code, and Sold To or a combination of these fields.

### *Apply/Release Order Holds*

Use the links to search for orders with holds so you can apply or release holds.

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### *Hold Related Activities*

Use this section to navigate to hold codes or products and customers with hold-related messages.

### *Current Active Average Hold Days*

This section displays the hold codes based on your search criteria. The Days on Hold value is the active holds in the system.

| | |
|---|---|
| **Days on Hold** | This is the average time for active holds calculated in days. A timestamp on the order hold record indicates when it was last set to the active status. |
| **More Current Active Average Hold Days** | Click the link to access the Current Active Average Hold Days page. The link appears if the search criteria has more then 10 hold codes. |

### *Average Days on Hold*

Displays the average days that a hold was active for a given time period. By default, the system calculates the average based on holds released in the last 30 days

| | |
|---|---|
| **Average Days on Holds with Different Dates** | Click to access the Average Days on Hold page to change the range of holds to be included in average days on hold calculation |
| **Average Days on Hold** | Click the link to access the Average Days on Hold page. The link appears if the search criteria has more then 10 hold codes. |

### *Order Amounts by Hold Code*

This section displays the Hold Codes for orders that are on hold based on the search criteria. You can view the value that is on hold and the number of orders on hold for each hold code.

| | |
|---|---|
| **Hold Code** | Click the link to access the Order Amounts by Hold Code Detail page. |
| **More Order Amounts by Hold Code** | Click the link to access the Active Average Hold Days page. The link appears if the search criteria has more then 10 hold codes. |

### *Top Order Amounts on Hold*

This section displays the orders that are on hold based on the search criteria.

| | |
|---|---|
| **Order No** | Click the link to access the Top Order Amounts on Hold Detail page. |
| **More Top Order Amounts On Hold** | Click the link to access the Top Order Amounts on Hold page. The link appears if the search criteria has more then 10 hold codes. |


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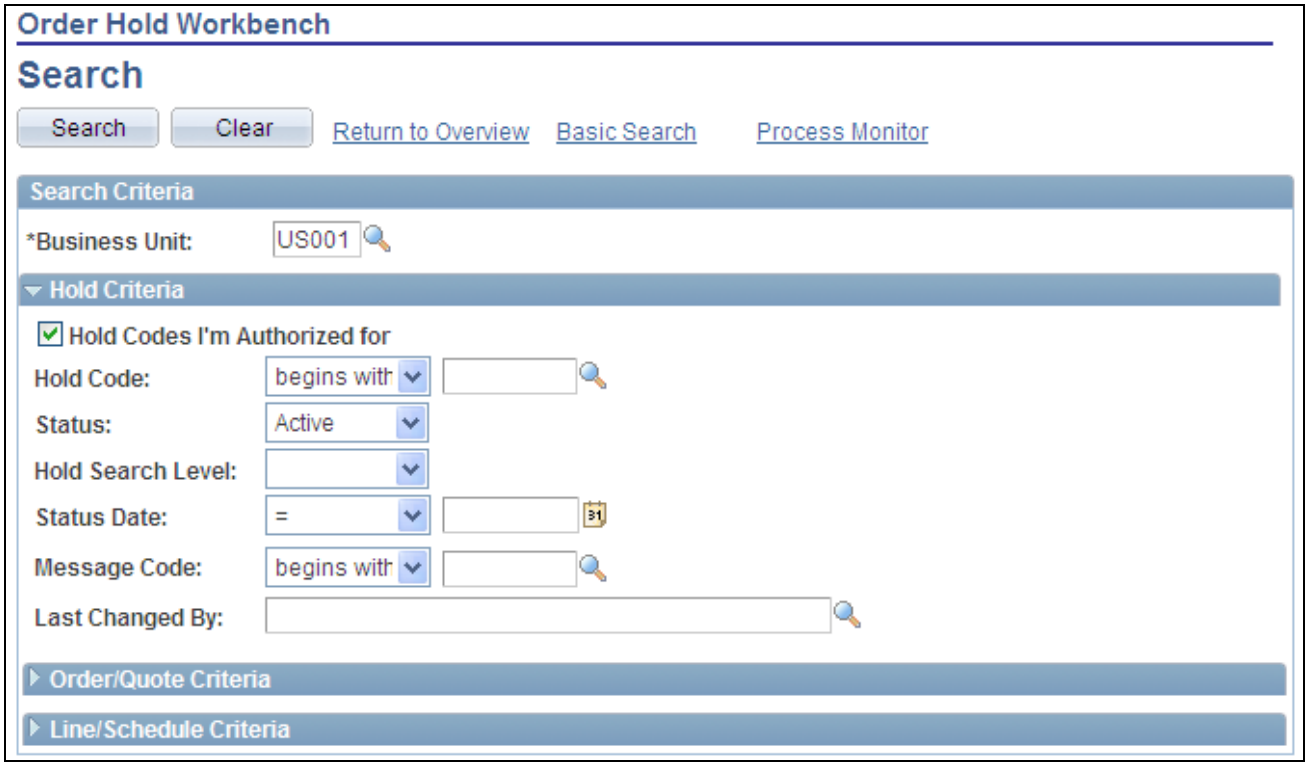
## Searching for Holds

Access the Order Holds Workbench - Search page (click the Basic Search link on the Order Hold Workbench - Overview page).




Order Holds Workbench - Search page

---

**Note.** Additional fields appear if you are performing an advanced search.

---

By default, the system does not select closed or canceled orders, lines, or schedules. It also does not select orders that require processing by the Order Completion process.

The customer pickup hold is not searchable and will not be brought into the workbench because it can only be released from the sales order. However, if the customer pickup hold code is added manually, it will be brought into the workbench.

---

***Warning!*** The customer pickup hold should not be granted role security.

---

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**Hold Search Level**

Use this field to restrict the level (Header, Line, or Schedule) when searching for hold codes. This restriction is helpful if you know what level you are searching for and want to reduce the amount of data brought into the workbench.

---

**Note.** This option only appears when using Advanced Search.

Certain fields may not be available for search because they are no longer applicable.

---

*Header:* Search for header holds only. The system will only retrieve the header data. It does not bring in any line or schedule information, and you cannot navigate to line or schedule pages.

*Line:* Search for line holds. The system will retrieve the header and line data.

*Schedule:* Search for schedule holds. The system will retrieve the header, line, and schedule data.

**Product Group Type**

This setting is required if you want to search using a Product Group.

## Managing Header Holds

Access the Order Hold Workbench - Header page (this page appears after using Advanced Search or Basic Search on the Order Hold Workbench - Overview page).

### *Search Criteria*

The search fields that you used on the Order Hold Workbench - Search appear in this section.

### *Workbench Action*

Use this section to make changes to holds.

### *Orders for Business Unit*

Use this section to select holds for changing and to view additional information.

## Managing Line Holds

Access the Order Hold Workbench - Line page (click the link for the Line Hold on the Order Hold Workbench - Header page).

This page functions similarly to the Order Hold Workbench - Header page; however, different fields appear for the line.

See Chapter 26, "Placing Sales Orders on Hold," Common Elements Used in the Holds Workbench, page 501 .

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## Managing Schedule Holds

Access the Order Hold Workbench - Schedule page (click the link for the Schedule Hold on the Order Hold Workbench - Header page).

This page functions similarly to the Order Hold Workbench - Header page; however, different fields appear for the schedule.

### *See Also*

Chapter 26, "Placing Sales Orders on Hold," Common Elements Used in the Holds Workbench, page 501

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Chapter 27

# Using Sales Order and Quotation Enterprise Integration Points

This chapter provides an overview of sales order and quotation enterprise integration points (EIPs) and discusses how to:

- Run Electronic Commerce for inbound sales order and quote EIPs.
- Publish outbound sales order and quote EIPs.
- Use Sales Order Change and Sales Order Change Notice.
- Use request price check.

## Understanding Sales Order and Quotation EIPs in PeopleSoft Order Management

PeopleSoft Order Management is delivered with many enterprise integration points (EIPs) to send and receive sales order and quote data from a third-party system or another PeopleSoft application. These EIPs are service operations within PeopleSoft Integration Broker.

Oracle delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as PeopleSoft CRM. If you are using chunking for outbound service operations, the handlers must be active on the Handlers page.

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

| ***Service Operation*** | ***Direction and Type*** | ***Handlers*** | ***Chunking Available?*** | ***Integrates With*** |
|---|---|---|---|---|
| PRODUCT_PRICELIST_SYNC | Outbound<br>Asynchronous | NA | No | Electronic data interchange (EDI), Third-party source |
| SALES_CRM_ORDER_CHANGE_LOAD | Inbound<br>Asynchronous | SalesCRMOrderChangeLoad | No | Customer relationship management (CRM) |

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| *Service Operation* | *Direction and Type* | *Handlers* | *Chunking Available?* | *Integrates With* |
|---|---|---|---|---|
| SALES_CRM_ORDER_LOAD | Inbound<br>Asynchronous | SalesCRMOrderLoad | No | CRM |
| SALES_CRM_QUOTE_LOAD | Inbound<br>Asynchronous | SalesCRMQuoteLoad | No | CRM |
| SALES_ORDER_ACKNOWLEDGEMENT (855)<br>EDI_TXN_855 | Outbound<br>Asynchronous | ROUTERSENDHDLR | Yes | CRM, EDI (X12 standard format), Third-party source |
| SALES_ORDER_CHANGE_LOAD (860) | Inbound<br>Asynchronous | SalesOrderChangeLoad | No | EDI, Third-party source |
| SALES_ORDER_CHANGE_NOTICE (865) | Outbound<br>Asynchronous | ROUTERSENDHDLR | Yes | CRM, EDI, Third-party source |
| SALES_ORDER_LOAD (850)<br>EDI_TXN_850 | Inbound<br>Asynchronous | SalesOrderLoad | No | EDI (X12 standard format), Third-party source |
| SALES_ORDER_STATUS | Outbound<br>Asynchronous | ROUTERSENDHDLR | Yes | CRM, EDI, Third-party source |
| SALES_QUOTE_LOAD (840)<br>EDI_TXN_840 | Inbound<br>Asynchronous | SalesQuoteLoad | No | EDI (X12 standard format), Third-party source |
| SALES_QUOTE_NOTICE (845)<br>EDI_TXN_845 | Outbound<br>Asynchronous | ROUTERSENDHDLR | Yes | CRM, EDI (X12 standard format), Third-party source |

These EIPs have two versions. Version 2 contains new attributes for this release.

- Sales Quote Notice (845)
- Sales Order Acknowledgement (855)
- Sales Order Change Notice (865)


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### Integrating with PeopleSoft CRM and SCM Databases

If both PeopleSoft CRM and SCM are installed, use the Exclusions by Source Code page when running CRM Sales Order or CRM Sales Quote to exclude calculating freight, sales tax, price adjustments, or value-added tax (VAT) for sales orders or quotes when Order Completion (OM_BACKGRND) is run. Otherwise, Order Completion (OM_BACKGRND) will calculate them again.

See *PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Integrating with PeopleSoft CRM."

### UPC and Universal Item IDs

The Universal product code (UPC) and Universal item identifiers can be received from the various EDI transactions and are stored on the sales order, buying agreement, and RMA. A customer's ordering preference is established at the customer level on the Sold To Options page. The new options UPC and Universal Item Identifier will be available in addition to the existing System and Customer Product Identifier options.

If you use the Universal Item ID option, you can assign any valid universal item ID type to that sold to customer to be used specifically for product entry. The Electronic Commerce (OM_EC) process transforms the universal item ID that is provided on a sales order/quote inbound EDI EIP into a corresponding system product ID and unit of measure by looking for a match with IDs of the type specified on the sold to customer. If you use the UPC option, Electric Commerce (OM_EC) will transform the UPC provided on the EIP into the corresponding system product ID. The system product ID, universal item ID, and UPC will be stored on the sales order line, and the universal item ID and UPC will be available on outbound EDI EIPs such as the sales order acknowledgement, quotation notice, Advanced shipping notice (ASN), and billing invoice.

Your customers can also send user-defined fields to be stored on the sales order and sent back with the oubound EDI EIP. If any errors occur, you can correct them after running Electric Commerce using the Header (cont.) page for the custom fields.

### Inbound and Outbound Process Flow Diagrams

This diagram displays the process for inbound sales orders and quote EIPs.

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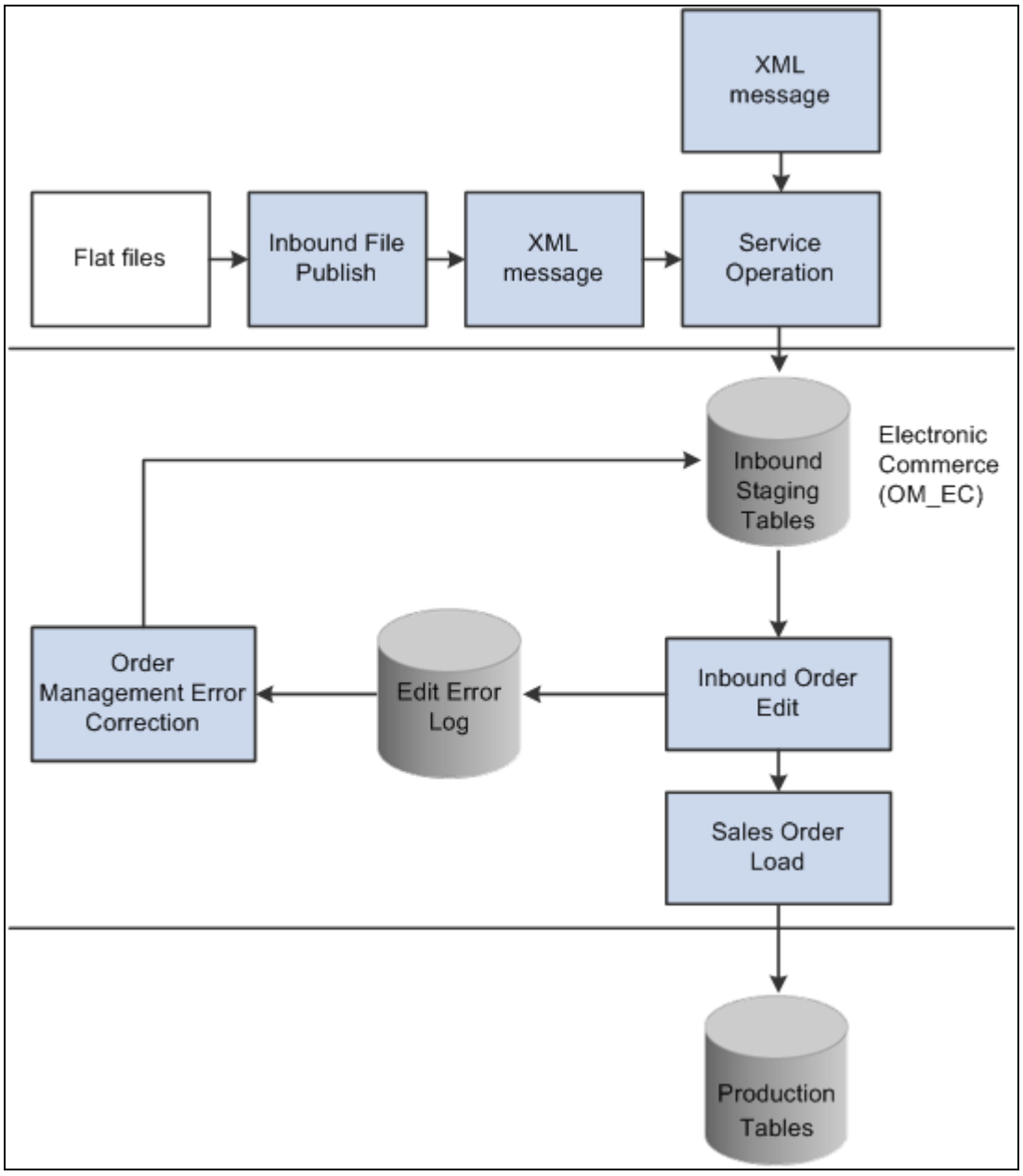


Inbound process flow of sales order

This diagram displays the process flow for outbound sales orders and quote EIPs.


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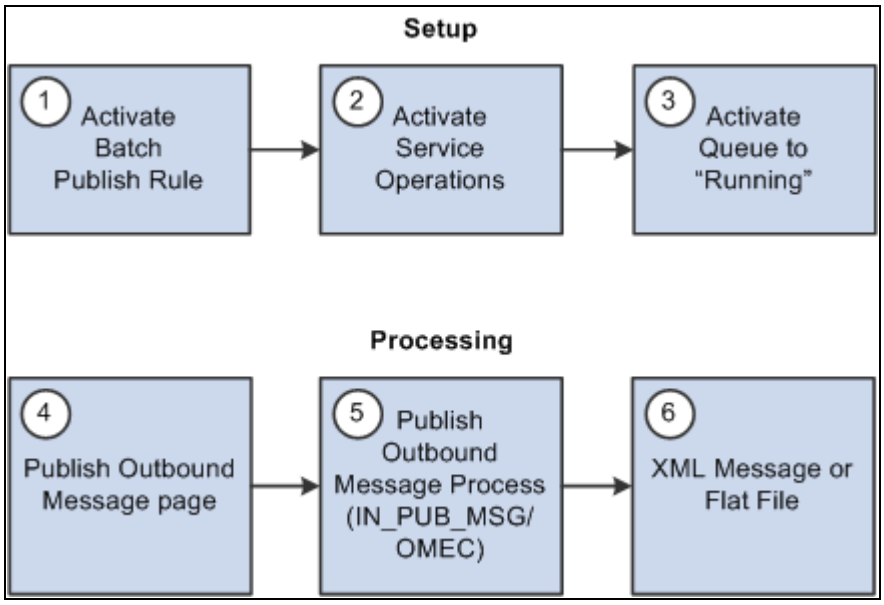


Outbound process flow of sales order

### *See Also*

*PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*

*PeopleTools PeopleBook: Integration Broker*

# Running Electronic Commerce for Inbound Sales Orders and Quote EIPs

This section provides an overview of the Electronic Commerce process and discusses how to run Electronic Commerce.

## Understanding the Electronic Commerce Process

The Electronic Commerce process (OM_EC) is part of the overall inbound electronic commerce flow. It validates the fields that are on the record of items that are loaded in the staging tables to ensure that the values are correct. The process performs these steps:

1. Edits the data, such as customer numbers and units of measure, to ensure that they are valid.
2. Converts the customer's product, UPC, or universal item ID or item number to a PeopleSoft product identifier when a PeopleSoft product identifier is not provided.
3. Assigns PeopleSoft order numbers.
4. Sets system defaults and status flags.
5. Validates data changes to ensure that they are valid.

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6. Loads data into the production order tables (order staging data that has errors is not loaded into the production tables until the errors are corrected).

---

**Important!** If any data that is related to a specific document (order, order change, or request for quote) is in error, the complete document remains in the staging tables until all errors are corrected.

---

When the data is loaded into the production order tables, you must run additional processes to complete EDI/XML orders and to make them accessible by using the standard order entry pages.

See Chapter 24, "Processing Sales Orders," Understanding Order Entry Required Processing, page 465.

---

**Note.** If you are integrating with PeopleSoft CRM, use the Exclusions by Source Code page to exclude calculating freight, sales tax, price adjustments, or VAT for sales orders or quotes when you run Order Completion (OM_BACKGRND). Otherwise, Order Completion calculates them.

---

---

**Note.** If pricing should not be calculated, set the Price Protected flag accordingly.

---

These staging tables are used for processing inbound transactions:

- Header (ORD_HEADER_EC).
- Line (ORD_LINE_EC).
- Schedule (ORD_SCHEDULE_EC).
- Address (ORD_ADDR_EC).
- Notes (ORD_NOTES_EC).
- Configuration Options Header (ORD_OPT_HDR_EC).
- Configuration Options Detail (ORD_OPT_DETL_EC).
- User Defined Reference (ORD_CDATA_EC).

When errors occur after the Order Management Electronic Commerce process runs, the data remains in the order staging tables. You need to correct the errors by using the error correction pages.

For each of the staging tables, two types of pages are available. The first type displays the errors; the fields with errors are the only ones that are available for data entry. These tables have multiple pages that display the errors. The pages are Order Header, Order Line, and Order Schedule. The second type lists the errors and explains their nature.

Many editing errors occur when the business unit is incorrect. This is because many of the edits depend on setID; when the business unit is invalid, the system cannot derive a setID. Even though the data (other than business unit) appears correct, an error may occur because of an invalid business unit. Correcting the business unit often resolves other edit errors.

---

**Note.** When the Order Management business unit is incorrect for any inbound data, you must be correct it on the Electronic Commerce Header Errors - Order Header page. When you correct it there, all data that is associated with that document—lines, schedules, addresses, and so on—are automatically updated with the correct business unit value. If, for example, a document has 1000 order lines associated with it, each with an incorrect business unit, the incorrect business unit is corrected once at the header level.

---

The Error Summary page includes all the errors for a particular EIP control ID.

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## Pages Used to Run Electronic Commerce for Inbound Sales Orders and Quote EIPs

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Electronic Commerce | RUN_OM_EC | Order Management, Electronic Commerce, Process Staged Orders/RFQs | Run Electronic Commerce. Establish process parameters for inbound requests for quotations, sales orders, and sales order changes. |
| Exclusions by Source Code | SRC_CD_EXCLUSIONS | Order Management, Electronic Commerce, Source Code Exclusions | If you are integrating to PeopleSoft CRM, exclude calculating freight, price adjustments, sales tax, and VAT for sales orders or quotes when you run Order Completion (OM_BACKGRND).<br>Otherwise, Order Completion calculates them again.<br>If the installation includes PeopleSoft Contracts, you must define exclusions for the CA (contracts order) and RCA (replacement order from contracts order returns) for quotes and sales orders. PeopleSoft Contracts calculates freight, sales tax, VAT, and price.<br>See Chapter 15, "Introduction to Sales Order Entry," Sales Orders from Contracts, page 237. |
| Header | OMEC_HDR | • Order Management, Electronic Commerce, Review Staging Details, Header<br>• Order Management, Electronic Commerce, Correct Staging Errors, Header | Correct Electronic Commerce errors that appear on the document header. |

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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Header (continued) | OMEC_HDR2 | • Order Management, Electronic Commerce, Review Staging Details, Header<br>• Order Management, Electronic Commerce, Correct Staging Errors, Header | Correct Electronic Commerce errors that appear on the document header. |
| Header (continued) | OMEC_HDR3 | • Order Management, Electronic Commerce, Review Staging Details, Header<br>• Order Management, Electronic Commerce, Correct Staging Errors, Header | Correct Electronic Commerce errors that appear on the document header. |
| Header (continued) | OMEC_HDR4 | • Order Management, Electronic Commerce, Review Staging Details, Header<br>• Order Management, Electronic Commerce, Correct Staging Errors, Header | Correct Electronic Commerce errors that appear on the document header for the customized fields. |
| Header Errors | OMEC_HDR_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Header | View the list of errors and their nature at the header level. |
| Line | OMEC_LIN | • Order Management, Electronic Commerce, Review Staging Details, Line<br>• Order Management, Electronic Commerce, Correct Staging Errors, Line | Correct Electronic Commerce errors that appear on the document line. |
| Line (continued) | OMEC_LIN2 | • Order Management, Electronic Commerce, Review Staging Details, Line<br>• Order Management, Electronic Commerce, Correct Staging Errors, Line | Correct Electronic Commerce errors that appear on the document line. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Line (continued) | OMEC_LIN3 | • Order Management, Electronic Commerce, Review Staging Details, Line<br>• Order Management, Electronic Commerce, Correct Staging Errors, Line | Correct Electronic Commerce errors that appear on the document line. |
| Line Errors | OMEC_LIN_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Line | View the list of errors and their nature at the line level. |
| Schedule | OMEC_SCH | • Order Management, Electronic Commerce, Review Staging Details, Schedule<br>• Order Management, Electronic Commerce, Correct Staging Errors, Schedule | Correct Electronic Commerce errors that appear on the document schedule. |
| Schedule (continued) | OMEC_SCH2 | • Order Management, Electronic Commerce, Review Staging Details, Schedule<br>• Order Management, Electronic Commerce, Correct Staging Errors, Schedule | Correct Electronic Commerce errors that appear on the document schedule. |
| Schedule (continued) | OMEC_SCH3 | • Order Management, Electronic Commerce, Review Staging Details, Schedule<br>• Order Management, Electronic Commerce, Correct Staging Errors, Schedule | Correct Electronic Commerce errors that appear on the document schedule. |
| Schedule Errors | OMEC_SCH_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Schedule | View the list of errors and their nature at the schedule level. |

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| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Address | OMEC_ADR | • Order Management, Electronic Commerce, Review Staging Details, Address<br>• Order Management, Electronic Commerce, Correct Staging Errors, Address | Correct Electronic Commerce errors that appear in the document ship-to or sold-to override address. |
| Address Errors | OMEC_ADR_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Address | View the list of errors and the nature of the violations in the order address. |
| Note | OMEC_NOT | • Order Management, Electronic Commerce, Review Staging Details, Note<br>• Order Management, Electronic Commerce, Correct Staging Errors, Note | Correct Electronic Commerce errors that appear in the document note. |
| Note Errors | OMEC_NOT_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Note | View the list of errors and their nature for order notes. |
| User Defined Reference | OMEC_CDATA | • Order Management, Electronic Commerce, Review Staging Details, User Defined<br>• Order Management, Electronic Commerce, Correct Staging Errors, User Defined | Correct Electronic Commerce errors that appear in the user-defined reference data. |
| User Defined Reference Errors | OMEC_CDATA_ERR | Order Management, Electronic Commerce, Correct Staging Errors, User Defined | View the list of errors and their nature that are in the user-defined reference data. |
| Option Header | OMEC_OPH | • Order Management, Electronic Commerce, Review Staging Details, Option Header<br>• Order Management, Electronic Commerce, Correct Staging Errors, Option Header | Correct Electronic Commerce errors that occur in configuration options at the header level. |


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| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Option Header Errors | OMEC_OPH_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Option Header | View the list of errors and their nature for configuration information at the header level. |
| Option Detail | OMEC_OPD | • Order Management, Electronic Commerce, Review Staging Details, Option Detail<br>• Order Management, Electronic Commerce, Correct Staging Errors, Option Detail | Correct Electronic Commerce errors that occur in configuration options at the detail level. |
| Option Detail Errors | OMEC_OPD_ERR | Order Management, Electronic Commerce, Correct Staging Errors, Option Detail | View the list of errors and their nature for configuration information at the detail level. |
| Error Summary | OM_EIP_ORDERS | Order Management, Electronic Commerce, Correct Order/RFQ Errors | Access the individual error pages to make corrections. |
| Delete Electronic Commerce | RUN_OM_EC_DEL | Order Management, Electronic Commerce, Review Staging Details, Delete Staging Tables | Clean up the staging tables after the order has been moved to the production order tables. |

## Running Electronic Commerce

Access the Electronic Commerce page (Order Management, Electronic Commerce, Process Staged Orders/RFQs).

**Delete staging records** Select to remove the data from the staging tables.

**Business Unit** If you enter a specific business unit for inbound processing and the inbound staging data has an invalid business unit value, that data is not processed.

**Transaction Type** Values for inbound EDI/XML transactions are:

*PO:* Inbound Sales Order.

*POCHG:* Sales Order Change.

*RFQ:* Inbound Request for Quote.

**EIP Control ID** Select to further define the processing run.

**Source Code** Use to limit the transactions. For example, you could process data only from PeopleSoft CRM.

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| | |
|---|---|
| **Run Order Completion** | Select to run the Order Completion process (OM_BACKGRND). |
| **Run Hold Checking** | Select to run the Hold Checking process (OM_HOLD). |
| **Run Credit Checking** | Select to run the Credit Checking process (OM_CREDIT). |
| **Run Populate Demand** | Select to run the Demand Population process (OM_DEMAND). |
| **Run Reservations** | Select to run the Reservations process (INV_FUL_RSV). |

Set up the EMP_SERVLET process for the notifications to use with URL locations prior to running the process.

See Chapter 4, "Implementing PeopleSoft Order Management Options," Setting Up the URL Location for Notifications, page 74.

When processing large volumes of orders through to PeopleSoft Inventory, you can stream the various batch processes together by selecting from the post process options on the run control page. All data selected as part of the process will be evaluated in subsequent processing.

The application engine processes take advantage of features including parallel processing and set base processing that use temporary tables to reduce risk by date contention and deadlocks. To take full advantage of this, set up your runs to partition data. For example, for an Order Management business unit, you can process all orders coming from a specific source.

See *PeopleTools PeopleBook: PeopleSoft Application Engine*

# Publishing Outbound Sales Order and Quote EIPs

This section lists common elements and discusses how to :

- Process outbound EIPs for order acknowledgements, sales order changes, and sales quote notices.
- Process outbound EIPS for product price lists.
- Process outbound EIPs for order and quote status.

### *See Also*

*PeopleSoft Supply Chain Management Integration 9.1 PeopleBook*, "Understanding PeopleSoft Supply Chain Management Enterprise Integration Points," PeopleSoft SCM Outbound EIPs

## Common Elements Used in this Section

| | |
|---|---|
| **Business Unit** | Enter a value to limit the EIPs to publish. |
| **Request ID** | Appears by default from the run control ID. You can change the value. |


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**Description** Describe the outbound EIPs.

## Pages Used to Publish Outbound Sales Order and Quote EIPs

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Publish Outbound Message | IN_RUN_PUB_MSG | SCM Integrations, Publish Outbound Message | Initiate the outbound message publish process for outbound PeopleSoft SCM EIPs. |
| Order Acknowledgement Message Selection Criteria | OM_RUN_OUTBOUND_EC | • Click the Sales Order Acknowledgement link on the Publish Outbound Message page.<br>• Click the Sales Order Change Notice link on the Publish Outbound Message page.<br>• Click the Sales Quote Notice link on the Publish Outbound Message page. | Enter processing options for the Sales Order Acknowledgement, Sales Order Change Notice, and Sales Quote Notice outbound EIPs. You can select processing options for only one EIP at a time. |
| Product Price List Message Selection Criteria | OM_RUN_PRODPRC_OUT | Select Product Price List on the Publish Outbound Message page to enable the Product Price List link. Click the Product Price Link on the Publish Outbound Message page. | Select processing criteria for the price sales catalog. |
| Order/Quote Status Message Selection Criteria | OM_RUN_OUTORD_STAT | Click the Sales Order/Quote Status link on the Publish Outbound Message page. | Enter processing options for the Sales Order/Quote Status EIP. |

## Processing Outbound EIPs for Order Acknowledgements, Sales Order Changes, and Sales Quote Notices

Access the Order Acknowledgement Message Selection Criteria, Sales Order Change Notice, or Sales Quote Notice Message Selection Criteria page (click the Sales Order Acknowledgement link, Sales Order Change Notice link or Sales Quote Notice link on the Publish Outbound Message page).

**Note.** The page is the same for the order acknowledgements, order change notices, and quote notices.

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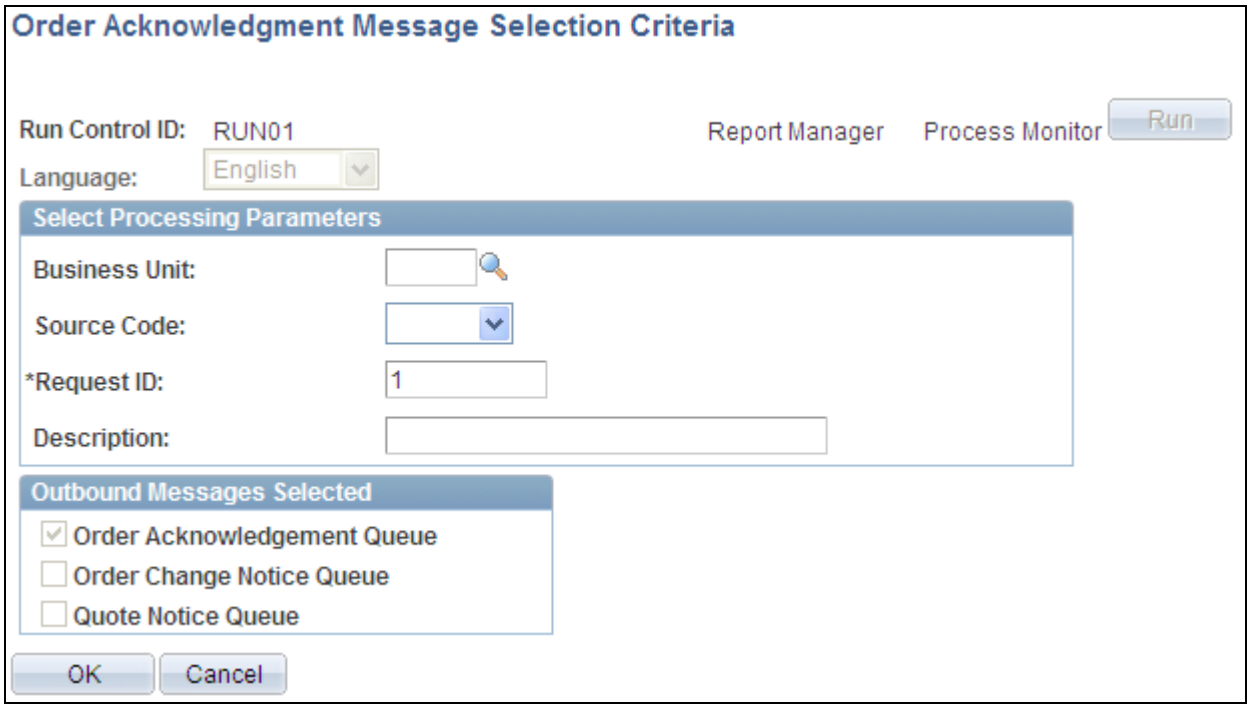


Order Acknowledgement Message Selection Criteria page

#### *Select Processing Parameters*

**Source Code** Further define processing options for the EIPs.

#### *Outbound Messages Selected*

You can select multiple EIPs to process.

## Processing Outbound EIPs for Product Price Lists

Access the Product Price List Message Selection Criteria page (select Product Price List on the Publish Outbound Message page to enable the Product Price List link, and click the Product Price Link on the Publish Outbound Message page).


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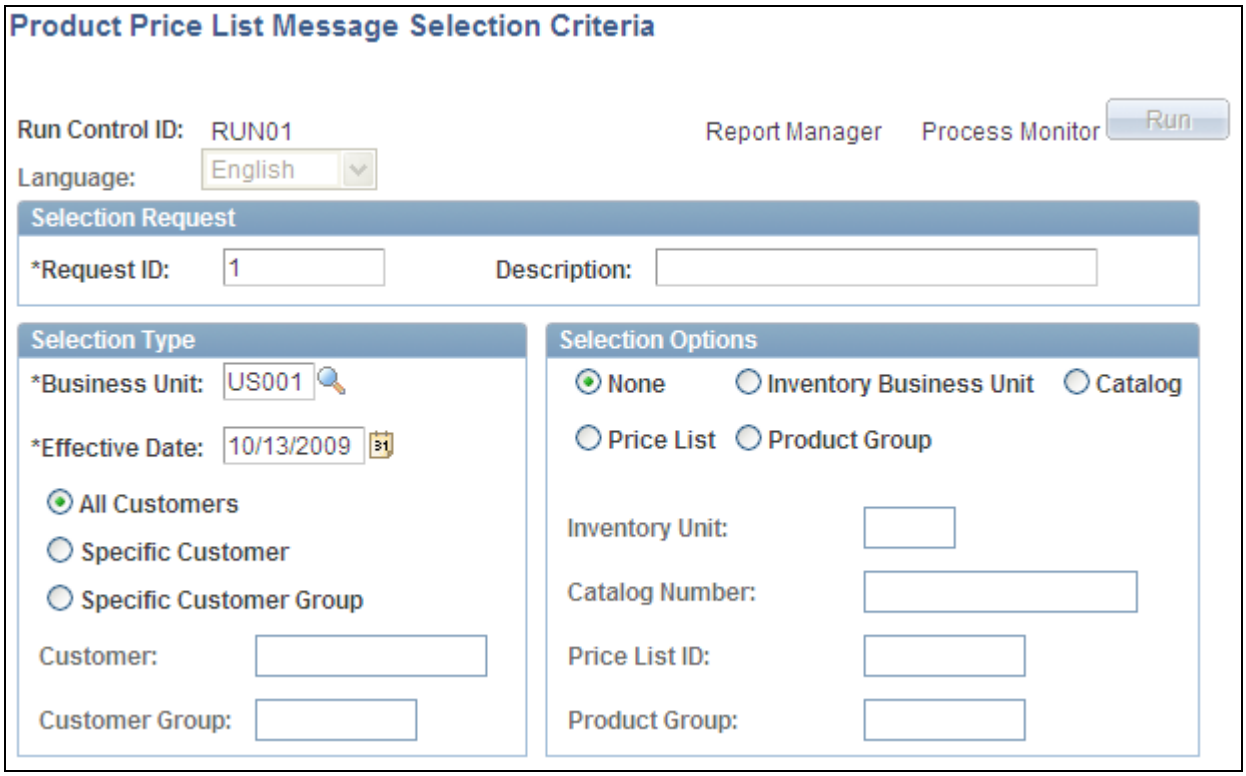


Product Price List Message Selection Criteria page

The following process describes how the OM_PPRC_OUT application engine determines the products and prices to include in the product price list using the retail catalog.

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1. The OM_PPRC_OUT application engine first determines what sold-to customer contacts are set up to receive the product price list information by EDI/XML from the Contact Additional Info page.

   If a customer or customer group is entered on the Product Price List Message Selection page, the program sends only product price list information to the specified contact for the customer or sold-to customers belonging to the specified pricing customer group that is set up on the Customer Group Table page. For each of these customers, the program inserts any products that are attached to the retail catalog into a temporary table. If a particular customer is not attached to any catalog, or if no catalog number is entered in the selection options that are on the Product Price List Message Selection page:

   a. The program attempts to retrieve products from the retail catalog where the customer's pricing customer group is attached to the catalog.

   b. If no customer group is attached to the catalog, the program attempts to retrieve products from the Price List tables.

      The program looks for any records that exist on the Price List tables for the sold-to customer being processed and inserts those products into a temporary table. If a price list ID is entered as optional criteria, the program selects only products for that price list ID.

   c. If no price list records are found for the sold-to customer being processed, the program looks at the Price List tables to determine if any price lists are attached to the sold-to customer's pricing customer group and inserts those products into a temporary table. If a price list ID is entered as optional criteria, the program selects only products for that price list ID.

   d. Finally, if a particular customer has no catalogs or price lists, the program retrieves all active products from the PROD_ITEM table. If a product group is entered as optional criteria, the program selects only products that are for the specified product group.

2. When the program has a list of products for each customer, it retrieves prices for each of the products.

   The system uses the lowest price on the most recent start date on or before today's date.

   a. The program first determines whether price lists are set up for the sold-to customer and product combination that is being processed and inserts the lowest list price, start date, unit of measure, and so on, into a temporary table. Again, if a price list ID is entered as optional criteria, the program look only at prices from the specified price list ID.

   b. If no price lists are found for the customer and product ID combination, the program then determines whether price lists are set up for the customer's pricing customer group and product that is being processed. The system inserts the lowest list price, start date, unit of measure, and so on into a temporary table. Again, if a price list ID is entered as optional criteria, the program looks only at prices from the specified price list ID.

   c. If no price lists are found for the customer and product ID or customer group and product ID combination, the program retrieves the prices from the PROD_PRICE table and inserts them into a temporary table. If an inventory business unit is entered as optional criteria, the program loads PROD_PRICE records only for the specified inventory business unit.

### *Selection Type*

**All Customers** Select to have the process run for all of the customers.

**Specific Customer** If you select this option, enter the customer name.


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**Specific Customer Group** If you select this option, enter the customer group.

### *Selection Options*

You can select these options only if you are running the process for all customers.

**None** No further selection options are available.

**Inventory Business Unit** If you select this option, enter the inventory unit.

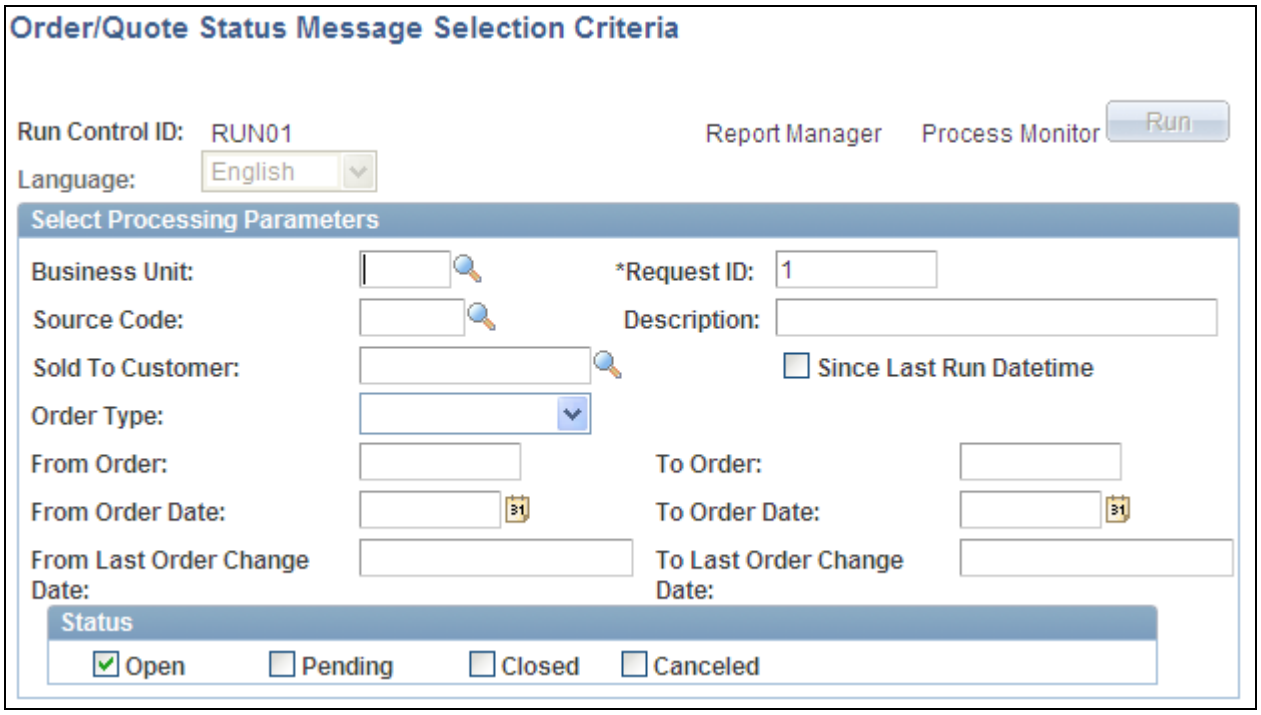
**Catalog** If you select this option, enter the catalog number.

**Price List** If you select this option, enter the price list ID.

**Product Group** If you select this option, enter the inventory unit.

## Processing Outbound EIPs for Order and Quote Status

Access the Order/Quote Status Message Selection Criteria page (click the Sales Order/Quote Status link on the Publish Outbound Message page).




Order/Quote Status Message Selection Criteria page

### *Select Processing Parameters*

Access to limit the processing parameters for the order or quote status EIP.

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**Status** Select any of the order statuses for the EIP.

# Using Sales Order Change (860) and Sales Order Change Notice (865)

This section provides an overview of Sales Order Change and Sales Order Change Notice and discusses how to modify order change records.

## Understanding Sales Order Change (860) and Sales Order Change Notice (865)

For EDI/XML orders, changes can occur as they do for orders that are entered online. Customers may want to change carriers, increase an order quantity, and so on after they have sent the inbound Sales Order (850). Sales Order Change (860) and Sales Order Change Notice (865) enable you to accept, process, and send acknowledgements to the customers for changes that are made to inbound sales orders. You can also use this process to send an acknowledgement to a customer if you changed an EDI order online.

When the acknowledgement is sent, information for the entire order is sent and requested field changes are confirmed as accepted or rejected.

Sales Order Change Notice (865) includes these statuses:

**AC1**(accept with no exceptions) All of the requested changes are made.

**AC2** (accept with exceptions) The changes are accepted, but not all the changes are applied to the order, either because the requested field is not eligible for change, or the requested field cannot be changed due to the order's status in the fulfillment process.

**RJ1** (reject) The original inbound sales order does not exist in the system.

**RJ2** (reject) The request is rejected because the original inbound sales order is closed, canceled, or actually a quote.

## Page Used for Sales Order Change and Sales Order Change Notice

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Change Maintenance | OMEC_ORDCHG_FLD | Order Management, Electronic Commerce, Identify Order Changes | Modify the list of records that can be changed in Sales Order Change. |


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## Modifying Order Change Records

Access the Order Change Maintenance page (Order Management, Electronic Commerce, Identify Order Changes).

**Inventory Edit** — If this check box is selected, the filed change must be validated against PeopleSoft Inventory.

**Work Field** — Used by PeopleCode to determine whether the change can still be made in PeopleSoft Inventory. The Electronic Commerce process (OM_EC) returns a value of *Yes* if the field can be changed, and a value of *No* if the field cannot be changed. For example, if the change request is to change the carrier, the program checks PeopleSoft Inventory to verify that the change can still be made. If the order line is already shipped, Electronic Commerce returns a value of *No.*

**Propagation Rule** — Shows whether the change requests are made to the line, schedule, or both. For example, if the line has only one schedule, a change request to change the carrier on the order line is propagated down to the schedule. If more than one schedule exists, then the change is not propagated.

**Alternate Field** — Enter if the field name is different at the corresponding level.

**Invoice Edit** — If this check box is selected, the field change is validated at the schedule level if the schedule is invoiced.

**Configured Kit Edit** — If PRODKIT_EDIT is selected in the database, then the field can be changed.

**Note.** The system already defined the fields that can be changed in the sales order change. If you want to modify the list of records, use the Order Change Maintenance page. You also need to add the new fields on the SALES_ORDER_CHANGE_LOAD message to permit the change.

# Using Request Price Check

This section provides an overview of the Request Price Check process, lists common elements, and discusses how to run Request Price Check.

## Understanding the Request Price Check Process (OM_AUDIT)

The Request Price Check process enables you to validate a customer's net price, which is included in the EDI file, against the system-calculated net price.

When processing an EDI/XML order, you should run the Request Price Check process (OM_AUDIT) along with the other required background jobs. Run them in this order:

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1. OM Electronic Commerce (OM_EC).
2. Order Completion (OM_BACKGRND).
3. Request Price Check (OMAUDIT).
4. Automatic Credit Check (OM_CREDIT).
5. Automatic Hold Check (OM_HOLD).
6. Populate Demand (OM_DEMAND).

### *Request Price Check Process Procedure*

Perform these steps to use Request Price Check to validate the customer's net price that is sent by EDI against the system-calculated net price.

1. Run the Request Price Check process.
2. Use the Price Hold Release page to review the customer and system-calculated net unit price.

   Change any of the prices that are on the page and accept the customer's price in lieu of the system-calculated price. If you want to accept the customer's price, change the List Price and Net Unit Price fields to match the customer's price. When you save the page, the system sets the Price Protected flag at the schedule level to *Y* so that Order Pricing does not recalculate the price. The order schedule is also updated with the selected price. If the price validation is performed on an order change, the order acknowledgement is not sent to the customer until the price discrepancy is reviewed and the order is released from hold. The order acknowledgement includes the adjusted net unit price.

### *Understanding How the System Performs Price Checking for EDI/XML Orders*

The data that the customer sends in for these fields triggers the system to perform the comparison against the system-calculated prices and discounts.

- CUST_PO_PRICE (the customer's price before discounts).
- CUST_PO_PRC_BASE (the customer's price before discounts in the base currency).
- CUST_NET_PRICE (the customer's price after discounts).
- CUST_NET_PRC_BASE (the customer's net price in the base currency).
- CUST_BILL_BACK_ALL (the customer's bill backs).
- CUST_BBACK_ALL_BSE (the customer's bill back in the base currency).
- CUST_OFF_INV_BASE (the customer's off-invoice discounts in the base currency).
- CUST_OFF_INV_DISC (the customer's off invoice discounts).

The Automatic Request Price Check process selects order schedules that do not have a blank net unit price and the Price Protected flag is set to *NO*. It compares the customer's net unit price against the system-calculated net unit price. On the inbound purchase order, the customer's net unit price can include promotional discounts such as off-invoice or bill-back discounts.

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In situations in which the customer's inbound purchase order includes promotional discounts, the off-invoice and bill-back discounts are summed in the ORD_PRICE_ADJST table to get a total discount amount on the inbound purchase order.

This example illustrates how the customer's net unit price and system-price are calculated for an inbound purchase order with the following criteria:

- List Price of 100 USD for 1 case.
- Off-invoice discount of 10 USD per case.
- Bill-back allowance of 10 USD per case. (The bill-back adjustment is an accrued adjustment.)
- The customer's net unit price is 90 USD.
- The system-calculated price is 100 USD.

To validate these fields, the system calculates the price by using the pricing structure (price rules, price lists, and so on) that are set up in PeopleSoft Enterprise Pricer. The system calculates the price for each order line or schedule based on the pricing structure and then compares the calculated values against the values that are sent by way of the EDI/XML Inbound Purchase Order.

The validation is as follows, assuming that the price discrepancy hold is set up on the Order Management Business Unit Hold Processing page.

- If the customer's list price does not equal the system-calculated price, the Request Price Check validation routine checks the customer's pricing and promotion fields in this order:
    1. Net unit price
    2. Bill-back allowances
    3. Off-invoice discount
    4. List price
- If the customer's bill-back allowance amount is not zero, the validation routine should check whether the system calculates a bill-back adjustment for the same amount.
    - If the bill-back allowance does not match the customer's bill-back allowance, the validation routine places the order on hold.
    - If the bill-back allowance does match the system-calculated bill-back allowance, the validation routine checks the off-invoice discount.
- If the off-invoice discount does not match, the validation routine places the order on hold.
- If the off-invoice discount does match, the validation routine checks the list price.
- If the list price does not match, the validation routine places the order on hold.

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## Pages Used for Requesting Price Check

| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Hold Codes | HOLD_CD | Financials/Supply Chain, Product Related, Order Management Foundation, Hold Codes | Establish a price discrepancy hold code. |
| Hold Processing | BUS_UNIT_TBL_OM2 | • Set Up Financials/Supply Chain, Business Unit Related, Order Management<br>• Click the Hold Processing link on the Order Management Definition - Order Management Setup page. | Assign a price discrepancy hold code for the business unit |
| Request Price Check-EDI/XML | RUN_OM_AUDIT | Order Management, Quotes and Orders, Update Price, Request Price Check-EDI/XML | Validate the customer's net price against the system-calculated net price for orders that are processed by EDI/XML. |
| Price Hold Release: System Information, Customer Prices | OM_PRC_HOLD | Order Management, Quotes and Orders, Update Price, Update Price Discrepancies | View and update the customer's and the system-calculated net unit price. |

## Running Request Price Check

Access the Price Hold Release page (Order Management, Quotes and Orders, Update Price, Update Price Discrepancies).

### *System Information Tab*

**Order** Select the order for which you want to change the price. When you select an order, additional fields become available to edit.

**List Price (Base)** and **Net Unit Price (Base)** View the system-calculated prices and override them as necessary. Any changes are passed to the sales order.

### *Customer Prices Tab*

The prices that are on this page are the customer's purchase order prices that differ from the system-calculated prices. You can override them as necessary. Any changes are passed to the sales order.


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| | |
|---|---|
| **PO Price (Base)** | Displays the customer's price before discounts. |
| **Net Price (Base)** | Displays the customer's price after discounts. |
| **Bill Back (Base)** | Displays the bill-back discount for the line that the customer takes as a credit or payment. |
| **Off Invoice (Base)** | Displays the off-invoice discount for the line that the customer takes off the net price. |

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Chapter 28

# Analyzing Sales Using PS/nVision and Online Analytical Processing

This chapter provides an overview of analyzing sales and discusses how to analyze sales using:

- Ps/nVision.
- Online Analytical Processing (OLAP).

## Using PS/nVision

To set up forecasting, use the Forecast OM and Forecast Product components.

PeopleSoft Order Management makes it easy for you to analyze your sales. You can forecast how many orders a customer, group of customers, or an entire region will book or ship in any given fiscal period. You can also predict how many products or groups of products will be sold per month, as well as their total revenue. If you want to be more specific, you can forecast the quantity of a certain product, a customer, customer group, or region will book or ship.

In addition, PeopleSoft Order Management comes with several predefined sales analysis report examples that you can generate using PS/nVision. PS/nVision is a powerful reporting tool that enables you to create reports and graphics to enhance your decision-making process.

PeopleSoft Order Management provides you with a number of sample sales analysis reports. You can use these reports as delivered, or use the flexibility of PS/nVision to modify them to meet your unique business requirements. The sample sales analysis reports address product bookings, product sales, customer bookings, and customer sales.

To use this functionality, log on to the PeopleTools windows client.

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## Pages Used for Sales Analysis

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Forecasts | FORECAST_OM | Order Management, Analyze Sales, Forecast Sales Bookings | Forecast bookings and sales of products and product groups. You can also elect to indicate bookings or sales by customer, customer group, or region.<br><br>**Note.** PeopleSoft Order Management does not provide any standard analysis reports that use this forecast data, but you can use our flexible reporting tools to modify a report that meets your business requirements. |
| Forecast Products | FORECAST_PROD | Order Management, Analyze Sales, ForecastProducts | Forecast products.<br><br>**Note.** PeopleSoft Order Management does not provide any standard analysis reports that use this forecast data, but you can use our flexible reporting tools to modify a report that meets your business requirements. |

# Using Online Analytical Processing

When you analyze sales order data, you probably want to look at it from several perspectives, by customer group, product group, sales region, and so on. You might think of a dimension as a column or row on a spreadsheet; however, since a spreadsheet is only two-dimensional, you would have a hard time representing customers, products, sales regions, and time using a single spreadsheet. Therefore, when data has three or more dimensions, we refer to it as being arranged in a cube, with each side representing a dimension. Once you have defined an OLAP cube, you can pivot your data to view it from different perspectives, or *slice and dice* the data based on combinations of these dimensions. When you analyze the data, you slice off part of the cube or dice it to get to an individual cell. These multidimensional views of your financial data provide you with valuable information for effective data analysis, decision-making, and forecasting.


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### Preparing Trees and Queries

After you have determined the dimensions for the cube, you need to set up the way each of the dimensions will roll up. You also need to specify how detail values roll up to higher levels for each dimension. You can use existing trees or queries with OLAP. In addition, you need to define a query to extract the data from your PeopleSoft database to the OLAP cube.

PeopleSoft Order Management provides sample queries and trees. You can use them as delivered or modify them as you like. This list describes the queries and trees delivered with PeopleSoft Order Management. There is one main data query input file used for margin analysis, and three dimension queries. A tree, Sales Regions, is used as a fourth dimension.

| Tree/Query | Name | Function |
|---|---|---|
| OLAP_OM_MARGIN_DATA | Margin analysis data query | Main data query that pulls information from six key tables: sales order header, sales order line, customer, customer group, product group, and product costing. It selects order lines that are in open or closed status to estimate the revenue and cost information for the Inventory product-costing file. |
| OLAP_OM_CUSTOMER_DIM | Customer dimensional query | Query over the Customer Group Link table to view margin information by customer or customer groups. |
| OLAP_OM_ORDER_DIM | Order number dimensional query | Query over the Order Group Table to view the margin information by order group or order number. |
| OLAP_OM_PRODUCT_DIM | Product dimensional query | Query over the Product Group Link table to view margin information by product group or product. |
| Sales Region Tree | Hierarchy of Sales Regions | Hierarchy of Sales Regions to view margin level at different sales region levels. |

### Designing Dimensions

The Dimension page and its component pages enable you to define the sources, tree, query, or tree and query combination, and associated settings for dimensions. You will have one entry for each dimension in your cube. At this point, you are only beginning to build the structure of each dimension that will comprise your cube. You are not yet defining any data for the cube.

We deliver some sample dimensions with PeopleSoft Order Management. You can use the dimensions as delivered or modify them as you like. The list details the dimensions provided:

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- Customer Group (OLAP_OM_CUSTOMER_DIM).
- Order Group (OLAP_OM_ORDER_DIM).
- Product Group (OLAP_OM_PRODUCT_DIM).
- Sales Regions (SALES_PERSONS).

### *Designing Analysis Models*

After creating data source queries and defining dimensions, you define the analysis model by mapping fields from the data source queries to the dimensions you have defined. For each dimension, you must specify which field in the data source query is the source field for the particular dimension. You can also define the measures that will be used in your cube on this page.

We deliver a sample Analysis Model with PeopleSoft Order Management. You can use the Analysis Model as delivered or modify it as you like.

| *No.* | *Description* | *Type* | *Field* |
|---|---|---|---|
| 1 | All Customers | Dimension | Sold To Customer |
| 2 | All Orders | Dimension | Order Number |
| 3 | All Products | Dimension | Product ID |
| 4 | All Sales Regions | Dimension | Sales Person |
| 5 | Profit | Measure | Expression: Net Price*Qty Ordered - Cost* Qty Ordered (list price quantity ordered - cost quantity ordered) |
| 6 | Total Net | Measure | Expression: Total Net/Cost*Qty Ordered (total net or cost quantity ordered) |
| 7 | List Price | Measure | List Price |
| 8 | Total List | Measure | Expression: List Price* Qty Ordered |
| 9 | Net Price | Measure | Price on Order Line |


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| No. | Description | Type | Field |
|---|---|---|---|
| 10 | Quantity Ordered | Measure | Quantity Ordered on Order Line |
| 11 | This Level Cost | Measure | Cost from Product Cost Table |
| 12 | Total Cost | Measure | Expression: Cost* Qty Ordered |

### Designing Cube Templates

A Cube Template simplifies your work in managing updates to the cube structure, data loads, and reloads, and in setting platform-specific options for Essbase and PowerPlay.

The Customer and Product Profitability Cube Template that is delivered as a sample Cube Template with PeopleSoft Order Management enables you to see profitability levels by product, customer, and market. By adding four dimensions to the cube, the Cube Template enables managers to quickly and easily see the profit margins by sales regions, customer groups, order groups, and products by slicing and dicing sales order information multiple ways. In addition, the Cube Template has eight different measurements so that you can view profitability from the overall profit of the product, down to the cost of the product. The Cube Template provides a ready-made tool to empower management, as well as the sales force, to make pricing and sales decisions based on the direct profit contribution in order to maximize profitability.

You can use the template as delivered or modify it as you like.

### Viewing and Analyzing Cube Data

Once you have built your cube, you can use PowerPlay to view the cube. You can pivot, reposition, and manipulate your data, as well as create graphs and charts. You can view margin information for customers, customer groups, sales regions, products, and product groups, and rank your most profitable products.

### See Also

*Cognos PowerPlay documentation*

*PowerPlay documentation*

## Pages Used Online Analytical Processing

| Page Name | Definition Name | Navigation | Usage |
|---|---|---|---|
| Build Margin Analysis Cube | OM_OLAP_MAR_REQ | Order Management, Analyze Sales, Build Analysis Cube | Create the cube for analysis. |

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Part 5

# Processing Taxes for VAT and India

**Chapter 29**
**Order Processing in a VAT Environment**

**Chapter 30**
**Processing Taxes for India**

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Chapter 29

# Order Processing in a VAT Environment

This chapter provides an overview of how value-added tax (VAT) is used with sales orders and discusses how to:

- Set up the VAT environment.
- Update and view sales order VAT information.

## Understanding How VAT is Used with Sales Orders

VAT default data is used in sales orders where you can alter certain information.

**Note.** PeopleSoft Billing and PeopleSoft Order Management calculate and display VAT amounts.

This section discusses:

- How to pass VAT information to PeopleSoft Billing.
- How to invoice product kits in a VAT environment.
- How to invoice products with VAT in a counter sale environment.

***See Also***

Chapter 29, "Order Processing in a VAT Environment," page 545

### Passing VAT Information to PeopleSoft Billing

You use Process VAT Defaults (BIPVATOO) VAT to insert information for sales orders into the billing interface tables. The Billing Interface process (BIIF0001) inserts the data into the billing tables for invoicing. VAT amounts are calculated in PeopleSoft Billing.

The following table lists the order levels and fields in PeopleSoft Order Management and the corresponding tables and fields in PeopleSoft Billing.

You can run the Process VAT Defaults and Billing Interface processes individually or as part of the OM Invoicing (OM_IVC) multiprocess job.

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**Note.** The fields are delivered as implicit Bill By fields on the Bill By Identifier page and are not available from the available options: Ship from Country, Ship to Country, Seller's Registration Country, Buyer's Registration Country, and VAT Treatment Group.

**Note.** When you are consolidating orders or shipments onto a single bill, these VAT-related fields must be identical: Ship from Country, Ship to Country, Seller's Registration Country, Buyer's Registration Country, Vat Treatment Group, Calculate at Gross or Net, VAT Declaration Point, VAT Declaration Date Source, VAT Exception Certificate, VAT Exception Type, VAT Recalculate at Payment, Buyer's VAT Registration ID, Seller's VAT Registration ID, VAT Round Rule, and VAT Declaration Date.

**Note.** When you specify a VAT declaration point, the system sets the VAT Declaration Date Source and VAT Declaration fields automatically.

| *Sales Order Level* | *Order Management Field* | *Billing Interface Table* | *Billing Field* |
|---|---|---|---|
| Schedule | COUNTRY_LOC_BUYER | INTFC_BI_HDR | COUNTRY_LOC_BUYER |
| Schedule | COUNTRY_LOC_SELLER | INTFC_BI_HDR | COUNTRY_LOC_SELLER |
| Schedule | COUNTRY_VAT_PERFRM | INTFC_BI_HDR | COUNTRY_VAT_PERFRM |
| Schedule | COUNTRY_VAT_SUPPLY | INTFC_BI_HDR | COUNTRY_VAT_SUPPLY |
| Schedule | STATE_LOC_BUYER | INTFC_BI_HDR | STATE_LOC_BUYER |
| Schedule | STATE_LOC_SELLER | INTFC_BI_HDR | STATE_LOC_SELLER |
| Schedule | STATE_VAT_DEFAULT | INTFC_BI_HDR | STATE_VAT_DEFAULT |
| Schedule | STATE_VAT_PERFRM | INTFC_BI_HDR | STATE_VAT_PERFRM |
| Schedule | VAT_DCLRTN_POINT | INTFC_BI_HDR | VAT_DCLRTN_POINT |


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| *Sales Order Level* | *Order Management Field* | *Billing Interface Table* | *Billing Field* |
|---|---|---|---|
| Schedule | VAT_DCLRTN_POINT<br>1. If "I"<br>2. If "P"<br>3. If "D"<br>4. If "A" | INTFC_BI_HDR | 1. VAT_DCLRTN_DT_SRC = "I" and VAT_DCLRTN_DT "blank."<br>2. VAT_DCLRTN_DT_SRC = "N" and VAT_DCLRTN_DT = "blank."<br>3. VAT_DCLRTN_SRC = "D" and VAT_DCLRTN_DT = "ship date of transaction."<br>4. VAT_DCLRTN_SRC = N and VAT_DCLRTN_DT = "blank" |
| Schedule | VAT_CALC_GROSS_NET | INTFC_BI_HDR | VAT_CALC_GROSS_NET |
| Schedule | VAT_DST_ACCT_TYPE | INTFC_BI_HDR | VAT_DST_ACCT_TYPE |
| Schedule | VAT_RECALC_FLAG | INTFC_BI_HDR | VAT_RECALC_FLAG |
| Schedule | VAT_EXCPTN_CERTIF | INTFC_BI_HDR | VAT_EXCPTN_CERTIF |
| Schedule | VAT_EXCPTN_TYPE | INTFC_BI_HDR | VAT_EXCPTN_TYPE |
| Schedule | VAT_RGSTRN_BUYER | INTFC_BI_HDR | VAT_RSTRN_BUYER |
| Schedule | VAT_ROUND_RULE | INTFC_BI_HDR | VAT_ROUND_RULE |
| Schedule | VAT_SERVICE_TYPE | INTFC_BI_HDR | VAT_SERVICE_TYPE |
| Schedule | VAT_SVC_SUPPLY_FLG | INTFC_BI_HDR | VAT_SVC_SUPPLY_FLG |
| Schedule | COUNTRY_LOC_BUYER | INTFC_BI | COUNTRY_LOC_BUYER |

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| *Sales Order Level* | *Order Management Field* | *Billing Interface Table* | *Billing Field* |
|---|---|---|---|
| Schedule | COUNTRY_LOC_SELLER | INTFC_BI | COUNTRY_LOC_SELLER |
| Schedule | COUNTRY_SHIP_FROM | INTFC_BI | COUNTRY_SHIP_FROM |
| Schedule | COUNTRY_SHIP_TO | INTFC_BI | COUNTRY_SHIP_TO |
| Schedule | COUNTRY_VAT_BILLFR | INTFC_BI | COUNTRY_VAT_BILLFR |
| Schedule | COUNTRY_VAT_BILLTO | INTFC_BI | COUNTRY_VAT_BILLTO |
| Schedule | COUNTRY_VAT_PERFRM | INTFC_BI | COUNTRY_VAT_PERFRM |
| Schedule | COUNTRY_VAT_SUPPLY | INTFC_BI | COUNTRY_VAT_SUPPLY |
| Schedule | IST_TXN_FLG | INTFC_BI | IST_TXN_FLG |
| Schedule | STATE_LOC_BUYER | INTFC_BI | STATE_LOC_BUYER |
| Schedule | STATE_LOC_SELLER | INTFC_BI | STATE_LOC_SELLER |
| Schedule | STATE_VAT_DEFAULT | INTFC_BI | STATE_VAT_DEFAULT |
| Schedule | STATE_VAT_PERFRM | INTFC_BI | STATE_VAT_PERFRM |
| Schedule | STATE_SHIP_FROM | INTFC_BI | STATE_SHIP_FROM |
| Schedule | STATE_SHIP_TO | INTFC_BI | STATE_SHIP_TO |
| Schedule | VAT_SVC_SUPPLY_FLG | INTFC_BI | VAT_SVC_SUPPLY_FLG |
| Schedule | VAT_SERVICE_TYPE | INTFC_BI | VAT_SERVICE_TYPE |


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| *Sales Order Level* | *Order Management Field* | *Billing Interface Table* | *Billing Field* |
|---|---|---|---|
| Schedule | VAT_TXN_TYPE_CD | INTFC_BI | VAT_TXN_TYPE_CD* |
| Schedule | TAX_CD_VAT | INTFC_BI | TAX_CD_VAT* |
| Schedule | VAT_APPLICABILITY | INTFC_BI | VAT_APPLICABILITY* |
| NA | Pass SetID value for record PRODGP_NGVAT_VW | INTFC_BI | PROD_GRP_SETID* |
| Schedule | VAT_TREATMENT | INTFC_BI | VAT_TREATMENT |
| Schedule | VAT_TREATMENT_GRP | INTFC_BI | VAT_TREATMENT_GRP |
| Line | • PRODUCT_ID*<br>• PRODUCT_ID* (if the product is a kit)<br>• Component product IDs | INTFC_BI | • PRODUCT_ID<br>• PRODUCT_KIT_ID<br>• PRODUCT_ID and IDENTIFIER |
| Line | PHYSICAL_NATURE | INTFC_BI | PHYSICAL_NATURE |
| NA | PRD | INTFC_BI | IDENTIFIER_TBL |

**Note.** * For product kits, VAT fields are determined based on the components that make up the kit if you assign VAT percentages to the components.

## Invoice Product Kits in a VAT Environment

For VAT, the schedules are grouped by VAT code, and the tax is calculated and prorated to the schedules. If the customer wants the items shipped to their address instead of picking up the items, the Customer Service Representative (CSR) must add an order line for the freight product ID in order to calculate VAT on the freight. Otherwise, the system does not calculate VAT of the sales order freight amount.

PeopleSoft Order Management typically estimates taxes, which are recalculated in PeopleSoft Billing. In the counter sale environment, taxes are not recalculated in PeopleSoft Billing when the transaction is paid up front or paid fully by a deposit. Taxes are calculated in PeopleSoft Order Management at the tax authority level. Similarly, third-party tax calculations and freight tax are also stored at the tax authority level.

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For counter sale customers, typically if the customer wants the items shipped to their address instead of picking up the items, the system calculates the VAT of the sales order freight automatically. However, the CSR can also add an order line for the freight product ID in order to pass additional freight charges on to the customer.

For product kits, VAT defaults are determined based on the product kit (parent) level on the sales order. VAT amounts are calculated at the parent kit level. These orders are not exploded into separate components if the order has been paid for up front. If you do not enter the VAT percentages for a kit, the Populate Billing process passes the parent product ID for the kit to PeopleSoft Billing and uses as defaults the current values for VAT applicability, VAT transaction type, and VAT code that are stored on the order schedule.

For example, product kit 670001 is priced at 1000 EUR. You elect to apply the VAT percentages. Each component represents an individual bill line:

| *Components* | *Quantity* | *VAT %* | *Price Each* |
|---|---|---|---|
| 10001 | 1 | 50 | 500 EUR |
| 30010 | 2 | 30 | 150 EUR |
| 50001 | 1 | 20 | 200 EUR |
| 90001 | 1 | 0 | 0 EUR |

If you do not elect to apply VAT percentages, Populate Billing passes product ID 67001 and the price of 1000 EUR to PeopleSoft Billing as a single bill line.

### *See Also*

*PeopleSoft Order to Cash Common Information 9.1 PeopleBook*, "Setting Up Products," Defining Product Kits

## Invoice Products with VAT in a Counter Sale Environment

PeopleSoft Order Management typically estimates taxes, which are recalculated in PeopleSoft Billing. In the counter sale environment, taxes are not recalculated in PeopleSoft Billing when the transaction is paid up front or paid fully by a deposit. However, Billing always recalculates taxes for partially paid invoices and fully paid invoices if a third-party tax package is being used. Taxes are calculated in PeopleSoft Order Management at the tax authority level. Similarly, third-party tax calculations and freight tax are also stored at the tax authority level.

For VAT, the schedules are grouped by VAT code, and the tax is calculated and prorated to the schedules.

For product kits, VAT defaults are determined based on the product kit (parent) level on the sales order. VAT amounts are calculated at the parent kit level. These orders will not be exploded into separate components if the order has been paid for up front.


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For counter sale customers who typically want the items shipped to their address instead of picking up the items; the system calculates the VAT of the sales order freight automatically. However. the CSR can also add an order line for the freight product ID in order to pass additional freight charges on to the customer.

# Setting Up the VAT Environment

This section discusses how to:

- Link Order Management or Inventory business units to a VAT entity.
- Set up VAT defaults.

## Linking Order Management or Inventory Business Units to a VAT Entity

In PeopleSoft Order Management, you can invoice by Order Management business unit or by Inventory business unit. In a VAT environment, the Order Management or Inventory business unit by which you choose to bill must be linked to a VAT entity that is associated with a Billing business unit that is, in turn, linked to a General Ledger business unit.

- If you are billing by Order Management business unit, the billing business unit on the Order Management Definition - Order Management Setup page is used.
- If you are billing by Inventory business unit, the billing unit that is on the Inventory Definition - Business Unit Definition page is used.

**Note.** The only VAT processing that PeopleSoft Inventory performs is for Order Management sales orders.

The system determines the VAT entity for sales order in the following way: The Billing business unit that is associated with the Inventory business unit takes precedence over the Billing business unit that is associated with the Order Management business unit if both business units have the Billing business unit assigned. The Billing business unit assigned determines where the VAT entity is derived from. See the following table:

| *Order Management Billing Business Unit/VAT Entity Setup* | *Inventory Billing Business Unit/VAT Entity Setup* | *Billing Business Unit used to determine VAT Entity* | *VAT Entity Assigned* |
|---|---|---|---|
| Yes/No | No/No | Order Management Billing business unit. | No |
| Yes/Yes | No/No | Order Management Billing business unit. | Yes |
| Yes/Yes | Yes/No | Inventory Billing business unit. | No |
| Yes/Yes | Yes/Yes | Inventory Billing business unit. | Yes |

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| *Order Management Billing Business Unit/VAT Entity Setup* | *Inventory Billing Business Unit/VAT Entity Setup* | *Billing Business Unit used to determine VAT Entity* | *VAT Entity Assigned* |
|---|---|---|---|
| No/No | Yes/Yes | Inventory Billing business unit. | Yes |
| No/No | Yes/No | Inventory Billing business unit. | No |

**Note.** The Inventory business unit that is determined at the header level uses the Priority 1 Inventory business unit in the customer's distribution network. If no distribution network is assigned at the customer level, the system takes the Inventory business unit from either the Order Management distribution network priority 1 Inventory business unit or the Default Inventory business unit that is established on the Order Management business unit Shipping and Receiving page.

### *See Also*

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing the Order Management Definition, page 24

*PeopleSoft Inventory 9.1 PeopleBook*, "Defining Your Operational Structure in PeopleSoft Inventory," Defining Basic Business Unit Attributes

## Setting Up VAT Defaults

Two main components control VAT defaults: the VAT Defaults Setup component and the Services VAT Treatment Defaults Setup component. You can access these components from the common VAT menu (Set Up Financials/Supply Chain, Common Definition, VAT and Intrastat, Value Added Taxes) or from the Order Management Business Unit definition, product definition, or customer pages. If you access these components from the VAT menu, the driver that you select determines the fields that appear. If you access either of these components from the application pages, the component from which you are accessing it determines the fields that appear.

This table lists the VAT drivers and associated VAT driver keys in VAT default hierarchy sequence from most specific to least specific for the VAT Defaults component that are used with PeopleSoft Order Management. The table also indicates which drivers control defaults for the Services VAT Treatment:


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| *VAT Driver* | *VAT Driver Keys* | *Country* | *State* | *Applicable to Regular VAT Defaults* | *Applicable to Services VAT Treatment Defaults* |
|---|---|---|---|---|---|
| Sales Line Identifier<br><br>**Note.** PeopleSoft Order Management uses the product ID value for the identifier. | SetID<br>Identifier Table<br>Identifier | Optional | Optional | Yes | Yes |
| Sales Line Identifier Group<br><br>**Note.** PeopleSoft Order Management uses the product group value for the identifier. | Sales Line Identifier Group SetID<br>Identifier Table<br>Sales Line Identifier Group | Optional | Optional | Yes | Yes |
| Customer Location | Customer SetID<br>Customer ID<br>Address Sequence Number | Optional | Optional | Yes | Yes |
| Customer | Customer SetID<br>Customer ID | Optional | Optional | Yes | Yes |
| Order Management Business Unit | Business Unit | Optional | Optional | Yes | Yes |
| VAT Entity Registration | VAT Entity<br>Country | Required | Optional | Yes | No |
| VAT Country | Country | Not applicable | Optional | Yes | No |

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# Updating and Viewing Sales Order VAT Information

This section provides an overview of sales order VAT information and discusses how to modify:

- VAT Header data.
- VAT Line data.
- VAT Schedule data.

## Understanding Sales Order VAT Information

This section discusses:

- VAT sales order processing
- Header defaults
- Line defaults
- Schedule defaults

### *VAT Sales Order Processing*

Avoid changing these values manually because complex algorithms are used to obtain the VAT defaults. However, if the algorithms have problems finding defaults, then manual intervention is necessary. For this reason, PeopleSoft Order Management does not protect most of the fields on the VAT Information pages.

Be careful when manually changing defaults, especially the value in the VAT Treatment field, because this value is used as a VAT default value for sales order lines.

You can change the customer exception type only if a valid country is in the bill from the VAT country field and the treatment is domestic or domestic distance sale. You can change the exception type to Suspended only if suspension is allowed for the seller's VAT registration country.

The fields should be populated before the VAT default function is called to avoid errors or incorrect calculations. This table displays the source for the fields:

| *Field* | *Header Source* | *Line/Schedule Source* |
|---|---|---|
| Customer Location Country (COUNTRY_LOC_BUYER). | Customer bill to location. | Default value from header. |
| Customer Location State (STATE_LOC_BUYER). | Customer bill to location. | Default value from header. |
| Location Country (COUNTRY_LOC_SELLER). | Order Management Business Unit location. | Default value from header. |
| Location State (STATE_LOC_SELLER). | Order Management Business Unit location. | Default value from header. |


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| *Field* | *Header Source* | *Line/Schedule Source* |
|---|---|---|
| Ship from Country (COUNTRY_SHIP_FROM). | Default Inventory Business Unit location country. | If line ship-from Inventory business unit is the same as the header Inventory business unit, the header default value is used. Otherwise, the location country of the Inventory business unit where the product is shipping from is used. |
| Ship from State (STATE_SHIP_FROM). | Default Inventory Business Unit location state. | If line ship-from Inventory business unit is the same as the header Inventory business unit, the header default value is used. Otherwise, the location state of the Inventory business unit where the product is shipping from is used. |
| Ship to Country (COUNTRY_SHIP_TO). | Ship to customer location country or override value. | Header default value if the ship-to locations are the same; otherwise, use the ship-to location or override on the line. |
| Ship to State (STATE_SHIP_TO). | Ship to customer location state or override value. | Header default value if the ship-to locations are the same; otherwise, use the ship-to location or override on the line. |
| Service Performed Country (COUNTRY_VAT_PERFRM). | Depends on the value in the Where Services Performed flag at the header.<br>• If the flag specifies the ship-from location, this field is set to the Order Management business unit country.<br>• If the flag specifies the ship-to location, this field is set to the customer's ship-to country.<br>• If the flag specifies the buyer's location, this field is set to the customer's bill-to location country.<br>• If the flag specifies the supplier's location, this field is set to the location country of the Order Management business unit. | Depends on the value in the Where Services Performed field at the line.<br>• If the flag specifies the ship-from location, this field is set to the country of the Order Management business unit.<br>• If the flag specifies the ship-to location, this field is set to the customer's ship-to country.<br>• If the flag specifies the buyer's location, this field is set to the customer's bill-to location country.<br>• If the flag specifies the supplier's location, this field is set to the location country of the Order Management business unit. |

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| Field | Header Source | Line/Schedule Source |
|---|---|---|
| STATE_VAT_PERFRM | Depends on the value that is in the Where Services Performed field at the header.<br>• If the flag specifies the ship-from location, this field is set to the state of the Order Management business unit.<br>• If the flag specifies the ship-to location, this field is set to the customer's ship-to state.<br>• If the flag specifies the buyer's location, this field is set to the customer's bill-to location state.<br>• If the flag specifies the supplier's location, this field is set to the location state of the Order Management business unit. | Depends on the value in the Where Services Performed field at the line.<br>• If the flag specifies the ship-from location, this field is set to the state of the Order Management business unit.<br>• If the flag specifies the ship-to location, this field is set to the customer's ship-to state.<br>• If the flag specifies the buyer's location, this field is set to the customer's bill-to location state.<br>• If the flag specifies the supplier's location, this field is set to the location state of the Order Management business unit. |

The following fields are always unavailable for entry; they automatically change in response to a change in the ship-from Inventory business unit or the ship-to address. If the ship-from or ship-to country that is involved does not require tracking VAT at the state level, the state field is blank.

- State ship from
- Country ship from
- State ship to
- Country ship to

### Header Defaults

Initial header-level defaults are determined:

- At save time or edit for the entire order.

  Header-level defaults are determined prior to line defaults.
- When you access the Header VAT Information page.
- When you click the Calculate Price button.
- If a line default is triggered, the system checks to ensure that the header-level defaults are applied. If the defaults are needed, they are determined.

The Where Services Performed flag is retrieved from either the bill-to customer location or the Order Management business unit.

Defaults are automatically reapplied if VAT defaults are already determined at the header level and the fields are changed at the line level:


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- Address Ship To Sequence change or Ship To Address Override.

  If the resulting change causes the ship-to country or state to change, the system automatically reapplies the VAT defaults to the header, line, and any schedules that have their addresses updated as a result of this change.

- Sold-to or bill-to customer changes cause the entire order to be moved again by default; however, this type of change can occur only before the sales order is saved.

---

**Note.** If the bill-to location is changed and this results in changes to the customer location and state, VAT defaults are not automatically reapplied. Any lines or schedules to which defaults have been applied prior to the change being made must be reapplied manually, as needed.

---

### *Line Defaults*

Initial line-level defaults are determined:

- At save time or edit for the entire order.
- When you access the Line VAT Information page.
- When you access the Shipment Schedule page for the line.
- When you click the Calculate button.

The default Physical Nature and Where Services Performed flags are automatically applied when you enter the product ID. The fields are applied based on this hierarchy: product definition, bill-to customer location, Order Management business unit.

The header-level VAT defaults are copied to the line if the fields on the header and line match:

- Physical nature.
- Ship-from and ship-to country/state.
- Buyer and seller location/state.
- Country and state where the service is physically performed.
- VAT entity.
- VAT service type.
- VAT service place of supply driver.

VAT defaults are automatically reapplied if the VAT defaults are already determined and the fields are changed at the line level:

- Product ID.

  The VAT defaults are reapplied to the line and all schedules.

- Address ship-to sequence change or ship-to address override.

  If the resulting change causes the ship-to country or state to change, the system automatically reapplies the VAT defaults to the line and any schedules that have their addresses updated as a result of this change.

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- Ship from Inventory business unit.

  If the resulting change causes the ship-from country or state or the VAT entity to change, the system automatically reapplies the VAT defaults to the line. If a single schedule exists, the schedule defaults are also be reapplied.

### *Schedule Defaults*

Initial schedule-level defaults are determined:

- At save time or edit for the entire order.
- When you click the Calculate button.
- When you access the Shipment Schedule page for the first time.
- When you copy or split a shipment into additional schedules.

The line-level VAT defaults are copied to the schedule if the fields on the line and schedule match:

- VAT entity.
- Ship-from and ship-to country/state.
- Buyer and seller location/state.
- Country and state where the service is physically performed.
- VAT service type.
- VAT service place of supply driver.

VAT defaults are automatically reapplied if the VAT defaults are already determined and these fields are changed at the schedule level:

- Address ship to sequence

  If the resulting change causes the ship-to country or state to change, the system automatically reapplies the VAT defaults to the schedule. If a single schedule exists, the line defaults are also reapplied.

- Address override.

  If the resulting change causes the ship-to country or state to change, the system automatically reapplies defaults to the schedule.

- Ship-from Inventory business unit.

  If the resulting change causes the ship-from country or state, or the VAT entity to change, the system automatically reapplies the VAT defaults to the schedule. If a single schedule exists, the line defaults are also reapplied.


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## Pages Used to Update and View Sales Order VAT Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Header VAT Information | ORDENT_HDR_VAT | Order Management, Quotes and Orders, Create/Update Order<br>Select *VAT Information* in the Header Menu field on the Order Entry Form page. | Modify header VAT data. Override VAT header default values. |
| Line VAT Information | ORDENT_LINE_VAT | Select *VAT Information* in the Lines Menu field on the Order Entry Form page. | Override VAT line default values. |
| Schedule VAT Information | ORDENT_SCH_VAT | Select *VAT Information* in the Schedule Menu field on the Shipment Schedules page. | Override VAT schedule default values. |
| Freight VAT Information | ORDENT_FRT_VAT | Click VAT Information on the Freight Detail page. | Override VAT freight default values. |

## Modifying Header VAT Data

Access the Header VAT Information page (select VAT Information in the Header Menu field on the Order Entry Form page).

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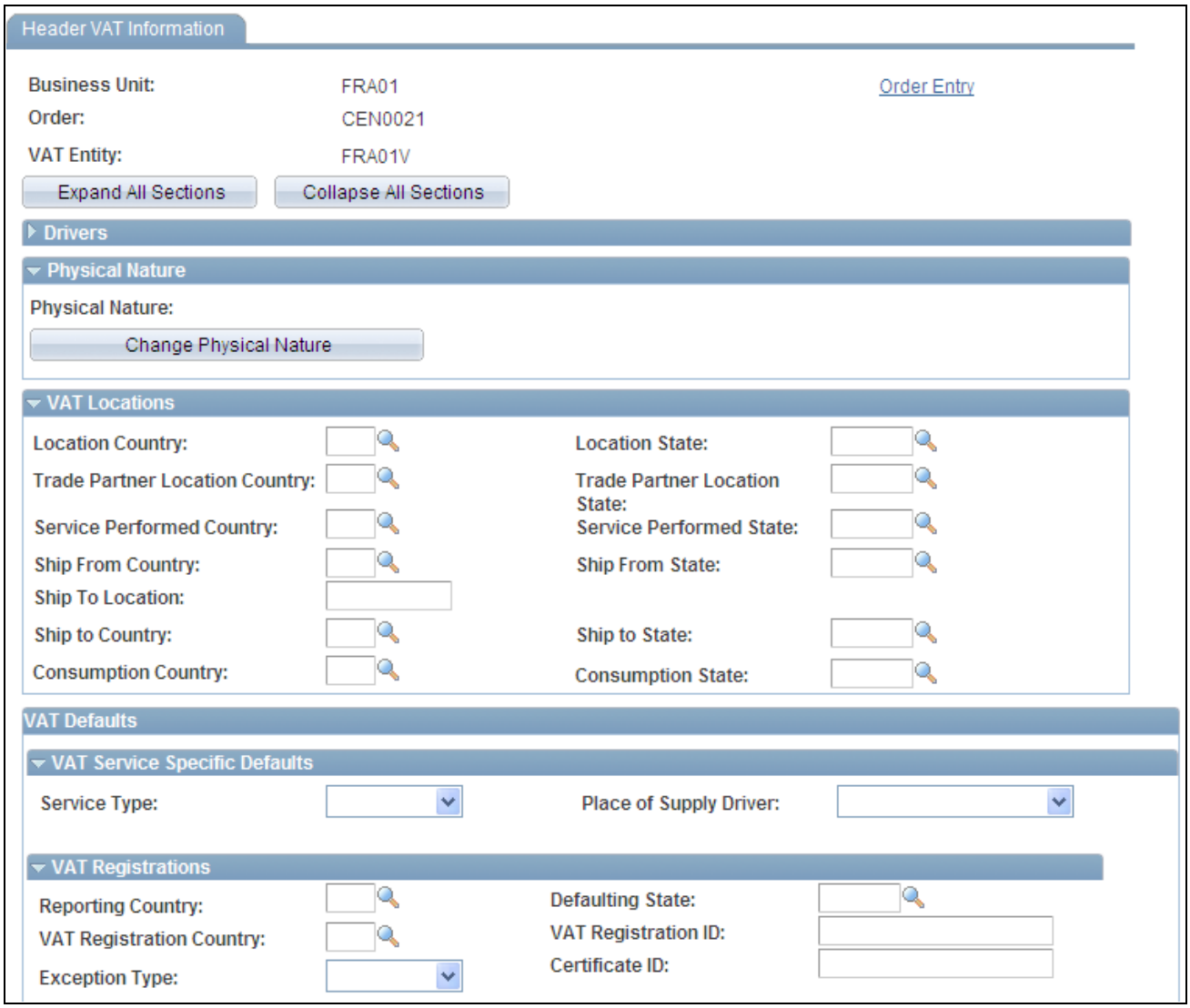


Header VAT Information page (1 of 2)


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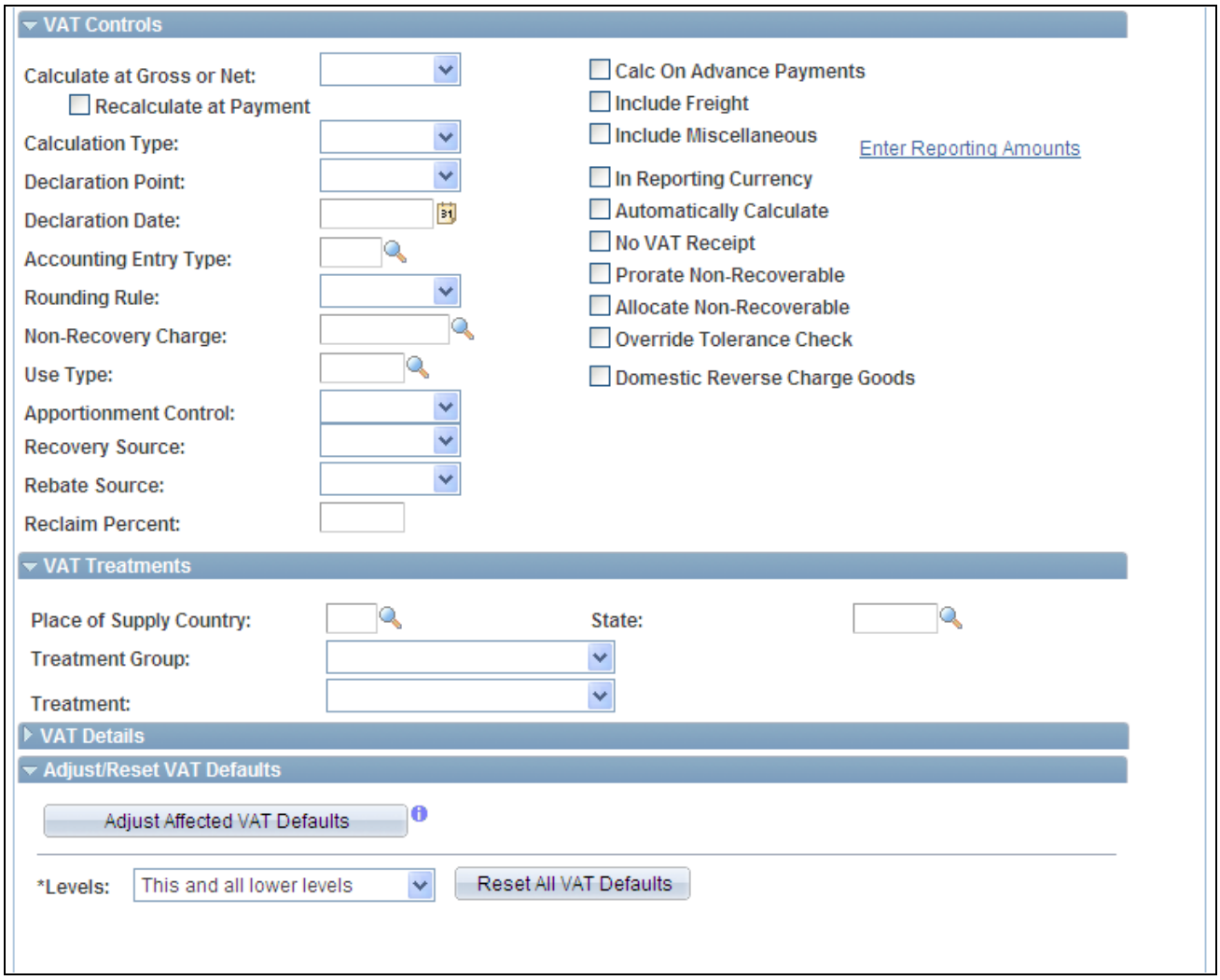


Header VAT Information page (2 of 2)

### *Expanding and Collapsing Sections*

To manage the VAT data more efficiently, you can expand and collapse sections that are on this page.

**Expand All Sections** Click the expand button to scroll to and access every section on the page. You can also expand one or more sections by clicking the arrow that is next to the section's name.

**Collapse All Sections** Click to collapse all sections displaying only the header information. If you expand one or more sections, you can click the arrow that is next to the section's name to collapse the section.

### *Physical Nature*

**Change Physical Nature** Click the button to change to *Goods* or *Services*. When you click the button, the VAT defaults are reset for the new value.

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### *VAT Locations*

**Location Country** For services only, displays the country of the Order Management business unit.

**Location State** For services only, displays the state of the Order Management business unit.

**Customer Location Country** For services only, displays the customer's bill-to location country.

**Customer Location State** For services only, displays the customer's bill-to location state.

**Service Performed Country** Depending on the setting of the Services Performed flag that is in the VAT default hierarchy (for example, at customer or business-unit level), the system sets the value for this field in the following ways:

- If the flag specifies the ship-from location, this field is set to the Inventory business unit country.
- If the flag specifies the ship-to location, this field is set to the customer ship-to country.
- If the flag specifies the buyer's location, this field is set to the customer's bill-to location country.
- If the flag specifies the supplier's location, this field is set to the location country of the Order Management business unit.

**Service Performed State** If the service performed country requires that VAT be tracked by state, this field is populated depending on the setting of the Services Performed flag that is in the VAT default hierarchy (for example, customer or business-unit level). The system sets the value for this field in the following way:

- If the flag specifies the ship-from location, this field is set to the Inventory business unit state.
- If the flag specifies the ship-to location, this field is set to the customer ship-to state.
- If the flag specifies the buyer's location, this field is set to the customer's bill-to location state.
- If the flag specifies the supplier's location, this field is set to the location state of the Order Management business unit.

**Ship From Country** Displays the ship-from location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

**Ship From State** If the ship-from country requires that VAT be tracked by state, displays the ship-from location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.


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**Ship To Country** Displays the ship-to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

**Ship To State** If the ship to country requires that VAT be tracked by state, displays the ship-to customer location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

### *VAT Defaults*

This group box contains the:

- VAT service-specific defaults.
- VAT registrations defaults.
- VAT controls defaults.
- VAT treatments.
- Adjust/reset VAT defaults.

**Service Type** If the transaction is for a service, it displays the VAT service type of *Freight* or *Other*. The value that is in this field determines whether the special rules for freight transport within the European Union (EU) apply.

**Place of Supply Driver** If the transaction is for a service, displays the usual place of supply (the place where VAT is usually liable) for the service. This value is used to help determine the place of supply country and the VAT treatment. Values are *Buyer's Countries, Supplier's Countries,* and *Where Physically Performed.*

**Reporting Country** Displays the country for which VAT is reported. This is the VAT Entity VAT registration country and determines many of the VAT defaults.

**Defaulting State** If the reporting country requires that VAT be tracked by state or province, this field displays the state that is within the reporting country that is used to retrieve values from the VAT Defaults table.

**Customer Registration Country** and **Customer Registration ID** Displays the registration country and ID of the bill-to customer.

**Customer Exception Type** Displays the exception that is granted to the customer. Values are *None, Exonerated,* and *Suspended.* This value is specified on the bill-to customer.

**Certificate ID** If applicable, displays the ID of the VAT exception certificate that may have been issued to the customer.

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**Calculate at Gross or Net**

Indicates how VAT is calculated. values are:

*Gross:* The system calculates VAT before it applies any early-payment discounts.

*Net:* The system calculates VAT after it deducts early-payment discounts. If two percentage discounts exist, the system uses the larger of the two when it calculates VAT. The system does not use discount amounts, only discount percentages.

The default value comes from the VAT entity driver.

**Recalculate at Payment**

Select to enable the recalculation of VAT at payment time to allow for any early payment discounts if you are calculating VAT at gross. This causes the system to adjust the VAT amount at the time of payment if the discount is taken. This is set on the VAT entity driver.

**Declaration Point**

Determines when the VAT transaction information will be recognized for reporting purposes. Values are:

*Invoice:* VAT is recognized at the time of invoice.

*Payment:* VAT is recognized at the time of payment.

*Delivery:* VAT is recognized on delivery.

*Accounting:* VAT is recognized on the date of accounting.

This value can be set at any level in the VAT hierarchy: VAT entity registration, business unit options, customer, or customer location.

**Rounding Rule**

Displays the VAT rounding rule. The value comes from the VAT country driver or VAT entity driver definition. Values are:

*Nat Rnd* (natural round): Amounts are rounded normally (up or down) to the precision that is specified for the currency code. For example, for a currency that is defined with two decimal places, 157.4659 is rounded up to 157.47, but 157.4649 is rounded down to 157.46.

*Down:* Amounts are rounded down. For example, for a currency that is defined with two decimal places, 157.4699 is rounded down to 157.46.

*Up:* Amounts are rounded up with a rounding precision to one additional decimal place. For example, for a currency that is defined with two decimal places, 157.4659 is rounded up to 157.47, but 157.4609 is rounded to 157.46.

**Place of Supply Country**

For services, displays the country in which the VAT is liable.


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**Treatment**

Displays the VAT treatment. Values are:

*Deemed Service Export:* Services that are provided in the supplier's country to a foreign buyer, where the supply of these services must be zero-rated (that is, the place of supply is the country in which the supplier is located and registered for VAT, but the customer is located in another country).

*Domestic Goods Sale:* Sale of goods where the supplier and customer are located in the same country.

*EU Goods Distance Sale:* Sale of goods between EU countries in which the supplier is registered in an EU country and the purchaser is not registered in an EU country. The VAT rate that is charged is the rate that is applicable in the supplier's country.

*EU Goods Sale:* Sale of goods between VAT-registered traders in different EU countries.

*EU Sale (Simplification):* Used for a transaction between an intermediary and the purchaser in cases in which a sale of goods between EU countries involves three parties: the purchaser, an intermediary (bill-from) supplier, and the actual goods supplier. Each party is located in a different EU country and registered in their own country, and not in either of the other two countries. The only difference between this VAT treatment and that which is applied to normal EU sales is that the supplier is required to print a different message on the invoice referencing the statute that applies to triangulation, rather than the one that references the statute for normal EU sales.

*No VAT Processing:* No VAT processing is required.

*Out of Scope EU Service Sale:* EU services are outside of the scope of VAT.

*Outside of Scope Service Export:* Export services are outside of the scope of VAT.

*Outside of Scope:* Outside of the scope of VAT.

*Zero-rated EU Service Sale:* Sale of services that are within the EU are subject to zero-rated VAT.

*Zero-rated Goods Export:* Export of goods are subject to zero-rated VAT.

*Zero-rated Services Export:* Export of services are subject to zero-rated VAT.

Within PeopleSoft detail VAT treatment values that are on the transaction lines are used for applying the precise defaults that are applicable to the transaction lines. The treatment is determined based on the rules that apply to the transaction.

**Adjust/Reset VAT Defaults**

Any changes that you make to fields on this page may affect VAT defaults on this page. Adjusting or resetting VAT defaults will affect only fields that are within the VAT Defaults group box.

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**Adjust Affected VAT Defaults**

Click to have the system adjust the VAT defaults that are affected by your changes. All changes that you have made to VAT defaults on this page that affect other VAT defaults on this page will be retained. Oracle recommends that you always click the Adjust Affected VAT Defaults button after changing any defaults on the VAT page. Because values that appear lower down on the page might depend on values that appear higher up on the page, you should work from top to bottom and click the Adjust Affected VAT Defaults button in the Adjust/Reset VAT Defaults collapsible region as needed. This prevents updating values that you have already overridden.

Click the i button to list the fields that are to be adjusted.

**Levels**

Before you click the Reset All VAT Defaults button, select the levels to which you want the action to apply:

- *All lower levels:* Select to reset all VAT defaults at lower levels for this page. From the sales order header, selecting this value resets all VAT defaults on all the sales order lines and all the sales order schedule lines. From the sales order line, selecting this value resets all VAT defaults on all of the schedule lines associated with the current sales order line.
- *This and all lower levels:* Select to reset all VAT defaults that are on this VAT page and at any lower levels of this page. From the sales order header, selecting this value resets all VAT defaults on the header plus all the sales order lines and all the sales order schedule lines. From the sales order line, selecting this value resets all VAT defaults on the sales order line plus all of the schedule lines associated with the current sales order line.
- *This level only:* Select to reset all VAT defaults that are on this VAT page.

**Reset All VAT Defaults**

Click to reset any fields that you may have overridden on this page (including those that you changed by clicking the Adjust Affected VAT Defaults button) back to the original defaults before you save the page. Depending on your selection in the Levels field, the VAT default values will be reset for the sales order header, the sales order line, the sales order schedule line, or all three.

**Note.** Resetting completely redetermines the VAT defaults. If you have changed a VAT driver field, resetting VAT defaults does not necessarily return the original default values. Rather, it resets all of the default values based on the new driver value.

## Modifying VAT Line Data

Access the Line VAT Information page (select VAT Information in the Lines Menu field on the Order Entry Form page).

Many of the fields that are on this page are the same as those that appear on the Header VAT Information page.


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See Chapter 29, "Order Processing in a VAT Environment," Modifying Header VAT Data, page 559.

The table below displays the required setting for the fields that are in the VAT Details section:

| *If Applicability Equals* | *You Must* |
|---|---|
| Taxable, Suspended or Exonerated. | Have a VAT Code and Transaction type. For Suspended or Exonerated lines, the VAT Code should be a zero-rate VAT Code. |
| Exempt or Out of Scope. | Leave VAT Code blank but have a Transaction type. |
| N/A (VAT Applicability can equal N/A only on non-VAT lines). | Leave VAT Code and Transaction type blank. |

### *VAT Details*

**Applicability** Displays the VAT status. Valid options are:*Taxable, Exempt* (not subject to VAT) *Exonerated, NA,* (not applicable) *Outside, Suspend, Taxable. (VAT Only is not valid in Order Management).*

**VAT Code** Displays the VAT code that defines the rate at which VAT is calculated.

**VAT Transaction Type** Displays the code that categorizes and classifies this transaction for VAT reporting and accounting.

## Modifying VAT Schedule Data

Access the Schedule VAT Information page (select VAT Information from the Schedule Menu field on the Shipment Schedules page).

Many of the fields on this page are the same as those that appear on the Header VAT Information and Line VAT Information page.

See Chapter 29, "Order Processing in a VAT Environment," Modifying Header VAT Data, page 559.

See Chapter 29, "Order Processing in a VAT Environment," Modifying VAT Line Data, page 566.

### *Physical Nature*

**Physical Nature** This field is unavailable for entry on the schedule.

### *Reviewing and Updating VAT Calculations*

Use this group box to review the VAT calculations for the line.

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**Note.** At sales order entry, VAT amounts are estimates and are recalculated at the time of invoicing.

| | |
|---|---|
| **Transaction Amount** | Displays the amount of the transaction in the transaction currency for the sales order line amount. |
| **Transaction Amount Base** | Displays the amount of the transaction in the base currency. |
| **Basis Amount** | Displays the amount on which the VAT is calculated. If you are calculating VAT at Net, this is the transaction amount net of any discounts in the transaction currency. |
| **Basis Amount Base** | Displays the amount on which the VAT is calculated in base currency. If you are calculating VAT at Net, this is the transaction amount net of any discounts in the base currency. |
| **Tax Rate** | Displays the applicable VAT percentage. |
| **Recorded Amount** | Displays the calculated VAT amount in the transaction currency. |
| **Recorded Amount Base** | Displays the calculated VAT amount in the base currency. |
| **Recalculate** | Click to recalculate VAT for the schedule. |
| **Customer Amount** | Displays the customer's amount. |
| **Customer Amount Base** | Displays the customer's amount in the base currency. |


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Chapter 30

# Processing Taxes for India

This chapter discusses how to:

- Process Indian taxes for sales orders and quotes.
- Populate the Billing Interface with Indian tax information.

## Processing Indian Taxes for Sales Orders and Quotes

This section provides an overview of Indian Tax processing and discusses how to:

- Access Indian tax information at the header and line level.
- Access Indian tax information at the schedule level.

**Note.** Indian taxes are calculated only during online sales order entry.

### Understanding Indian Tax Processing for Sales Orders and Quotes

In order to calculate excise and sales tax, the ship to customer's tax transaction type appears by default on the sales order header from the Customer Tax Applicability page when adding a sales order or quote. It then appears by defaults on the line and schedule. The tax transaction type can be changed at the header, line, or schedule level. If you change the ship to customer or ship to customer location, the tax transaction type is redetermined.

**Note.** If you change the tax transaction type at the header level after lines are added, it does not update existing lines or schedules. The system only updates new lines.

If the tax transaction type is for an export sale, you are required to select a benefit scheme for the export products on the order schedule to fulfill customs duty obligations. You can enter the benefit scheme on the order line. The benefit scheme is informational only and can help in the reporting of export sales.

Tax information is established for items that are associated to the product on the Item Tax Applicability page. For product kits, the tax information is established on the Product Tax Applicability page. Excise duties and sales taxes are calculated once when a product, quantity, unit of measure, ship from business unit, and ship to customer are entered and the order is priced. When a product kit is entered on a sales order and the entire product kit cannot be shipped, the excise invoices are not created. There can be only one ship ID for each product kit that is ordered on a sales order line.

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The Tax Determination process is called to determine the excise tax rate code and sales tax rate code. Then the Tax Calculation process is called to calculate the excise and sales tax amounts. All taxes are calculated at the schedule level and appear on the Excise and Sales Tax page. You are able to change only the tax rate codes from this page. Excise duty and sales tax information can also be viewed on the Order Lines and Order Summary page.

Taxes are calculated in this order:

1. Excise duties.

2. Sales taxes.

---

**Note.** The Total Order/Load Adjust Option on the Accounting and Billing page for the Order Management Definition, controls how total order and weight, and volume pricing discounts and surcharges are sent to PeopleSoft Billing, and how they appear on invoices. For total order or load-based sales subject to India excise tax, pricing will be sent to PeopleSoft Billing as individual invoice lines so that PeopleSoft Billing will calculate taxes.

---

### *Copying Sales Orders and Quotes*

Indian tax information is copied in the same manner as sales orders and quotes with this exception: excise duties and sales tax are not re-determined when you are copying lines or schedules, but the taxes will be recalculated.

---

**Note.** You can always click the Reprice button on the sales order to recalculate the taxes if you have added new lines/schedules or changed any fields.

---

### *Calculating Excise Duty when Multiple Pricing Schedules are in Use*

If you have implemented tiered pricing rules in your pricing arbitration plan, the excise duty and sales tax on your shipping excise invoice is calculated based on the net unit price defined on the order schedule in the case where the excise duties should not be calculated based on the assessable value. The Net Unit Price field represents a weighted average price of all of the pricing schedules for a given order schedule.

---

**Note.** While the invoice will be correct it is important to note that it will not display the fact that customer paid a certain portion of the order schedule at price A and another portion at price B.

---

If an order with India Excise Duty has more than one pricing schedule it will be passed to Billing as if the Price Adjustment Detail Option, on the Accounting and Billing page for the Order Management Definition, is set to *Netted with Revenue.* This means that:

- Adjustments are not sent to billing.

- Only an invoice line where the list price and the net unit price both equal the net unit price after all adjustments is sent to billing.

---

**Note.** It is important to note that the bill reflects the final price after adjustments but the detail of how that price was arrived at is not reflected in the invoice.

---

---

**Note.** It is also important to consider the Excise Duty regulations in force if you decide to implement the Multiple Pricing Schedules.

---


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**Note.** If you are not using tiered pricing, the system will use the Price Adjustment Detail Option you set on the Accounting and Billing page of the Order Management Definition.

See Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Accounting and Billing Options, page 35.

### *Copying Sales Orders and Quotes*

Indian tax information is copied in the same manner as sales orders and quotes with this exception: excise duties and sales tax are not redetermined when you are copying lines or schedules, but the taxes are recalculated.

**Note.** You can always click the Reprice button on the sales order to recalculate the taxes if you add new lines or schedules or change any fields.

### *See Also*

Chapter 30, "Processing Taxes for India," Processing Indian Taxes for Sales Orders and Quotes, page 569

## Common Elements Used in this Section

**Benefit Scheme** Benefit schemes are established on the Customs Duty Benefit Scheme page. The benefit scheme appears on the Order Lines page. A value is required if the transaction is identified as an export sale. These Tax Transaction Types are valid for export sales:

*DEB:* (direct export with bond).

*DEWB:* (direct export without bond).

*LEB* (local export with bond)

*LEWB:* (local export without bond).

**Tax Transaction Type** Tax transaction type that is assigned to the transaction. Values are:

*DEB:* (direct export with bond).

*DEWB:* (direct export without bond).

*DOM:* (domestic).

*IUT:* (interunit transfer).

*LEB:* (local export with bond).

*LEWB:* (local export without bond).

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## Pages Used to Process Sales Order and Quote Transactions With Indian Taxes

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Order Entry Form | ORDENT_FORM_LINE | Order Management, Quotes and Orders, Create/Update Order<br>Order Management, Quotes and Orders, Create/Update Quote | Modify the tax transaction type and enter customer and order information pertaining to the entire order. You can also view total excise duty and sales tax amounts for each individual line and for the order. |
| Line Pricing Data | ORDENT_LINE_PRICE | Click the Pricing Data link on the Order Lines page. | View and modify pricing information for the line. You can also enter manual adjustments. |
| Shipment Schedules | ORDENT_SCH_ENTRY | Click the Schedules link on the Order Lines page. | Modify the tax transaction type.<br>Define multiple order line shipments or change default information. |
| Excise and Sales Tax | ORDENT_EXS_TAX_PG | Select *Excise and Sales Tax* in the ...More field on the Shipment Schedules page. | View excise and sales taxes and modify the tax rate codes. |
| Schedule Pricing Data | ORDENT_SCH_PRICE | Click the Pricing Data link on the Shipment Schedules page. | View and modify pricing information for the schedule. You can also enter manual adjustments. |
| Order Summary | ORDENT_SUMMARY | Order Management, Quotes and Orders, Review Order Information, Summary | Quickly view information about an individual sales order. You can view the excise duty and sale tax that is calculated for the order. |

## Accessing Indian Tax Information at the Header and Line Level

Access the Order Entry Form page (Order Management, Quotes and Orders, Create/Update Order).


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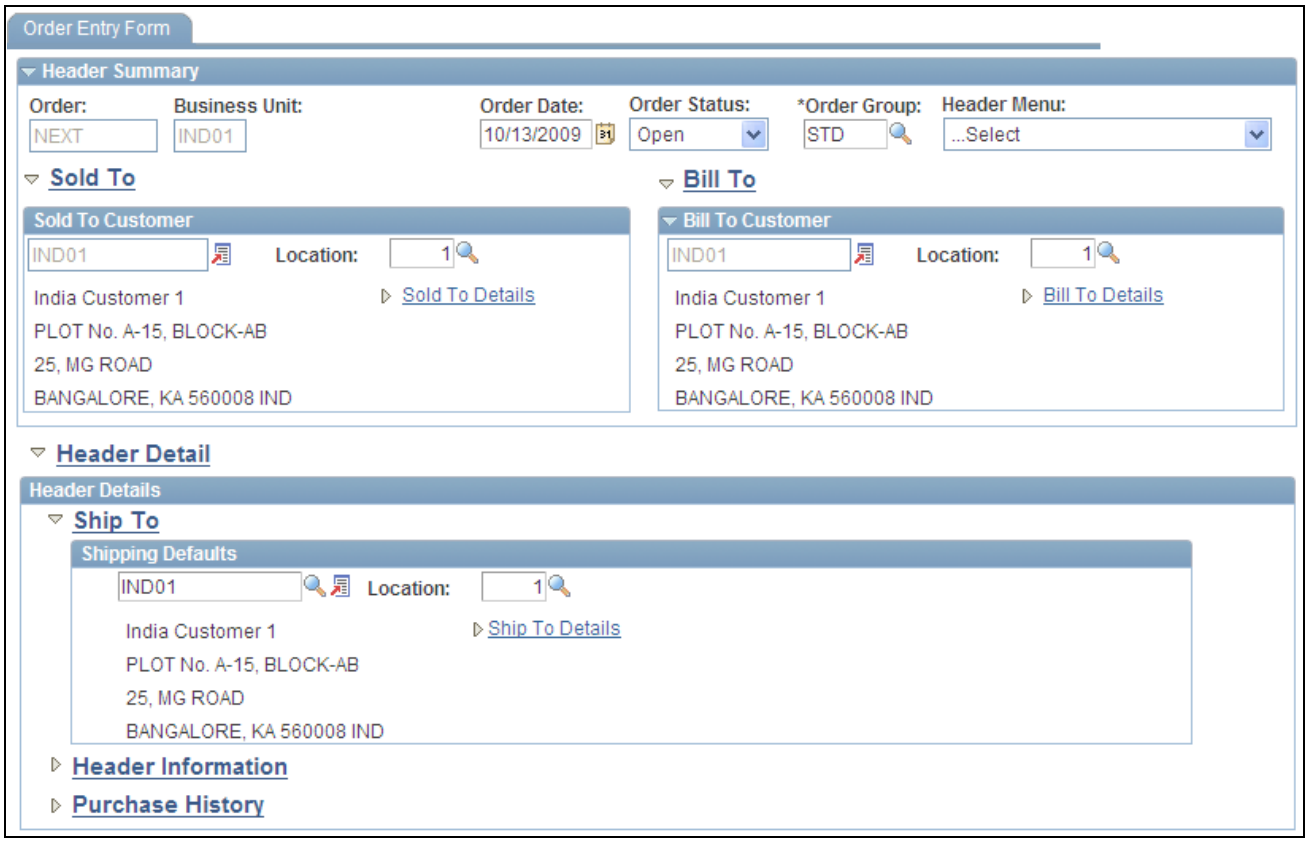


Order Entry page (1 of 2)

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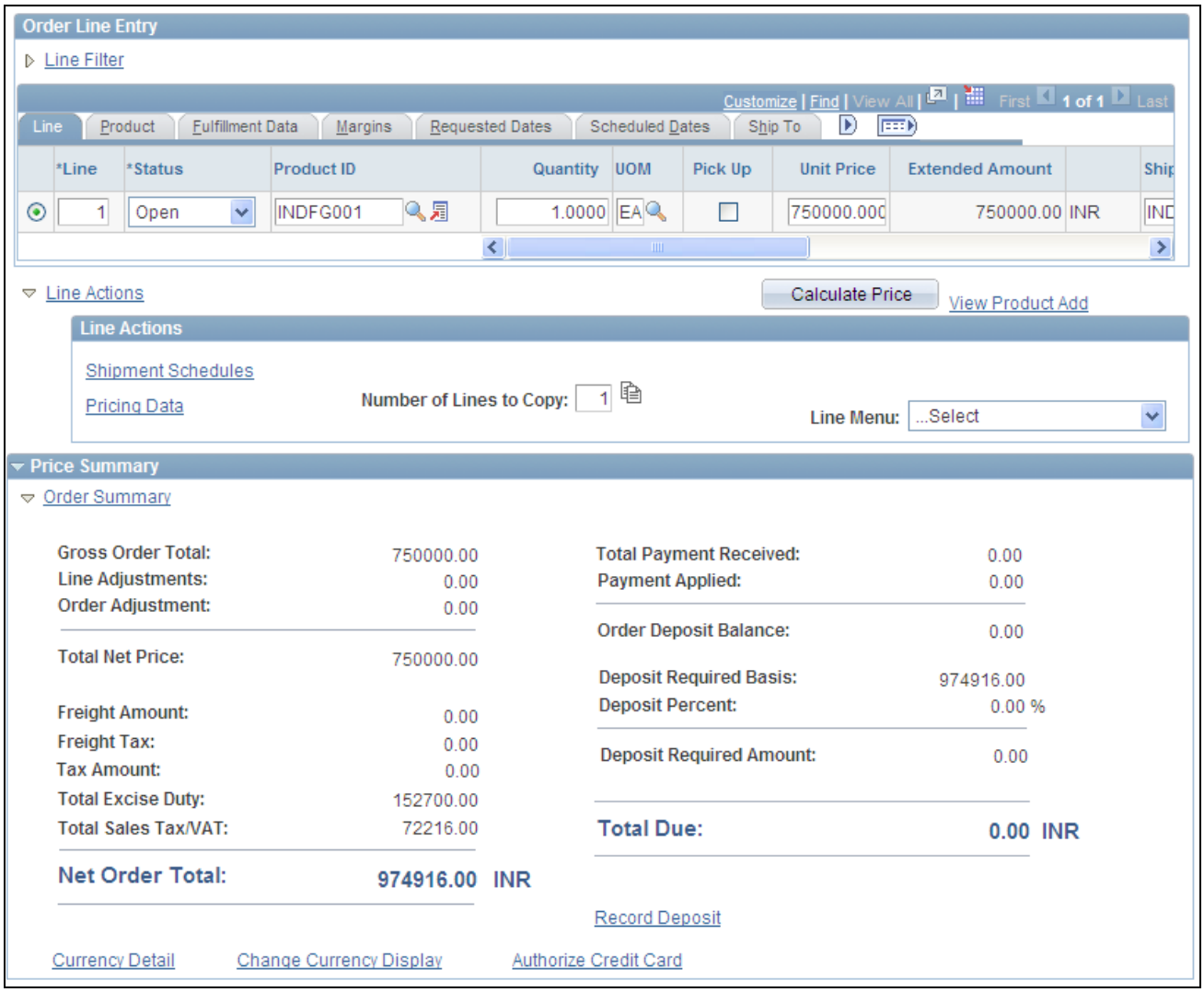


Order Entry page (2 of 2)

**Total Excise Duty** and **Total Sales Tax/VAT** — You can view the values for the line from the Taxes tab and for the entire order in the Price Summary area.

### *See Also*

Chapter 18, "Maintaining Order Header and Line Information," page 323

## Accessing Indian Tax Information at the Schedule Level

Access the Excise and Sales Tax page (select *Excise and Sales Tax* in the ...More field on the Shipment Schedules page).


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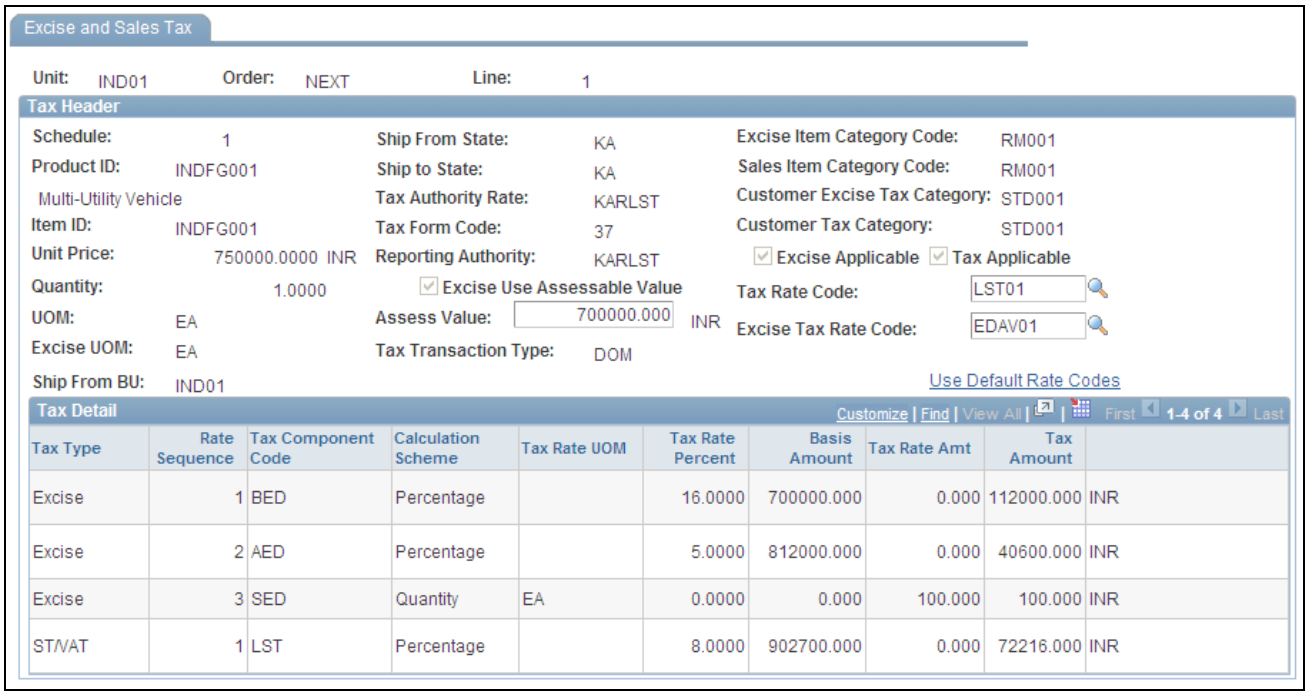


Excise and Sales Tax page

---

**Note.** If you change any of the values that can be edited (Assess Value,Sales Tax Rate Code,Excise Tax Rate Code,Use Default Rate Codes,Switch Currency Display), the Tax Calculation process uses the new values to determine or recalculate excise duty and sales tax.

---

**Excise UOM** (excise unit of measure) — Appears by default from the Item Tax Applicability page, Item Business Unit Tax Applicability page, or the Product Tax Applicability page. The calculated excise duty is multiplied by the conversion rate between the transaction unit of measure and the excise unit of measure to arrive at a final excise duty amount.

**Tax Authority Rate** — The tax authority rate is derived by using the tax determination process and assigned to the transaction.

**Tax Form Code** — Define form codes, which are groupings of form names. Form codes are assigned to tax rate codes. When a tax rate code is associated with a transaction, the form code helps determine the applicable forms for the transaction for form tracking purposes. Values are defined on the Sales Tax Form Codes page.

**Excise Use Assessable Value** — If the flag is selected, the assessable value is used to calculate the tax amounts. If the option is not selected, the Unit Price is used to calculate the tax amounts.

**Assess Value** — For items and products, this is the assessable value that is defined if you want to calculate duties based on a value other than the basic item or product value. If you edit this field, the Tax Calculation process uses this value to calculate tax amounts.

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| | |
|---|---|
| **Excise Item Category Code** | Default excise tax category code that is defined for the item. |
| **Sales Item Category Code** | Default sales tax category code that is defined for the item. |
| **Customer Excise Tax Category** | Appears by default from the Customer Tax Applicability page. |
| **Customer Sales Tax Category** | Appears by default from the Customer Tax Applicability page. |
| **Excise Use Assessable Value** | If the flag is selected, the assessable value is used to calculate the tax amounts. If the option is not selected, the Unit Price is used to calculate the tax amounts. |
| **Excise Tax Rate Code** and **Tax Rate Code** | Taxes are recalculated if you change either the Excise Tax Rate Code or Tax Rate Code field values. |
| **Use Default Rate Codes** | Click the link to call the Tax Determination process to determine the default excise and sales tax rate codes. Then the Tax Calculation process is called to calculate the tax amounts. |
| **Tax Type** | Select a tax type with which to associate the tax component code. Defining this information filters tax component codes in the Tax Rate Code table to ensure that tax rate code definitions contain only tax component code lines of the same tax type. Values are *Excise* (this is the default value) and *Sales Tax.* |
| **Tax Component Code** | You define tax components on the Tax Component Code page. Use to group tax component codes of the same tax type under a common tax rate code. |
| **Calculation Scheme** | Assign a default calculation scheme to the tax component code. The value that you assign here appears by default to the Tax Rate Code page, where it can be overridden. Values are:<br>*Amount:* Ad hoc amount-based tax calculation.<br>*Percentage:* Percentage-based tax calculation. This is the default value.<br>*Quantity:* Quantity-based tax calculation. |
| **Tax Rate UOM** (tax rate unit of measure) | The unit of measure that is associated with the corresponding rate code.<br>**Note.** If the transaction unit of measure is different from the tax rate code unit of measure, the system performs the conversion using the PeopleSoft-delivered unit of measure conversion feature. |
| **Tax Rate Percent** | If the Calculation Scheme field value is set to *Percentage,* enter a percentage that is to be applied against the taxable amount. |
| **Basis Amount** | Base amount against which taxes are calculated. |


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**Tax Rate Amt** (tax rate amount)

If the Calculation Scheme field value is set to *Quantity*, amount to be applied against the transaction quantity, according to the transaction quantity in the Tax Rate UOM value.

**Note.** If the transaction unit of measure is different from the tax rate code unit of measure, the system performs the conversion by using the PeopleSoft-delivered unit of measure conversion feature.

If the Calculation Scheme is set to *Amount*, this is the calculated tax amount.

If the Calculation Scheme is set to *Percentage*, this field is clear and the tax calculation parameter is the Tax Rate Percent field value.

**Tax Amount** Tax amount for the tax rate sequence.

**Switch Currency Display** Click to switch between the transaction and base currencies.

### *See Also*

Chapter 19, "Maintaining Order Schedule Information," page 377

# Populating the Billing Interface With Indian Tax Information

The process to pass information to PeopleSoft Billing depends on whether the item is a shipped item or a non-shipped item. Shipped items require an excise invoice. If an excise invoice is required, an excise invoice must be generated and in a ready state. This is when the excise duty and sales tax is calculated. The Populate Billing process retrieves the calculated excise duty and sales tax information from the excise invoice and passes it to the Billing Interface.

**Note.** Excise duty or sales tax is not calculated for direct-ship products.

If the item is not going to be shipped, in the case of a service, the Tax Applicability process must be run. The Tax Applicability process determines sales tax applicability and sales tax defaults for the item so that they can be passed to the Billing Interface. In addition, if an item requires an excise invoice and it is not created, it sets the excise duty applicable flag on the Excise and Sales Tax page to indicate that an excise invoice is needed. PeopleSoft Inventory creates the excise invoice in subsequent runs of the Applicability Check process (OM_EXS_APPL) so it can be passed to the Billing Interface for billing.

PeopleSoft Billing calculates the actual sales tax amounts.

The scenarios describe what is passed to PeopleSoft Billing.

- When neither excise duties nor sales taxes are applicable, Populate Billing passes a blank excise invoice number, excise tax applicability as no, sales tax applicability as no, and passes no tax parameters or tax details.

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- When both excise duties and sales taxes are applicable and the excise invoice is created, the Populate Billing process passes the excise invoice number, excise tax applicability as yes, sales tax applicability as yes, and all tax parameters for excise duties and sales taxes are passed.

  If the excise invoice is not yet created, billing activity is not passed. This activity can be passed in a later processing run after the excise invoice is created.

- When excise duties are not applicable but sales taxes are applicable, no excise invoice is needed. The Populate Billing process passes a blank excise invoice number, excise tax applicability as no, sales tax applicability as yes, and all tax parameters for sales tax are passed.

The table summarizes how excise duty and sales tax information are passed to the Billing Interface by the Populate Billing process.

| ***Excise Tax Applicability*** | ***Sales Tax Applicability*** | ***Passed to PeopleSoft Billing Interface*** |
|---|---|---|
| Yes | No | • Excise tax components<br>• Excise tax amounts |
| Yes | Yes | • Excise tax components<br>• Excise tax amounts<br>• Sales tax components<br>• Sales tax amounts |
| No | Yes | • Sales tax components<br>• Sales tax amounts |
| No | No | None |

### *See Also*

Chapter 25, "Billing Orders," page 475

*PeopleSoft Inventory 9.1 PeopleBook*, "Creating Shipping Documentation," (IND) CreatingShipping Excise Invoices for India

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

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## Pages Used to Populate the Billing Interface with Excise Duty and Sales Tax Information

| *Page Name* | *Definition Name* | *Navigation* | *Usage* |
|---|---|---|---|
| Applicability Check | RUN_OM_EXS_APP_CHK | Inventory, Fulfill Stock Orders, Shipping Excise IND, Tax Applicability | Run the Applicability Check process, which checks each ship line to determine if excise duties and sales taxes are applicable. Specify a business unit or all ship lines for all business units are selected. |
| Populate Billing | RUN_OM_BILLING1 | Order Management, Quotes and Orders, Create OM Billing Entries, Process OM Billing | Run the Populate Billing process (OM_BILL) or run the OM Invoicing multi-process job (OM_INC) to populate the Billing Interface tables with excise duty and sales tax information from the excise invoice. When you select the OM Invoicing process, the Populate Billing, Billing Interface, and Process VAT Defaults processes are run. These processes are also part of the Direct Invoicing multi-process job (DIRCTIV2).<br>See Chapter 25, "Billing Orders," Populating Billing, page 481. |

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Appendix A

# Appendix A: PeopleSoft Order Management Reports

This appendix provides an overview of PeopleSoft Order Management reports.

**Note.** For samples of these reports, see the Portable Document Format (PDF) files that are published with your online documentation.

## PeopleSoft Order Management Standard Reports: A to Z

The sections list the reports used with PeopleSoft Order Management:

- Crystal reports.
- SQR reports.
- BI Publisher reports.

### PeopleSoft Order Management Crystal Reports

| *Report ID and Report Name* | *Description* | *Navigation* | *Run Control Page* |
|---|---|---|---|
| OMC1000<br>OM Business Unit Options | Order Management business unit information as specified on the Order Management Definition Business Unit pages, such as credit check and automatic hold processing options, and distribution defaults. | Set Up Financials/Supply Chain, Business Unit Related, Reports, Order Management Options | RUN_OMC1000 |
| OMC3250<br>Buying Agreement Renewal | Letter notifying your customer that their buying agreement is about to expire. | Order Management, Buying Agreements, Reports, Renewal Agreement, Agreement Renewal | RUN_OMC3250 |

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| Report ID and Report Name | Description | Navigation | Run Control Page |
|---|---|---|---|
| OMC5210<br>Orders on Hold | Lists all orders currently on hold by business unit. Shows hold type and code, status date, and the date/time of the last update, among other details. | Order Management, Quotes and Orders, Reports, Orders on Hold | RUN_OMC5210 |
| OMC5250<br>Order Changes | Lists all orders by business unit that were changed, showing the reason for changes and the date and times changes were made. | Order Management, Quotes and Orders, Reports, Order Changes | RUN_OMC5250 |

## PeopleSoft Order Management SQR Reports

| Report ID and Report Name | Description | Navigation | Run Control Page |
|---|---|---|---|
| OMS1000<br>Sales Order | Sales order to be sent to your customer. | Order Management, Quotes and Orders, Reports, Print Sales Orders | RUN_OMS1000 |
| OMS1000<br>Sales Quotation | Quotation to be sent to your prospect. | Order Management, Quotes and Orders, Reports, Print Sales Quotation | RUN_OMS1000 |
| OMS5100<br>Quote Register | Lists quotations for a business unit. Identifies sold to customer, PO number, status, and total order amount. | Order Management, Quotes and Orders, Reports, Quote Register | RUN_OMS5100 |
| OMS5200<br>Sales Order Register | Lists orders for a business unit. Identifies sold to customer, PO number, status, and total order amount. | Order Management, Quotes and Orders, Reports, Sales Order Register | RUN_OMS5200 |
| OMS5300<br>Update Order Commission Data | Details orders that were updated by the Update Order Commission Data process. Identifies team member, quota dates and amounts, and commission percent. | Order Management, Quotes and Orders, Process Orders, Update Commission Data, Update Order Commission Data | RUN_OMS5300 |


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| *Report ID and Report Name* | *Description* | *Navigation* | *Run Control Page* |
|---|---|---|---|
| OMS6100<br>Order Backlog | Lists orders on backlog by sold to customer, ship to customer, or by product. Identifies backlog quantities and amounts. | Order Management, Quotes and Orders, Reports, Order Backlog | RUN_OMS6100 |
| OMS6210<br>Overdue Shipments | Lists orders that were not shipped by scheduled ship date. Identifies Ship To customer, product, overdue quantity, and days overdue. | Order Management, Quotes and Orders, Reports, Overdue Shipments | RUN_OMS6210 |
| OMS8100<br>Buying Agreement Status | Summary version lists status, start and end dates, and customer or customer group. Detail version lists the buying agreement lines and the sales orders referencing each line as well as the ordered to date and remaining quantities. | Order Management, Buying Agreements, Reports, Status, Agreement Status | RUN_OMS8100 |
| CBS1000<br>Product Profitability | Generate the data used to analyze product profitability by running the Generate Profitability Report process, CB_GENPROFIT.<br>Review the claimback contract impact on product profitability, margins, and revenue. Select the Print Profitability Report process, CBS1000, to see the data that was generated by the Generate Profitability Report process. | Order Management, Claimbacks, Product Profitability Report | CB_RUN_CBS1000 |
| PORB7010<br>Claimback Claims Print | Batch process that prints claimback claims by SetID, Claimback Contract ID, or Claim ID. This process will print the formal claim(s) to send to the vendor for payment. | Order Management, Claimbacks, Claimback Claims, Claimback Claims Print | VRBT_CLAIMS_PRT_RC |

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## PeopleSoft Order Management BI Publisher Reports

| *Report ID and Report Name* | *Description* | *Navigation* | *Run Control Page* |
|---|---|---|---|
| OMX1000<br>OM Business Unit Options | Order Management business unit information as specified on the Order Management Definition Business Unit pages, such as credit check and automatic hold processing options, and distribution defaults. | Set Up Financials/Supply Chain, Business Unit Related, Reports, Order Management Options | RUN_OMC1000 |
| OMX3250<br>Buying Agreement Renewal | Letter notifying your customer that their buying agreement is about to expire. | Order Management, Buying Agreements, Reports, Renewal Agreement, Agreement Renewal | RUN_OMC3250 |
| OMX5210<br>Orders on Hold | Lists all orders currently on hold by business unit. Shows hold type and code, status date, and the date/time of the last update, among other details. | Order Management, Quotes and Orders, Reports, Orders on Hold | RUN_OMC5210 |
| OMX5250<br>Order Changes | Lists all orders by business unit that were changed, showing the reason for changes and the date and times changes were made. | Order Management, Quotes and Orders, Reports, Order Changes | RUN_OMC5250 |


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