

# PeopleSoft.<sup>®</sup>

---

## PeopleSoft eBill Payment 8.8 PeopleBook

---

**December 2003**

PeopleSoft eBill Payment 8.8 PeopleBook  
SKU FSCM88EBP-B 1203  
Copyright 1992-2003 PeopleSoft, Inc. All rights reserved.

All material contained in this documentation is proprietary and confidential to PeopleSoft, Inc. ("PeopleSoft"), protected by copyright laws and subject to the nondisclosure provisions of the applicable PeopleSoft agreement. No part of this documentation may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, including, but not limited to, electronic, graphic, mechanical, photocopying, recording, or otherwise without the prior written permission of PeopleSoft.

This documentation is subject to change without notice, and PeopleSoft does not warrant that the material contained in this documentation is free of errors. Any errors found in this document should be reported to PeopleSoft in writing.

The copyrighted software that accompanies this document is licensed for use only in strict accordance with the applicable license agreement which should be read carefully as it governs the terms of use of the software and this document, including the disclosure thereof.

PeopleSoft, PeopleTools, PS/nVision, PeopleCode, PeopleBooks, PeopleTalk, and Vantive are registered trademarks, and Pure Internet Architecture, Intelligent Context Manager, and The Real-Time Enterprise are trademarks of PeopleSoft, Inc. All other company and product names may be trademarks of their respective owners. The information contained herein is subject to change without notice.

## Open Source Disclosure

PeopleSoft takes no responsibility for its use or distribution of any open source or shareware software or documentation and disclaims any and all liability or damages resulting from use of said software or documentation. The following open source software may be used in PeopleSoft products and the following disclaimers are provided.

Apache Software Foundation

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright (c) 1999-2000 The Apache Software Foundation. All rights reserved.

THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE APACHE SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

OpenSSL

Copyright (c) 1998-2003 The OpenSSL Project. All rights reserved.

THIS SOFTWARE IS PROVIDED BY THE OpenSSL PROJECT "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE OpenSSL PROJECT OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

SSLeay

Copyright (c) 1995-1998 Eric Young. All rights reserved.

THIS SOFTWARE IS PROVIDED BY ERIC YOUNG "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE AUTHOR OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Loki Library

Copyright (c) 2001 by Andrei Alexandrescu. This code accompanies the book:

Alexandrescu, Andrei. "Modern C++ Design: Generic Programming and Design Patterns Applied". Copyright (c) 2001. Addison-Wesley. Permission to use, copy, modify, distribute and sell this software for any purpose is hereby granted without fee, provided that the above copyright notice appear in all copies and that both that copyright notice and this permission notice appear in supporting documentation.

# Contents

## General Preface

<b>About These PeopleBooks .....</b>	<b>vii</b>
PeopleSoft Application Prerequisites.....	vii
PeopleSoft Application Fundamentals.....	vii
Related Documentation.....	viii
Obtaining Documentation Updates.....	viii
Ordering Printed Documentation.....	viii
Typographical Conventions and Visual Cues.....	ix
Typographical Conventions.....	ix
Visual Cues.....	x
Comments and Suggestions.....	xi
Common Elements in These PeopleBooks .....	xi

## Preface

<b>PeopleSoft eBill Payment Preface.....</b>	<b>xiii</b>
PeopleSoft Application Fundamentals.....	xiii
Pages With Deferred Processing.....	xiii
Common Elements Used in This PeopleBook.....	xiv

## Chapter 1

<b>Getting Started with PeopleSoft eBill Payment.....</b>	<b>1</b>
PeopleSoft eBill Payment Business Processes.....	1
PeopleSoft eBill Payment Integrations.....	1
PeopleSoft eBill Payment Implementation.....	2

## Chapter 2

<b>Preparing to Implement PeopleSoft eBill Payment.....</b>	<b>3</b>
Setting Up PeopleSoft eBill Payment Security.....	3
Configuring PeopleSoft eBill Payment.....	4

**Chapter 3**

<b>PeopleSoft eBill Payment Self-Service Transactions.....</b>	<b>5</b>
Understanding PeopleSoft eBill Payment Self-Service Transactions.....	5
Accessing PeopleSoft eBill Payment Transactions.....	6
Using the eBill Payment Home page.....	6
Establishing PeopleSoft eBill Payment Preferences.....	7
Pages Used to Establish PeopleSoft eBill Payment Preferences.....	8
Modifying Default Preferences.....	8
Selecting Customers.....	10
Modifying the User Profile.....	10
Viewing Bills.....	10
Pages Used to View Bills.....	11
Reviewing Nonconsolidated Invoiced Bills.....	11
Searching for Nonconsolidated Bills.....	12
Reviewing Invoice Details.....	13
Viewing Item Activity and Credit Card Payments in Progress.....	14
Reviewing Bill Line Details.....	14
Reviewing Discounts and Surcharges.....	15
Reviewing Tax Details.....	15
Emailing an Invoice Copy.....	16
Viewing Consolidated Bills.....	16
Pages Used to View Consolidated Bills.....	16
Reviewing Recent Consolidated Bills.....	16
Reviewing Attached Invoice Details.....	16
Making Payments.....	18
Understanding the PeopleSoft eBill Payment Process.....	18
Pages Used to Make Payments.....	19
Displaying the Contents of the Payment Cart.....	19
Initiating the Payment Process.....	21
Reviewing Amount Details.....	21
Entering Credit Card Payment Information.....	22
Verifying Credit Card Payments.....	23
Reviewing Credit Card Transaction Results.....	24
Reviewing Direct Debit Payment Information.....	25
Viewing Account Information.....	25
Pages Used to View Account Summary Information.....	26
Reviewing Account Summary, Recent Activity, and Aging Information.....	26
Viewing Open Item Balance Detail.....	27
Viewing Payment History.....	27
Pages Used to View Payment History.....	28

Reviewing Payments.....	28
Viewing Payment History Detail Information.....	28
Viewing Payment History Item Details.....	29
Viewing Balance Details.....	29
Pages Used to View Balance Details.....	29
Reviewing and Paying Items in PeopleSoft Receivables.....	30
Searching for Items.....	30
Conversing With Customers.....	30
Pages Used to Converse With Customers.....	31
Creating and Submitting Conversations.....	31
Viewing Conversation Notes.....	31
Searching for Conversations.....	32
Reviewing and Responding to Customer Notes.....	32
Organizing Pagelets by Role.....	32
<b>Chapter 4</b>	
<b>Using PeopleSoft eBill Payment Pagelets.....</b>	<b>33</b>
Understanding PeopleSoft eBill Payment Pagelets.....	33
Pagelet Security.....	33
Viewing PeopleSoft eBill Payment Pagelets.....	34
Pagelets Used to View Billing and Account Information.....	34
<b>Glossary of PeopleSoft Terms.....</b>	<b>35</b>
<b>Index .....</b>	<b>51</b>



# About These PeopleBooks

PeopleBooks provide you with the information that you need to implement and use PeopleSoft applications.

This preface discusses:

- PeopleSoft application prerequisites.
- PeopleSoft application fundamentals.
- Related documentation.
- Typographical elements and visual cues.
- Comments and suggestions.
- Common elements in PeopleBooks.

---

**Note.** PeopleBooks document 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 either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line. Elements that are common to all PeopleSoft applications are defined in this preface.

---

## PeopleSoft Application Prerequisites

To benefit fully from the information that is covered in these books, you should have a basic understanding of how to use PeopleSoft applications.

See *Using PeopleSoft Applications*.

You might also want to complete at least one PeopleSoft introductory training course.

You should be familiar with navigating the system and adding, updating, and deleting information by using PeopleSoft windows, menus, and pages. You should also be comfortable using the World Wide Web and the Microsoft Windows or Windows NT graphical user interface.

These books do not review navigation and other basics. They present the information that you need to use the system and implement your PeopleSoft applications most effectively.

---

## PeopleSoft Application Fundamentals

Each application PeopleBook provides implementation and processing information for your PeopleSoft database. However, additional, essential information describing the setup and design of your system appears in a companion volume of documentation called the application fundamentals PeopleBook. Each PeopleSoft product line has its own version of this documentation.

The application fundamentals PeopleBook consists of important topics that apply to many or all PeopleSoft applications across a product line. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of this central PeopleBook. It is the starting point for fundamentals, such as setting up control tables and administering security.

---

## Related Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

## Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection web site. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You'll find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

---

**Important!** Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

---

### See Also

PeopleSoft Customer Connection web site, <http://www.peoplesoft.com/corp/en/login.asp>

## Ordering Printed Documentation

You can order printed, bound volumes of the complete PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM. PeopleSoft makes printed documentation available for each major release shortly after the software is shipped. Customers and partners can order printed PeopleSoft documentation by using any of these methods:

- Web
- Telephone
- Email

### Web

From the Documentation section of the PeopleSoft Customer Connection web site, access the PeopleSoft Press web site under the Ordering PeopleBooks topic. The PeopleSoft Press web site is a joint venture between PeopleSoft and Consolidated Publications Incorporated (CPI), the book print vendor. Use a credit card, money order, cashier's check, or purchase order to place your order.

## Telephone

Contact CPI at 800 888 3559.

## Email

Send email to CPI at [psoftpress@cc.larwood.com](mailto:psoftpress@cc.larwood.com).

## See Also

PeopleSoft Customer Connection web site, <http://www.peoplesoft.com/corp/en/login.asp>

# Typographical Conventions and Visual Cues

This section discusses:

- Typographical conventions.
- Visual cues.

## Typographical Conventions

The following table contains the typographical conventions that are used in PeopleBooks:

Typographical Convention or Visual Cue	Description
<b>Bold</b>	Indicates PeopleCode function names, method names, language constructs, and PeopleCode reserved words that must be included literally in the function call.
<i>Italics</i>	Indicates field values, emphasis, and PeopleSoft or other book-length publication titles. In PeopleCode syntax, italic items are placeholders for arguments that your program must supply.  We also use italics when we refer to words as words or letters as letters, as in the following: Enter the number <i>0</i> , not the letter <i>O</i> .
<b>KEY+KEY</b>	Indicates a key combination action. For example, a plus sign (+) between keys means that you must hold down the first key while you press the second key. For <b>ALT+W</b> , hold down the <b>ALT</b> key while you press <b>W</b> .
Monospace font	Indicates a PeopleCode program or other code example.
“ ” (quotation marks)	Indicate chapter titles in cross-references and words that are used differently from their intended meanings.

Typographical Convention or Visual Cue	Description
... (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (   ).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	<p>When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object.</p> <p>Ampersands also precede all PeopleCode variables.</p>
(ISO)	<p>Information that applies to a specific country, to the U.S. federal government, or to the education and government market, is preceded by a three-letter code in parentheses.</p> <p>The code for the U.S. federal government is USF; the code for education and government is E&amp;G, and the country codes from the International Standards Organization are used for specific countries. Here is an example:</p> <p>(GER) If you're administering German employees, German law requires you to indicate special nationality and citizenship information for German workers using nationality codes established by the German DEUEV Directive.</p>
Cross-references	PeopleBooks provide cross-references either below the heading "See Also" or on a separate line preceded by the word <i>See</i> . Cross-references lead to other documentation that is pertinent to the immediately preceding documentation.

## Visual Cues

PeopleBooks contain the following visual cues.

### Notes

Notes indicate information that you should pay particular attention to as you work with the PeopleSoft system.

---

**Note.** Example of a note.

---

A note that is preceded by *Important!* is crucial and includes information that concerns what you must do for the system to function properly.

---

**Important!** Example of an important note.

---

## Warnings

Warnings indicate crucial configuration considerations. Pay close attention to warning messages.

---

**Warning!** Example of a warning.

---

---

## Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

PeopleSoft Product Documentation Manager PeopleSoft, Inc. 4460 Hacienda Drive Pleasanton, CA 94588

Or send email comments to [doc@peoplesoft.com](mailto:doc@peoplesoft.com).

While we cannot guarantee to answer every email message, we will pay careful attention to your comments and suggestions.

---

## Common Elements in These PeopleBooks

<b>As of Date</b>	The last date for which a report or process includes data.
<b>Business Unit</b>	An ID 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.
<b>Description</b>	Enter up to 30 characters of text.
<b>Effective Date</b>	The date on which a table row becomes effective; the date that an action begins. For example, 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.
<b>Once, Always, and Don't Run</b>	Select Once to run the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to Don't Run.  Select Always to run the request every time the batch process runs.  Select Don't Run to ignore the request when the batch process runs.
<b>Report Manager</b>	Click to access 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).

<b>Process Monitor</b>	Click to access the Process List page, where you can view the status of submitted process requests.
<b>Run</b>	Click to access the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.
<b>Request ID</b>	An ID that represents a set of selection criteria for a report or process.
<b>User ID</b>	An ID that represents the person who generates a transaction.
<b>SetID</b>	An ID that represents a set of control table information, or TableSets. TableSets enable you to share control table information and processing options among business units. The goal is to minimize redundant data and system maintenance tasks. When you assign a setID to a record group in a business unit, you indicate that all of the tables in the record group are shared between that business unit and any other business unit that also assigns that setID to that record group. For example, you can define a group of common job codes that are shared between several business units. Each business unit that shares the job codes is assigned the same setID for that record group.
<b>Short Description</b>	Enter up to 15 characters of text.

### **See Also**

*Using PeopleSoft Applications*

*PeopleSoft Process Scheduler*

# PeopleSoft eBill Payment Preface

This preface discusses:

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

---

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

---

## PeopleSoft Application Fundamentals

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

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

- *PeopleSoft Application Fundamentals for FIN, ESA, and SCM PeopleBook*.
- *PeopleSoft Setting Up Global Options and Reports PeopleBook*.
- *PeopleSoft Working With Customers and Orders PeopleBook*.
- *PeopleSoft Bank Setup and Processing PeopleBook*.
- *PeopleSoft Setting Up and Using Commitment Control PeopleBook*.
- *PeopleSoft Managing Procurement PeopleBook*.
- *PeopleSoft Managing Items PeopleBook*.
- *PeopleSoft Supply Chain Management Integration PeopleBook*.
- *PeopleSoft Setting Up and Using Engagement Planning PeopleBook*.

---

## Pages With Deferred Processing

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

**See Also**

*PeopleTools 8.44 PeopleBook: PeopleSoft Application Designer*

---

## Common Elements Used in This PeopleBook

<b>As of Date</b>	The last date for which a report or process includes data.
<b>Add to Payment Cart</b>	If the bill or item is eligible for payment, a button or link appears to enable your customer to add the corresponding item or bill to the payment cart, and navigate to the Payment Cart page, where they can display the content and manipulate the items or bills in the payment cart.
	When your customer adds a consolidated bill to the payment cart, the system displays each of attached bills separately on the Payment Cart page.
<b>Bill Search</b>	Your customer can click to access the Bill Search page where they can enter search criteria to display a specific bill.
<b>Business Unit</b>	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.
<b>Current Balance</b>	The total amount of the invoice reduced by any payments paid toward the invoice. The system calculates the balance by summing the BAL_AMT value of all items for the invoice in the PS_ITEM table, reduced by any credit card payments that are in process. If the item has not yet been created in PeopleSoft Receivables, the system retrieves the balance from the BI_HDR Invoice Amount field.
<b>Description</b>	Freeflow text up to 30 characters.
<b>Due Date</b>	The date on which payment is due. The system calculates due date by taking the minimum due date of all open items for the invoice from the PS_ITEM table. If the item has not yet been created in PeopleSoft Receivables, the system retrieves the date from the BI_HDR due date.
<b>Effective Date</b>	Date on which a table row becomes effective; the date that an action begins. For example, if you want to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages or panels and batch processes that use the information use the current row.
<b>EmplID (employee ID)</b>	Unique identification code for an individual associated with an organization.
<b>Gross Extended</b>	Total line amount before discounts and surcharges.
<b>Invoice Amount</b>	Total amount owed for the bill.
<b>Invoice Date</b>	Date on which the bill was invoiced.

<b>Item ID</b>	ID of the item. For example, if the item is an invoice, this value represents the invoice number.
	When searching for a specific Item ID, your customers can search for a specific item ID, or enter a partial Item ID to display a list of all possible values.
<b>Item Status</b>	If the item has a balance of zero, the status is <i>Closed</i> . Otherwise, the status is <i>Open</i> .
<b>Language or Language Code</b>	The language in which you want the field labels and report headings of reports to print. The field values appear as you enter them.  Language also refers to the language spoken by an employee, applicant, or non-employee.
<b>Net Extended Amt (net extended amount)</b>	The total gross amount, plus all surcharges, reduced by all applicable reductions for the bill line.
<b>Quantity</b>	The quantity of the description item billed on the corresponding bill line.
<b>Return to Bill List</b>	From the View/Pay Bill - Bill Summary page, your customer can click to return to the View/Pay Bill - Bill List page. From the View/Pay Consolidated Bill - Consolidated Bill Summary page, your customer can click to return to the View/Pay Consolidated Bill - Bill List page.
<b>User ID</b>	The system identifier for the individual who generates a transaction.
<b>SetID</b>	An identification code that represents a set of control table information or TableSets. A TableSet is a group of tables (records) necessary to define an organization's structure and processing options.
<b>Total Discounts</b>	The total discounts associated with the bill line.
<b>Total Surcharges</b>	The total surcharges associated with the bill line.
<b>Type</b>	The item type—for example, an invoice, debit memo, or credit memo.
<b>UOM (unit of measure)</b>	The unit of measure code that represents the unit used to quantify the item on the corresponding bill line.
<b>Unit Price</b>	The price billed for each item on the corresponding bill line.



# CHAPTER 1

## Getting Started with PeopleSoft eBill Payment

This chapter discusses PeopleSoft Billing:

- Business processes.
- Integrations.
- Implementation tasks.

### See Also

[“PeopleSoft eBill Payment Preface,” page xiii](#)

---

## PeopleSoft eBill Payment Business Processes

PeopleSoft eBill Payment enables you to initiate the following business processes:

- View bills.
- View account information.
- Pay bills.
- View payment information.
- Create customer conversations.

---

## PeopleSoft eBill Payment Integrations

PeopleSoft eBill Payment sits on top of PeopleSoft Billing and PeopleSoft Receivables, so there is no effort required to integrate an electronic bill. With PeopleSoft eBill Payment integration, you can:

- Receive invoice information from PeopleSoft Billing.
- Apply payments to PeopleSoft Receivables in realtime.
- Navigate to additional information that is not on paper invoices.
- PeopleSoft eBill Payment enables faster collection of receivables with less opportunity for errors, and it is easy to implement. Customers don't need to wait for an invoice, and invoices can be paid anytime, from anywhere.

---

## PeopleSoft eBill Payment Implementation

PeopleSoft eBill Payment does not require implementation steps. In the planning phase of implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, data models, and business process maps. A complete list of these resources appears in the preface in the PeopleSoft Application Fundamentals for Financials, Enterprise Service Automation, and Supply Chain Management PeopleBook, with information about where to find the most current version of each.

## CHAPTER 2

# Preparing to Implement PeopleSoft eBill Payment

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

This chapter discusses how to:

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

---

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

---

## Setting Up PeopleSoft eBill Payment Security

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

To enable customers to access PeopleSoft eBill Payment pages:

1. Set up the user profile types for the customer contact.
  - a. Go to PeopleTools, Security, Security Objects, User Profile Types.
  - b. Select the ID type of CNT.
  - c. Verify that the Enabled? box is checked.
  - d. Save.
2. Tie a contact to a user ID using the Contact Information component or PeopleTools Security. Use the Contact Information component to create a contact ID for each user requiring access to PeopleSoft eBill Payment, if a contact ID isn't already defined.
3. After entering the contact information, click the Contact Customer Information link to access the Contact Customer page. Enter the customers that are associated with the contact. The Contact Customer page contains a grid that is used to enter the customers that are associated with the contact.
4. Set up the self-service security on the Self Service Security tab.

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

5. Click the User Profile link, and link the contact to a user profile on the Contact User Profile page.
  - a. Assign a user ID and password to the contact.
  - b. Assign the appropriate permission lists to enable the user to run PeopleSoft eBill Payment processes.

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

---

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

---

## See Also

*PeopleTools 8.44 PeopleBook: Security Administration*

*PeopleSoft Working with Customers and Orders 8.8 PeopleBook, “Maintaining Contacts”*

---

## Configuring PeopleSoft eBill Payment

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

---

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

---

## CHAPTER 3

# PeopleSoft eBill Payment Self-Service Transactions

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

- Access PeopleSoft eBill Payment transactions.
- Establish PeopleSoft eBill Payment preferences.
- View bills.
- View consolidated bills.
- Make payments.
- View account information.
- Viewing payment history.
- Viewing balance details.
- Converse with customers.
- Organize pagelets by role.

---

## Understanding PeopleSoft eBill Payment Self-Service Transactions

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

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

## Accessing PeopleSoft eBill Payment Transactions

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

## Using the eBill Payment Home page

Customers can click the following links on the eBill Payment Home page:

Page	Usage
Bills	Access the Bills - Bills List page, where customers can select an invoice to view. After selecting an invoice, customers can view summary information pertaining to the invoice and add this bill to the payment cart. This link appears only if PeopleSoft Billing is installed.
Account Balance	Access the Account Balance page, where customers can view account balance information.
Payment History	Access the Payment History page, where customers can view payment information.
Balance Detail	Access the Balance Detail page, where customers can search and view any items in Accounts Receivable.
Profile	Access the Profile - Billing Contact Information page, where your customers can review or update information about themselves, view Billing address information, and modify their credit card profiles.
Consolidated Bills	Access the Consolidated Bills - Bill List page, where your customers can select consolidated invoices to view. After selecting a consolidated invoice, the customer can view summary information pertaining to the consolidated invoice, view the details of any attached invoice, and add any of the attached bills to the payment cart. This link appears only if PeopleSoft Billing is installed.
Contact Us	Access the Send us an Email page, where customers can initiate two-way conversations with your customer service representatives. If prior conversations were initiated through the Contact Us page, then a Review Prior Notes link appears.

Page	Usage
My Preferences	Access the Preferences page, where customers can modify their preferences to personalize their user experiences with the PeopleSoft eBill Payment transactions.
Payment Cart	Access the Payment Cart, where customers can view the invoices or items that were added to the Payment Cart for payment. Also, initiate the Make Payment process from here.
Customers	Access the Customers page, where users can select a different customer to represent while using eBill Payment transactions.

---

## Establishing PeopleSoft eBill Payment Preferences

This section discusses how to:

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

## Pages Used to Establish PeopleSoft eBill Payment Preferences

Page Name	Object Name	Navigation	Usage
My Preferences	EB_USER_PREF_SS	Click the My Preferences link from the FANpage or the side navigation menu.	Modify PeopleSoft eBill Payment default preferences.
Customer Selection	EB_CUST_SELECT	Click the Customers link from the FANpage or the side navigation menu.	Select a different customer to work with.
Profile - Contact Information	BI_CONTACT_SS_PHN	Click the Profile link from the FAN page or the side navigation menu.	Update current effective-dated billing contact information, such as name, email ID, and phone number.
Profile - Billing Address	BI_BILL_ADDR_SS	Click the Billing Address link on the Profile - Contact page.	Review all current billing address information on file.
Profile - Billing Address Detail	BI_CUST_ADDRESS_SS	Select a Billing Address Description link on the Profile Billing Address page.	View customer billing address information.
Profile - Billing Credit Card Information	BI_CR_CARD_SS	Click the Credit Card Data link on the Profile - Contact Information page. This link appears only if primary credit card information for the customer is associated with the contact.	Correct the current primary credit card information that is associated with the customer that is for the contact.
Profile - Credit Card Address	BI_CC_ADDRESS_SS	Click the Credit Card Address link on the Profile - Billing Credit Card Information page. This link appears only if primary credit card information is associated with a customer.	Review the current credit card address for the location that is associated with the customer's primary credit card.

## Modifying Default Preferences

Access the My Preferences page.

**Bill To Customer** Appears only for users who represent multiple bill to customers. These users can select the default bill to customers that they want to represent when they first log in.

**Default Payment Method** The customer can change the default payment method that PeopleSoft eBill Payment uses. The method that the customer selects appears by default on the Make Payment page.

See

See *PeopleSoft Working with Customers and Orders 8.8 PeopleBook*, “Maintaining General Customer Information,” Adding General Customer Information.

## View Bill Defaults

<b>Bills in Last (Days)</b>	Customers can use this field to view invoices generated in a specified time period—such as the last 30 or 60 days—on the Bills - Bill List page and the Consolidated Bills - Bill List page.
<b>Manage my focus to include</b>	Customers select the Order Information check box to view and search for bills by order number, contract number, and purchase order number. Customers select the Contract Information check box to view and search for bills by contract number, purchase order number, and project ID. Selecting these options enables customers to view corresponding source data details at the bill line level on the Bills - Bill Line Details page.

## Payment Search Options

<b>Payments in Last (Days)</b>	Customers elect to view payments made in a specified time period, such as the last 30 or 60 days. The default is 365 days.
<b>Payment Applied</b>	Customers can elect to view payments that have been applied on the Account Balance and Payment History page. They can select <i>Yes</i> to search only payments that have not been applied, or leave this field blank to search both.
<b>Sort payments by</b>	Customers specify a default payment sorting order, in <i>Ascending</i> or <i>Descending</i> order.

## Item Search Options

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

<b>Items Due in Last (Days)</b>	Items due in a specified time period, such as the last 30 or 60 days. The default is 365 days.
<b>Type</b>	Select <i>Credit Memo</i> , <i>Debit Memo</i> , or <i>Invoice</i> .
<b>Deduction</b>	Select <i>Yes</i> or <i>No</i> .
<b>In Dispute</b>	Displays only items in dispute if <i>Yes</i> is selected.
<b>In Collection</b>	Displays only items in collection if <i>Yes</i> is selected.
<b>Sort items by</b>	Customer can specify default item sorting orders: <i>Ascending</i> or <i>Descending</i> .

## Preferred Currency Options

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

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

## Selecting Customers

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

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

The Customer link can be used to change the customer that is currently represented. Multiple bill to users can select only one of these customers while working with PeopleSoft eBill Payment transactions. When the user first logs in, the initial customer that is represented is the customer that is defined as the default customer on the My Preferences page. Selecting a different customer from the Customer Selection page updates the global variable, setting it to the new customer that you select.

## Modifying the User Profile

Customers use PeopleSoft eBill Payment Profile pages to view address information; update billing contact information, such as name and email ID; and correct credit card information.

---

**Note.** If a customer's primary contact address differs from the primary bill to address, the system uses the primary contact address as the primary bill to address.

---

## Viewing Bills

This section discusses how to:

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

## Pages Used to View Bills

Page Name	Object Name	Navigation	Usage
Bills - Bill List	BI_BILL_LIST_SS	Click the Bills link from the FAN page or from the left side navigation menu.	Review the most recent nonconsolidated invoiced bills.
Bill Search	BI_SRCH_SS	Click the Bill Search link on the Bills - Bill List page or Consolidated Bills - Bill List page.	Display a list of all possible invoices that meet specified search criteria. Leave search criteria fields blank to display all possible values for these fields.
Bills - Bill Summary	BI_SUMMARY_SS	Click an Invoice Number on the Bill List page.	Review invoice details and add eligible invoices to the payment cart.
Bills - Item Activity	AR_EBP_ACT_SEC	Click the Show Details link in the Current Balance column on the Bills - Bill Summary page, or click the Activities link from the Balance Detail - Item Detail or Payment History - Item Detail pages.	Review item activity and credit card payments that are in progress.
Bills - Bill Line Details	BI_LINE_SS	Click the link in the Line Description column on the Bills - Bill Summary page.	Review details for the corresponding bill line. The fields that appear on this page are determined by the options your customer selected on the My Preferences page.
Bills - Shipping Address	BI_ADDRESS_SS	Click View Shipping Address on the Bills - Bill Line Details page.	Review the shipping address.
Bill Line Discount and Surcharge Details	BI_LINE_DS_SS	Click the discount/surcharge amount link in the Bill Details group box on the Bills - Bill Summary page.	Review all discounts and surcharges that are associated with a specified invoice line.
Bill Line Tax Details	BI_LINE_TAX_SS	Click the tax amount link in the Bill Details group box on the Bills - Bill Summary page.	Review all value added tax and sales or use tax that is associated with a specified invoice line.
Email me an Invoice Copy	BI_IVC_EMAIL_SS	Click the Email me an Invoice Copy link on the Bill Summary page.	Email a copy of the invoice in PDF format to the Email ID entered.

## Reviewing Nonconsolidated Invoiced Bills

Access the Bills - Bill List page.

<b>Invoice Number</b>	All invoiced nonconsolidated bills for this customer. The system displays invoices by order of invoice date, from the most recent to the oldest. Customers can click an invoice number to access the Bills - Bill Summary Page, where they can view invoice details and pay bills.
<b>Pay Method</b>	The scheduled payment method for the invoice.
<b>Order Number, Contract Number, and Purchase Order</b>	If the customer selected the Order Information check box on the My Preferences page, these fields appear here.

## Searching for Nonconsolidated Bills

Access the Bill Search page.

<b>Invoice</b>	Customers can search for specific invoices, or enter a partial invoice number to display a list of all possible values.
<b>From Invoice Date</b>	Your customer can enter a date or select a date from the available options to display all invoices that are generated on or after the specified date. In the To Invoice Date field, your customer can enter a date or select a date from the available options to display all invoices that are generated on or prior to the date specified.
<b>Calendar</b>	Your customer can click the calendar button to select the month, day, and year parameters by which to filter the From Invoice Date or To Invoice Date search.
<b>From Amount</b>	Customers enter search parameters for minimum invoice amounts. The system displays all invoices with total amounts that are greater than or equal to the amount that the customer specifies. In the To Amount field, customers enter search parameters for maximum invoice amounts. The system displays all invoices with total amounts that are less than or equal to the amount that a customer specifies.
<b>Order Number, Contract Number, and Purchase Order</b>	If customers select the Order Information check box on the My Preferences page, they can view and search for bills at the header and line level by Order Number, Contract Number, and Purchase Order number. If customers select the Contract Information check box on the My Preferences page, they can view and search for bills at the header and line level by Contract Number, Purchase Order number, and Project ID.
<b>Sort By</b>	Customers select the criteria by which they want to sort the results of their search. They can sort results in <i>Ascending</i> or <i>Descending</i> order. For example: a customer wants to search for all invoices that were generated since December 31, 2000, and view the results with most recent invoices displayed first. The customer enters <i>12/31/2000</i> in the From Invoice Date field, select <i>Invoice Date</i> as the Sort By criteria, and sort the results in <i>Descending</i> order.
<b>Search</b>	After customers have defined filters, they click this button to access the Bills page, where they can view the results of search queries sorted in the order specified.

## Reviewing Invoice Details

Access the Bills - Bill Summary page.

### Bill Summary

#### Current Balance

The total amount of the invoice, reduced by any payments that are paid toward the invoice. The balance is calculated by summing the BAL\_AMT value of all items for the invoice in the PS\_ITEM table, reduced by any credit card payments in process. If the item is not created in PeopleSoft Receivables, the balance appears by default from the BI\_HDR Invoice Amount field. Your customer can click any link in this column to access the Bills - Item Activity page, where they can view PeopleSoft Receivables details for the invoice, such as the item status, balance, and activity for the specified invoice. If the item has not been created in PeopleSoft Receivables, this link is disabled.

---

**Note.** If in your business practices you associate prepayments to invoices in PeopleSoft Billing, you should run PeopleSoft Billing and Receivables batch processes in a timely manner to enable the system to calculate the current balance with up-to-date information. If the current balance amount does not reflect a prepayment towards an invoice, you may need to run the Load AR process (BILDAR01), the Receivable Update process (AR\_UPDATE), the Payment Predictor process (AR\_PREDICT), and the Receivables Update process again to apply the prepayment to the invoice. If you choose to manually apply payments, you need to balance the payment worksheet rather than run the Payment Predictor process.

---

#### Total Invoice Amount

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

### Bill Details

#### Line

A bill line number that is used to reference specific information that is contained on the corresponding bill line.

#### Description

A short description of the item that is billed on the corresponding bill line. Customers can click any link in this column to access the Bills - Bill Line Details page, where they can review the source-level details for the corresponding bill line.

#### Disc/Surch(discounts /surcharges)

The combined amount of discounts and surcharges that are applied to the corresponding bill line. Customers can click any link in this column to access the Bill Line Discount and Surcharge Details page, where they can view detailed information about the discounts and surcharges that are applied to the specified bill line.

#### Tax Amount

The total amount of sales and use tax and value added tax that is applied to the corresponding bill line. Customers can click any link in this column to access the Bill Line Tax Details Page, where they can view detailed information about the taxes that are applied to the corresponding bill line.

#### Total Amount

The product quantity and unit price minus total discounts and plus surcharges and taxes for the corresponding bill line.

## See Also

*PeopleSoft Billing 8.8 PeopleBook*, “Calculating Value-Added Tax (VAT) in PeopleSoft Billing”

*PeopleSoft Billing 8.8 PeopleBook*, “Entering Bills Online,” Entering Bill Line Discount and Surcharge Information

## Viewing Item Activity and Credit Card Payments in Progress

Access the Bills - Item Activity page.

**Customer Balance** The item balance.

### Item Activity

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

### Credit Card Payments In Progress

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

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

**Amount** The authorized transaction amount.

## Reviewing Bill Line Details

Access the Bills - Bill Line Details page.

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

**Invoice Line** The number of the corresponding bill line.

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

**Order Number** The identifier that is assigned to the order.

**Order Date** The date that the sales order is created.

**Shipping ID** The shipment's unique identification.

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

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

**Order Line** The order line number.

**Ship Date** The date that the order is shipped.

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

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

## Reviewing Discounts and Surcharges

Access the Bill Line Discount and Surcharge Details page.

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

## Reviewing Tax Details

Access the Bill Line Tax Details page.

<b>Invoice Line</b>	The bill line number that carries the listed taxes. The invoice line number appears by default from the Bills - Bill Summary page.
<b>Description</b>	A short description of the bill line item. The description appears by default from the Bills - Bill Summary page.
<b>Return to Bill Summary link</b>	The customer can click to return to the Bills - Bill Summary page.

---

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

---

## Emailing an Invoice Copy

Access the Email me an Invoice Copy page.

<b>Email ID</b>	Customers enter a valid email address, then click the Send button to send the copy of the invoice in PDF format. If the message is successfully sent, the system displays the message, "Your request for an invoice copy was successful."
-----------------	---

---

## Viewing Consolidated Bills

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

This section discusses how to:

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

### See Also

*PeopleSoft Billing 8.8 PeopleBook*, “Entering Bills Online,” Entering Consolidated Bill Information

## Pages Used to View Consolidated Bills

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

## Reviewing Recent Consolidated Bills

Access the Consolidated Bills - Bill List page.

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

## Reviewing Attached Invoice Details

Access the Consolidated Bills - Consolidated Bill Summary page.

## Bill Summary

<b>Bill Summary</b>	Information that appears in this group box refers to the consolidated invoice.
<b>Total Consolidated Invoice Amt</b> (total consolidated invoice amount)	The sum invoice amount of all attached invoices.
<b>Current Balance</b>	The total consolidated invoice amount reduced by any previous or partial payments that are paid toward the bill or attached bills. The balance is calculated by summing the BAL_AMT value in the PS_ITEM table for each attached bill. If any of the attached bills do not have an item that was previously created in PeopleSoft Receivables, then the balance for that attached bill appears by default from the invoice amount of the attached bill.

## Summary of Invoices

<b>Summary of Invoices</b>	This group box displays invoices that are attached to the consolidated invoice that the customer selects from the Consolidated Bills - Bill List page. The consolidated invoice implies row-level security for the attached invoices. If the user has authority to view invoices for a particular bill to customer, then he automatically has access to any attached invoices regardless of the bill to customer. For example, if user ID VP1 has row-level security for customer 1001 (Apex Systems) only, and if Apex Systems has a consolidated invoice which lists two attached invoices, each for different bill to customers, then user VP1 can automatically view the two attached invoices when using the Consolidated Bills feature.
----------------------------	---

<b>Invoice Number</b>	All attached invoices for the consolidated bill. Invoices are ordered by invoice number. The customer can click a specific invoice number to access the Bills - Bill Summary page and view details about the corresponding attached invoice, adding that invoice to the Payment Cart separately. To pay the total consolidated invoice amount, the customer can click the Add to Payment Cart button.
-----------------------	---

---

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

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

---

## Making Payments

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

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

## Understanding the PeopleSoft eBill Payment Process

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

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

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

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

The system keeps all content in the payment cart until the customer logs off. The Payment Cart link enables the customer to go directly into the Payment Cart. no longer true

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

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

After a payment is successfully processed, the system removes paid items from the payment cart. If the customer chooses to short pay an item and adds comments, the system generates a conversation containing all reasons and comments that are provided. The customer can review the conversation on the Contact Us Notes transaction.

## Pages Used to Make Payments

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

## Displaying the Contents of the Payment Cart

Access the Payment Cart page.

### Sort items by

The customer can sort the items in the payment cart using the available options.

The system uses the *Item ID* value as the default for this field. The customer can sort by *Pay* to group together the items that he selected in the payment

cart, or sort by *Error* to group together items with errors. In the adjacent field, he can sort in ascending or descending order.

## Items in the Payment Cart

The customer can select the corresponding check box to mark which items he wants to pay.

### Payment Amount

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

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

---

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

---

## Total Counts and Amounts by Currency

### Currency

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

### Comments

The customer can enter comments regarding any payments. He can edit comments that are entered on this page on the Make Payment page.

### Update Cart

After changing an amount or a selection, the customer can click this button to update the changes. Customers can click any of the remaining buttons to update the payment cart to reflect any changes.

### Select All

The customer can click to select all of the items in the cart.

The customer can click the Deselect All button to clear all of the selection check boxes in the payment cart. These items remain in the payment cart.

### Empty Cart

The customer can click to remove all of items from the payment cart. The system prompts the customer for confirmation before removing the items from the payment cart.

### Make Payment

The customer can click to navigate to the Make Payment page, where he can initiate a payment transaction.

### Return to

The customer can click to return to the previous page.

---

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

---

## Initiating the Payment Process

Access the Make Payment page.

---

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

---

### Payment Method

The customer can select either *Credit Card* or *Direct Debit*. If he selects *Direct Debit*, but is not presently set up as a direct debit customer, the system issues an error message. The system uses the payment method that is defined on the My Preference page as the default value.

### Comments

If the customer is short paying an item, he can enter or modify the text in this field. If the customer is short paying an item and enters nothing in this field, the system generates an error message when the customer clicks any of the pay buttons.

## Payment Amounts by Currency

### Currency

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

### Pay This Amount

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

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

When the customer selects *Direct Debit* as the payment method and clicks either of these buttons, he navigates to the Make Payment - Direct Debit Payment Verification page, where he can verify that the direct debit and banking information is correct.

### Payment Amount

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

### See Also

*PeopleSoft Receivables 8.8 PeopleBook*, “Managing Direct Debits”

## Reviewing Amount Details

Access the Make Payment - Payment Amount Detail page.

### Payment Amount

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

## Entering Credit Card Payment Information

Access the Make Payment - Credit Card Payment page.

### Payment Amounts by Currency

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

---

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

---

### Credit Card Data

<b>Credit Card data</b>	This group box contains fields that are generally required by third-party credit card software vendors. All of the information in this group box is mandatory. The system retrieves default values for all credit card information from the primary credit card that is defined on the Contact Addl Info (contact additional information) page for the contact that is currently logged on. If the system doesn't find default credit card information, the customer must supply values for the required fields.
-------------------------	--

See *PeopleSoft Working with Customers and Orders 8.8 PeopleBook*, “Maintaining Contacts,” Selecting Communication Preferences and Entering Contact Credit Card Information.

---

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

---

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

<b>Credit Card Number</b>	If a customer enters a value that doesn't match the parameters that you set up for the card type on the Credit Card Type page, an error message appears, and the customer can't proceed until he corrects the error.
---------------------------	--

See *PeopleSoft Enterprise Components*, “Setting Up the Credit Card Interface”.

The validation is against:

- The number of digits.

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

- The prefix of the credit card number.

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

---

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

---

## Credit Card Verification

<b>Your Email Address and Telephone</b>	Both fields are required.
<b>Country</b>	If the country that corresponds to the credit card's billing address is incorrect, the customer can click Change Country to access the Lookup Country Basic Search page and search for a billing address country by name or by its three-character country code.
<b>Address 1, Address 2, and Address 3</b>	The customer can use these fields to enter the billing address for the credit card that is specified.
<b>Lookup</b>	The customer can click the Lookup detail button to access the Lookup State Basic Search page and search for and select a two-character state code.
<b>Previous</b>	The customer can click to return to the Make Payment page and select another method with which to pay the invoice.
<b>Next</b>	The customer can click to access the Make Payment - Credit Card Payment Verification page and review credit card information and submit this information for payment.  When a customer clicks this button, the system calls the credit card Business Interlink to perform third-party specific validations. If the system finds invalid data, an error box explaining the error appears. All errors must be corrected before proceeding to the Make Payment - Credit Card Payment Verification page.

---

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

---

## See Also

*PeopleSoft Working with Customers and Orders 8.8 PeopleBook*, “Processing Credit Cards”

*PeopleTools 8.44 PeopleBook: PeopleSoft Business Interlinks for Application Developers*

## Verifying Credit Card Payments

Access the Make Payment - Credit Card Payment Verification page.

## Payment Amounts by Currency

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

## Verification Information

<b>Previous</b>	A customer can click to access the Make Payment - Credit Card Payment page to change the primary credit card information.
<b>OK to Pay</b>	The customer clicks if the verification information is correct to proceed with the payment transaction. The system calls the credit card Business Interlink that sends the credit card transaction to the third-party credit card authorization and payment application.

## Receiving a Successful Authorization

If the credit card authorization is successful:

1. The system changes the payment method for all open items in the Payment Cart to credit card.  
The system enters a row for the credit card transmission into the PeopleSoft Receivables Credit Card History table (PS\_CRCARD\_AR\_HST).
2. The system enters a row into the Credit Card Payments table (PS\_CRCARD\_PAYMENT) for each item that is in the Payment Cart.  
PeopleSoft Receivables uses the Credit Card Payments table for payment processing.
3. The Make Payment - Credit Card Payment Process Results page appears.

---

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

---

## Receiving an Unsuccessful Authorization

If the credit card authorization was not successful:

1. The system enters a row for the credit card transmission into the PeopleSoft Receivables Credit Card History table (PS\_CRCARD\_AR\_HST).  
Only errors that are found during a transmission are written to the history table. Errors detected prior to transmission are not logged to the history table.
2. The Make Payment - Credit Card Payment Process Results page appears with a description of the failure.

## Reviewing Credit Card Transaction Results

Access the Make Payment - Credit Card Payment Process Results page.

## Payment Amounts by Currency

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

---

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

<b>Return to Make Payment</b>	The customer can click to return to the Make Payment page. The customer may, for example, want to return to this page to process any remaining currencies.
-------------------------------	--

### See Also

*PeopleSoft Working with Customers and Orders 8.8 PeopleBook*, “Processing Credit Cards”

## Reviewing Direct Debit Payment Information

Access the Make Payment - Direct Debit Payment Verification page.

---

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

<b>Previous</b>	A customer can click to return to the Make Payment page and select a different method of payment.
<b>OK to Pay</b>	A customer can click if the verification information is correct to proceed with the payment transaction. The system changes the payment method for all open items in the Payment Cart to direct debit, and sets the direct debit profile ID to the customer’s ID.

---

**Note.** The customer can’t modify direct debit bank account information through PeopleSoft eBill Payment.

### See Also

*PeopleSoft Receivables 8.8 PeopleBook*, “Managing Direct Debits”

---

## Viewing Account Information

This section discusses how to:

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

## Pages Used to View Account Summary Information

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

## Reviewing Account Summary, Recent Activity, and Aging Information

Access the Account Balance page.

<b>Division</b>	If you have account balance information separated by division, a customer can click this link to access the Division Selection page and select a division.
<b>Preferred Currency</b>	A customer can click to display in the Amount field the preferred currency that is selected on the My Preferences page. The preferred currency appears in place of <i>Multiple Currencies</i> , and the Preferred Currency link is replaced by an Invoice Currency link. The customer can click the Invoice Currency link to switch back to display the multiple currencies.

### Customer Account Summary

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

<b>Amount Description</b>	Type of amount in the Amount field.
<b>Amount</b>	Total balance or overdue balance amount. This field can display multiple currencies. Use the Amount link to view open items that make up the balance on the Account Balance Detail page. The as of date reflects the effective date of the amount.

### Customer Account - Most Recent Activity

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

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

## Aging Information

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

## Viewing Open Item Balance Detail

Access the Account Balance Detail page.

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

---

## Viewing Payment History

Customers can view payments received and determine which items the payment was applied to. For example, credit, customer service, and sales people can review payment information with a customer while they're on the telephone, essentially looking at the same page for all balance and payment information. A customer service representative can use this page to help resolve disputes, answer customer questions, and facilitate the collection process.

This section discusses how to:

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

## Pages Used to View Payment History

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

## Reviewing Payments

Access the Payment History page.

### Payment List

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

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

## Viewing Payment History Detail Information

Access the Payment History - Payment Detail Page

### Payment Detail

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

**Date Received** Date that the payment is received from the payee.

**Payment Applied** Indicates whether the payment is applied.

**Date Applied** Date that the payment is posted to the account.

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

## Payment Activity

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

<b>Item ID</b>	A customer can click to access the Payment History - Payment Detail page to view payment history details.
----------------	---

## Viewing Payment History Item Details

Access the Payment History - Item Detail page.

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

---

## Viewing Balance Details

This section discusses how to:

- Review and pay items in PeopleSoft Receivables.
- Search for items.

## Pages Used to View Balance Details

Page Name	Object Name	Navigation	Usage
Balance Detail	AR_EBP_VIEWITEM	Click the Balance Detail link from the home page or the left navigation link to access the Balance Detail page.	Review and pay any items in Receivables.
Balance Detail - Item Search	AR_EBP_ITEM_SRCH	Click the Item Search link on the Balance Detail page to view the Balance Detail - Item Search page.	Search for items that do not appear on the Balance Detail page list.

## Reviewing and Paying Items in PeopleSoft Receivables

Access the Balance Detail page.

<b>Item ID</b>	A customer can click any link in this column to access the Item Detail page.
<b>In Dispute</b>	The item's dispute status.
<b>In Collection</b>	The item's collection status.
<b>Due Date</b>	The item due date.
<b>Item Balance</b>	The balance for the item.

## Searching for Items

Access the Balance Detail - Item Search page.

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

---

## Conversing With Customers

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

This section discusses how to:

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

## Pages Used to Converse With Customers

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

## Creating and Submitting Conversations

Access the Contact Us page.

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

---

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

---

**Message** An open text field in which the customer can enter a message.

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

## Viewing Conversation Notes

Access the Contact Us Notes page.

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

## Searching for Conversations

Contact Us Notes - Notes Search page.

Customers can use the following search criteria to define their searches:

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

## Reviewing and Responding to Customer Notes

Access the Contact Us Notes Detail page. The routing of the note is based on the role name identified within the subject setup table.

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

---

## Organizing Pagelets by Role

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

We organize pagelets by the following sample roles:

- Broker.
- Customer.
- Customer Service Representative.
- Customer Service Manager.
- Salesperson.

## CHAPTER 4

# Using PeopleSoft eBill Payment Pagelets

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

---

## Understanding PeopleSoft eBill Payment Pagelets

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

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

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

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

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

### See Also

*PeopleSoft Enterprise Portal PeopleBook, “Appendix A: Developing Pagelets”*

## Pagelet Security

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

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

## Viewing PeopleSoft eBill Payment Pagelets

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

### Pagelets Used to View Billing and Account Information

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

Pagelet Name	Roles	Audience	Usage	Enabling Applications	For More Information
Most Recent Consolidated Bills	Broker, Customer	Customer	Review invoice information for the most recently generated consolidated bills. Customers can click View All Consolidated Bills to access the Consolidated Bills - Bill List page, where they can review details of their most recent nonconsolidated invoiced bills.	PeopleSoft eBill Payment and PeopleSoft Billing	See <i>PeopleSoft Billing 8.8 PeopleBook</i> , “Entering Bills Online”.
Most Recent Bills	Broker, Customer	Customer	Review the invoice number, balance, and currency of the most recently generated bills. Customers can click View All Bills to access the Bills - Bill List page, where they can review details for their most recent nonconsolidated invoiced bills.	PeopleSoft eBill Payment and PeopleSoft Billing	See <i>PeopleSoft Billing 8.8 PeopleBook</i> , “Entering Bills Online”.

# Glossary of PeopleSoft Terms

<b>absence entitlement</b>	This element defines rules for granting paid time off for valid absences, such as sick time, vacation, and maternity leave. An absence entitlement element defines the entitlement amount, frequency, and entitlement period.
<b>absence take</b>	This element defines the conditions that must be met before a payee is entitled to take paid time off.
<b>accounting class</b>	In PeopleSoft Enterprise Performance Management, the accounting class defines how a resource is treated for generally accepted accounting practices. The Inventory class indicates whether a resource becomes part of a balance sheet account, such as inventory or fixed assets, while the Non-inventory class indicates that the resource is treated as an expense of the period during which it occurs.
<b>accounting date</b>	The accounting date indicates when a transaction is recognized, as opposed to the date the transaction actually occurred. The accounting date and transaction date can be the same. The accounting date determines the period in the general ledger to which the transaction is to be posted. You can only select an accounting date that falls within an open period in the ledger to which you are posting. The accounting date for an item is normally the invoice date.
<b>accounting split</b>	The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields.
<b>accumulator</b>	You use an accumulator to store cumulative values of defined items as they are processed. You can accumulate a single value over time or multiple values over time. For example, an accumulator could consist of all voluntary deductions, or all company deductions, enabling you to accumulate amounts. It allows total flexibility for time periods and values accumulated.
<b>action reason</b>	The reason an employee's job or employment information is updated. The action reason is entered in two parts: a personnel action, such as a promotion, termination, or change from one pay group to another—and a reason for that action. Action reasons are used by PeopleSoft Human Resources, PeopleSoft Benefits Administration, PeopleSoft Stock Administration, and the COBRA Administration feature of the Base Benefits business process.
<b>action template</b>	In PeopleSoft Receivables, outlines a set of escalating actions that the system or user performs based on the period of time that a customer or item has been in an action plan for a specific condition.
<b>activity</b>	In PeopleSoft Enterprise Learning Management, an instance of a catalog item (sometimes called a class) that is available for enrollment. The activity defines such things as the costs that are associated with the offering, enrollment limits and deadlines, and waitlisting capacities.
	In PeopleSoft Enterprise Performance Management, the work of an organization and the aggregation of actions that are used for activity-based costing.
	In PeopleSoft Project Costing, the unit of work that provides a further breakdown of projects—usually into specific tasks.
	In PeopleSoft Workflow, a specific transaction that you might need to perform in a business process. Because it consists of the steps that are used to perform a transaction, it is also known as a step map.

<b>agreement</b>	In PeopleSoft eSettlements, provides a way to group and specify processing options, such as payment terms, pay from a bank, and notifications by a buyer and supplier location combination.
<b>allocation rule</b>	In PeopleSoft Enterprise Incentive Management, an expression within compensation plans that enables the system to assign transactions to nodes and participants. During transaction allocation, the allocation engine traverses the compensation structure from the current node to the root node, checking each node for plans that contain allocation rules.
<b>alternate account</b>	A feature in PeopleSoft General Ledger that enables you to create a statutory chart of accounts and enter statutory account transactions at the detail transaction level, as required for recording and reporting by some national governments.
<b>AR specialist</b>	Abbreviation for <i>receivables specialist</i> . In PeopleSoft Receivables, an individual in who tracks and resolves deductions and disputed items.
<b>arbitration plan</b>	In PeopleSoft Enterprise Pricer, defines how price rules are to be applied to the base price when the transaction is priced.
<b>assessment rule</b>	In PeopleSoft Receivables, a user-defined rule that the system uses to evaluate the condition of a customer's account or of individual items to determine whether to generate a follow-up action.
<b>asset class</b>	An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification.
<b>attribute/value pair</b>	In PeopleSoft Directory Interface, relates the data that makes up an entry in the directory information tree.
<b>authentication server</b>	A server that is set up to verify users of the system.
<b>base time period</b>	In PeopleSoft Business Planning, the lowest level time period in a calendar.
<b>benchmark job</b>	In PeopleSoft Workforce Analytics, a benchmark job is a job code for which there is corresponding salary survey data from published, third-party sources.
<b>book</b>	In PeopleSoft Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets.
<b>branch</b>	A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager.
<b>budgetary account only</b>	An account used by the system only and not by users; this type of account does not accept transactions. You can only budget with this account. Formerly called "system-maintained account."
<b>budget check</b>	In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning.
<b>budget control</b>	In commitment control, budget control ensures that commitments and expenditures don't exceed budgets. It enables you to track transactions against corresponding budgets and terminate a document's cycle if the defined budget conditions are not met. For example, you can prevent a purchase order from being dispatched to a vendor if there are insufficient funds in the related budget to support it.
<b>budget period</b>	The interval of time (such as 12 months or 4 quarters) into which a period is divided for budgetary and reporting purposes. The ChartField allows maximum flexibility to define operational accounting time periods without restriction to only one calendar.
<b>business event</b>	In PeopleSoft Receivables, defines the processing characteristics for the Receivable Update process for a draft activity.

<b>business unit</b>	In PeopleSoft Sales Incentive Management, an original business transaction or activity that may justify the creation of a PeopleSoft Enterprise Incentive Management event (a sale, for example).
<b>buyer</b>	In PeopleSoft eSettlements, an organization (or business unit, as opposed to an individual) that transacts with suppliers (vendors) within the system. A buyer creates payments for purchases that are made in the system.
<b>catalog item</b>	In PeopleSoft Enterprise Learning Management, a specific topic that a learner can study and have tracked. For example, “Introduction to Microsoft Word.” A catalog item contains general information about the topic and includes a course code, description, categorization, keywords, and delivery methods. A catalog item can have one or more learning activities.
<b>catalog map</b>	In PeopleSoft Catalog Management, translates values from the catalog source data to the format of the company’s catalog.
<b>catalog partner</b>	In PeopleSoft Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content.
<b>categorization</b>	Associates partner offerings with catalog offerings and groups them into enterprise catalog categories.
<b>channel</b>	In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event.
<b>ChartField</b>	A field that stores a chart of accounts, resources, and so on, depending on the PeopleSoft application. ChartField values represent individual account numbers, department codes, and so forth.
<b>ChartField balancing</b>	You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction.
<b>ChartField combination edit</b>	The process of editing journal lines for valid ChartField combinations based on user-defined rules.
<b>ChartKey</b>	One or more fields that uniquely identify each row in a table. Some tables contain only one field as the key, while others require a combination.
<b>checkbook</b>	In PeopleSoft Promotions Management, enables you to view financial data (such as planned, incurred, and actual amounts) that is related to funds and trade promotions.
<b>Class ChartField</b>	A ChartField value that identifies a unique appropriation budget key when you combine it with a fund, department ID, and program code, as well as a budget period. Formerly called <i>sub-classification</i> .
<b>clone</b>	In PeopleCode, to make a unique copy. In contrast, to <i>copy</i> may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.
<b>collection</b>	To make a set of documents available for searching in Verity, you must first create at least one collection. A collection is set of directories and files that allow search application users to use the Verity search engine to quickly find and display source documents that match search criteria. A collection is a set of statistics and pointers to the source documents, stored in a proprietary format on a file server. Because a collection can only store information for a single location, PeopleSoft maintains a set of collections (one per language code) for each search index object.

<b>collection rule</b>	In PeopleSoft Receivables, a user-defined rule that defines actions to take for a customer based on both the amount and the number of days past due for outstanding balances.
<b>compensation object</b>	In PeopleSoft Enterprise Incentive Management, a node within a compensation structure. Compensation objects are the building blocks that make up a compensation structure's hierarchical representation.
<b>compensation structure</b>	In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects.
<b>condition</b>	In PeopleSoft Receivables, occurs when there is a change of status for a customer's account, such as reaching a credit limit or exceeding a user-defined balance due.
<b>configuration parameter catalog</b>	Used to configure an external system with PeopleSoft. For example, a configuration parameter catalog might set up configuration and communication parameters for an external server.
<b>configuration plan</b>	In PeopleSoft Enterprise Incentive Management, configuration plans hold allocation information for common variables (not incentive rules) and are attached to a node without a participant. Configuration plans are not processed by transactions.
<b>content reference</b>	Content references are pointers to content registered in the portal registry. These are typically either URLs or iScripts. Content references fall into three categories: target content, templates, and template pagelets.
<b>context</b>	In PeopleCode, determines which buffer fields can be contextually referenced and which is the current row of data on each scroll level when a PeopleCode program is running.
<b>control table</b>	In PeopleSoft Enterprise Incentive Management, a mechanism that is used to determine the scope of a processing run. PeopleSoft Enterprise Incentive Management uses three types of context: plan, period, and run-level.
<b>cost profile</b>	Stores information that controls the processing of an application. This type of processing might be consistent throughout an organization, or it might be used only by portions of the organization for more limited sharing of data.
<b>cost row</b>	A combination of a receipt cost method, a cost flow, and a deplete cost method. A profile is associated with a cost book and determines how items in that book are valued, as well as how the material movement of the item is valued for the book.
<b>current learning</b>	A cost transaction and amount for a set of ChartFields.
<b>data acquisition</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs.
<b>data elements</b>	In PeopleSoft Enterprise Incentive Management, the process during which raw business transactions are acquired from external source systems and fed into the operational data store (ODS).
<b>dataset</b>	Data elements, at their simplest level, define a subset of data and the rules by which to group them.
	For Workforce Analytics, data elements are rules that tell the system what measures to retrieve about your workforce groups.
	A data grouping that enables role-based filtering and distribution of data. You can limit the range and quantity of data that is displayed for a user by associating dataset rules with user roles. The result of dataset rules is a set of data that is appropriate for the user's roles.

<b>delivery method</b>	In PeopleSoft Enterprise Learning Management, identifies the primary type of delivery method in which a particular learning activity is offered. Also provides default values for the learning activity, such as cost and language. This is primarily used to help learners search the catalog for the type of delivery from which they learn best. Because PeopleSoft Enterprise Learning Management is a blended learning system, it does not enforce the delivery method.
<b>delivery method type</b>	In PeopleSoft Supply Chain Management, identifies the method by which goods are shipped to their destinations (such as truck, air, rail, and so on). The delivery method is specified when creating shipment schedules.
<b>directory information tree</b>	In PeopleSoft Enterprise Learning Management, identifies how learning activities can be delivered—for example, through online learning, classroom instruction, seminars, books, and so forth—in an organization. The type determines whether the delivery method includes scheduled components.
<b>document sequencing</b>	
<b>dynamic detail tree</b>	A tree that takes its detail values—dynamic details—directly from a table in the database, rather than from a range of values that are entered by the user.
<b>edit table</b>	A table in the database that has its own record definition, such as the Department table. As fields are entered into a PeopleSoft application, they can be validated against an edit table to ensure data integrity throughout the system.
<b>effective date</b>	A method of dating information in PeopleSoft applications. You can predate information to add historical data to your system, or postdate information in order to enter it before it actually goes into effect. By using effective dates, you don't delete values; you enter a new value with a current effective date.
<b>EIM ledger</b>	Abbreviation for <i>Enterprise Incentive Management ledger</i> . In PeopleSoft Enterprise Incentive Management, an object to handle incremental result gathering within the scope of a participant. The ledger captures a result set with all of the appropriate traces to the data origin and to the processing steps of which it is a result.
<b>elimination set</b>	In PeopleSoft General Ledger, a related group of intercompany accounts that is processed during consolidations.
<b>entry event</b>	In PeopleSoft General Ledger, Receivables, Payables, Purchasing, and Billing, a business process that generates multiple debits and credits resulting from single transactions to produce standard, supplemental accounting entries.
<b>equitization</b>	In PeopleSoft General Ledger, a business process that enables parent companies to calculate the net income of subsidiaries on a monthly basis and adjust that amount to increase the investment amount and equity income amount before performing consolidations.
<b>event</b>	A predefined point either in the Component Processor flow or in the program flow. As each point is encountered, the event activates each component, triggering any PeopleCode program that is associated with that component and that event. Examples of events are FieldChange, SavePreChange, and RowDelete.
<b>event propagation process</b>	In PeopleSoft Human Resources, also refers to an incident that affects benefits eligibility.
<b>event propagation process</b>	In PeopleSoft Sales Incentive Management, a process that determines, through logic, the propagation of an original PeopleSoft Enterprise Incentive Management event and creates a derivative (duplicate) of the original event to be processed by other objects.

	Sales Incentive Management uses this mechanism to implement splits, roll-ups, and so on. Event propagation determines who receives the credit.
<b>exception</b>	In PeopleSoft Receivables, an item that either is a deduction or is in dispute.
<b>exclusive pricing</b>	In PeopleSoft Order Management, a type of arbitration plan that is associated with a price rule. Exclusive pricing is used to price sales order transactions.
<b>fact</b>	In PeopleSoft applications, facts are numeric data values from fields from a source database as well as an analytic application. A fact can be anything you want to measure your business by, for example, revenue, actual, budget data, or sales numbers. A fact is stored on a fact table.
<b>forecast item</b>	A logical entity with a unique set of descriptive demand and forecast data that is used as the basis to forecast demand. You create forecast items for a wide range of uses, but they ultimately represent things that you buy, sell, or use in your organization and for which you require a predictable usage.
<b>fund</b>	In PeopleSoft Promotions Management, a budget that can be used to fund promotional activity. There are four funding methods: top down, fixed accrual, rolling accrual, and zero-based accrual.
<b>generic process type</b>	In PeopleSoft Process Scheduler, process types are identified by a generic process type. For example, the generic process type SQR includes all SQR process types, such as SQR process and SQR report.
<b>group</b>	In PeopleSoft Billing and Receivables, a posting entity that comprises one or more transactions (items, deposits, payments, transfers, matches, or write-offs).
	In PeopleSoft Human Resources Management and Supply Chain Management, any set of records that are associated under a single name or variable to run calculations in PeopleSoft business processes. In PeopleSoft Time and Labor, for example, employees are placed in groups for time reporting purposes.
<b>incentive object</b>	In PeopleSoft Enterprise Incentive Management, the incentive-related objects that define and support the PeopleSoft Enterprise Incentive Management calculation process and results, such as plan templates, plans, results data, user interaction objects, and so on.
<b>incentive rule</b>	In PeopleSoft Sales Incentive Management, the commands that act on transactions and turn them into compensation. A rule is one part in the process of turning a transaction into compensation.
<b>incur</b>	In PeopleSoft Promotions Management, to become liable for a promotional payment. In other words, you owe that amount to a customer for promotional activities.
<b>item</b>	In PeopleSoft Inventory, a tangible commodity that is stored in a business unit (shipped from a warehouse).
	In PeopleSoft Demand Planning, Inventory Policy Planning, and Supply Planning, a noninventory item that is designated as being used for planning purposes only. It can represent a family or group of inventory items. It can have a planning bill of material (BOM) or planning routing, and it can exist as a component on a planning BOM. A planning item cannot be specified on a production or engineering BOM or routing, and it cannot be used as a component in a production. The quantity on hand will never be maintained.
	In PeopleSoft Receivables, an individual receivable. An item can be an invoice, a credit memo, a debit memo, a write-off, or an adjustment.
<b>KPI</b>	An abbreviation for <i>key performance indicator</i> . A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined.

<b>LDIF file</b>	Abbreviation for <i>Lightweight Directory Access Protocol (LDAP) Data Interchange Format file</i> . Contains discrepancies between PeopleSoft data and directory data.
<b>learner group</b>	In PeopleSoft Enterprise Learning Management, a group of learners who are linked to the same learning environment. Members of the learner group can share the same attributes, such as the same department or job code. Learner groups are used to control access to and enrollment in learning activities and programs. They are also used to perform group enrollments and mass enrollments in the back office.
<b>learning components</b>	In PeopleSoft Enterprise Learning Management, the foundational building blocks of learning activities. PeopleSoft Enterprise Learning Management supports six basic types of learning components: web-based, session, webcast, test, survey, and assignment. One or more of these learning component types compose a single learning activity.
<b>learning environment</b>	In PeopleSoft Enterprise Learning Management, identifies a set of categories and catalog items that can be made available to learner groups. Also defines the default values that are assigned to the learning activities and programs that are created within a particular learning environment. Learning environments provide a way to partition the catalog so that learners see only those items that are relevant to them.
<b>learning history</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs.
<b>ledger mapping</b>	You use ledger mapping to relate expense data from general ledger accounts to resource objects. Multiple ledger line items can be mapped to one or more resource IDs. You can also use ledger mapping to map dollar amounts (referred to as <i>rates</i> ) to business units. You can map the amounts in two different ways: an actual amount that represents actual costs of the accounting period, or a budgeted amount that can be used to calculate the capacity rates as well as budgeted model results. In PeopleSoft Enterprise Warehouse, you can map general ledger accounts to the EW Ledger table.
<b>library section</b>	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan (or template) and that is available for other plans to share. Changes to a library section are reflected in all plans that use it.
<b>linked section</b>	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan template but appears in a plan. Changes to linked sections propagate to plans using that section.
<b>linked variable</b>	In PeopleSoft Enterprise Incentive Management, a variable that is defined and maintained in a plan template and that also appears in a plan. Changes to linked variables propagate to plans using that variable.
<b>load</b>	In PeopleSoft Inventory, identifies a group of goods that are shipped together. Load management is a feature of PeopleSoft Inventory that is used to track the weight, the volume, and the destination of a shipment.
<b>local functionality</b>	In PeopleSoft HRMS, the set of information that is available for a specific country. You can access this information when you click the appropriate country flag in the global window, or when you access it by a local country menu.
<b>location</b>	Locations enable you to indicate the different types of addresses—for a company, for example, one address to receive bills, another for shipping, a third for postal deliveries, and a separate street address. Each address has a different location number. The primary location—indicated by a <i>1</i> —is the address you use most often and may be different from the main address.
<b>logistical task</b>	In PeopleSoft Services Procurement, an administrative task that is related to hiring a service provider. Logistical tasks are linked to the service type on the work order so that different types of services can have different logistical tasks. Logistical tasks include both preapproval tasks (such as assigning a new badge or ordering a new

laptop) and postapproval tasks (such as scheduling orientation or setting up the service provider email). The logistical tasks can be mandatory or optional. Mandatory preapproval tasks must be completed before the work order is approved. Mandatory postapproval tasks, on the other hand, must be completed before a work order is released to a service provider.

**market template**

In PeopleSoft Enterprise Incentive Management, additional functionality that is specific to a given market or industry and is built on top of a product category.

**match group**

In PeopleSoft Receivables, a group of receivables items and matching offset items. The system creates match groups by using user-defined matching criteria for selected field values.

**MCF server**

Abbreviation for *PeopleSoft MultiChannel Framework server*. Comprises the universal queue server and the MCF log server. Both processes are started when *MCF Servers* is selected in an application server domain configuration.

**merchandising activity**

In PeopleSoft Promotions Management, a specific discount type that is associated with a trade promotion (such as off-invoice, billback or rebate, or lump-sum payment) that defines the performance that is required to receive the discount. In the industry, you may know this as an offer, a discount, a merchandising event, an event, or a tactic.

**meta-SQL**

Meta-SQL constructs expand into platform-specific Structured Query Language (SQL) substrings. They are used in functions that pass SQL strings, such as in SQL objects, the SQLExec function, and PeopleSoft Application Engine programs.

**metastring**

Metastrings are special expressions included in SQL string literals. The metastrings, prefixed with a percent (%) symbol, are included directly in the string literals. They expand at run time into an appropriate substring for the current database platform.

**multibook**

In PeopleSoft General Ledger, multiple ledgers having multiple-base currencies that are defined for a business unit, with the option to post a single transaction to all base currencies (all ledgers) or to only one of those base currencies (ledgers).

**multicurrency**

The ability to process transactions in a currency other than the business unit's base currency.

**national allowance**

In PeopleSoft Promotions Management, a promotion at the corporate level that is funded by nondiscretionary dollars. In the industry, you may know this as a national promotion, a corporate promotion, or a corporate discount.

**node-oriented tree**

A tree that is based on a detail structure, but the detail values are not used.

**pagelet**

Each block of content on the home page is called a pagelet. These pagelets display summary information within a small rectangular area on the page. The pagelet provide users with a snapshot of their most relevant PeopleSoft and non-PeopleSoft content.

**participant**

In PeopleSoft Enterprise Incentive Management, participants are recipients of the incentive compensation calculation process.

**participant object**

Each participant object may be related to one or more compensation objects.

See also *compensation object*.

**partner**

A company that supplies products or services that are resold or purchased by the enterprise.

**pay cycle**

In PeopleSoft Payables, a set of rules that define the criteria by which it should select scheduled payments for payment creation.

**pending item**

In PeopleSoft Receivables, an individual receivable (such as an invoice, a credit memo, or a write-off) that has been entered in or created by the system, but hasn't been posted.

<b>PeopleCode</b>	PeopleCode is a proprietary language, executed by the PeopleSoft application processor. PeopleCode generates results based upon existing data or user actions. By using business interlink objects, external services are available to all PeopleSoft applications wherever PeopleCode can be executed.
<b>PeopleCode event</b>	An action that a user takes upon an object, usually a record field, that is referenced within a PeopleSoft page.
<b>PeopleSoft Internet Architecture</b>	The fundamental architecture on which PeopleSoft 8 applications are constructed, consisting of a relational database management system (RDBMS), an application server, a web server, and a browser.
<b>performance measurement</b>	In PeopleSoft Enterprise Incentive Management, a variable used to store data (similar to an aggregator, but without a predefined formula) within the scope of an incentive plan. Performance measures are associated with a plan calendar, territory, and participant. Performance measurements are used for quota calculation and reporting.
<b>period context</b>	In PeopleSoft Enterprise Incentive Management, because a participant typically uses the same compensation plan for multiple periods, the period context associates a plan context with a specific calendar period and fiscal year. The period context references the associated plan context, thus forming a chain. Each plan context has a corresponding set of period contexts.
<b>plan</b>	In PeopleSoft Sales Incentive Management, a collection of allocation rules, variables, steps, sections, and incentive rules that instruct the PeopleSoft Enterprise Incentive Management engine in how to process transactions.
<b>plan context</b>	In PeopleSoft Enterprise Incentive Management, correlates a participant with the compensation plan and node to which the participant is assigned, enabling the PeopleSoft Enterprise Incentive Management system to find anything that is associated with the node and that is required to perform compensation processing. Each participant, node, and plan combination represents a unique plan context—if three participants are on a compensation structure, each has a different plan context. Configuration plans are identified by plan contexts and are associated with the participants that refer to them.
<b>plan template</b>	In PeopleSoft Enterprise Incentive Management, the base from which a plan is created. A plan template contains common sections and variables that are inherited by all plans that are created from the template. A template may contain steps and sections that are not visible in the plan definition.
<b>planned learning</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs.
<b>planning instance</b>	In PeopleSoft Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan.
<b>portal registry</b>	In PeopleSoft applications, the portal registry is a tree-like structure in which content references are organized, classified, and registered. It is a central repository that defines both the structure and content of a portal through a hierarchical, tree-like structure of folders useful for organizing and securing content references.
<b>price list</b>	In PeopleSoft Enterprise Pricer, enables you to select products and conditions for which the price list applies to a transaction. During a transaction, the system either determines the product price based on the predefined search hierarchy for the transaction or uses the product's lowest price on any associated, active price lists. This price is used as the basis for any further discounts and surcharges.
<b>price rule</b>	In PeopleSoft Enterprise Pricer, defines the conditions that must be met for adjustments to be applied to the base price. Multiple rules can apply when conditions of each rule are met.

<b>price rule condition</b>	In PeopleSoft Enterprise Pricer, selects the price-by fields, the values for the price-by fields, and the operator that determines how the price-by fields are related to the transaction.
<b>price rule key</b>	In PeopleSoft Enterprise Pricer, defines the fields that are available to define price rule conditions (which are used to match a transaction) on the price rule.
<b>process category</b>	In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization.
<b>process group</b>	In PeopleSoft Financials, a group of application processes (performed in a defined order) that users can initiate in real time, directly from a transaction entry page.
<b>process definition</b>	Process definitions define each run request.
<b>process instance</b>	A unique number that identifies each process request. This value is automatically incremented and assigned to each requested process when the process is submitted to run.
<b>process job</b>	You can link process definitions into a job request and process each request serially or in parallel. You can also initiate subsequent processes based on the return code from each prior request.
<b>process request</b>	A single run request, such as a Structured Query Report (SQR), a COBOL or Application Engine program, or a Crystal report that you run through PeopleSoft Process Scheduler.
<b>process run control</b>	A PeopleTools variable used to retain PeopleSoft Process Scheduler values needed at runtime for all requests that reference a run control ID. Do not confuse these with application run controls, which may be defined with the same run control ID, but only contain information specific to a given application process request.
<b>product category</b>	In PeopleSoft Enterprise Incentive Management, indicates an application in the Enterprise Incentive Management suite of products. Each transaction in the PeopleSoft Enterprise Incentive Management system is associated with a product category.
<b>programs</b>	In PeopleSoft Enterprise Learning Management, a high-level grouping that guides the learner along a specific learning path through sections of catalog items. PeopleSoft Enterprise Learning Systems provides two types of programs—curricula and certifications.
<b>progress log</b>	In PeopleSoft Services Procurement, tracks deliverable-based projects. This is similar to the time sheet in function and process. The service provider contact uses the progress log to record and submit progress on deliverables. The progress can be logged by the activity that is performed, by the percentage of work that is completed, or by the completion of milestone activities that are defined for the project.
<b>project transaction</b>	In PeopleSoft Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row.
<b>promotion</b>	In PeopleSoft Promotions Management, a trade promotion, which is typically funded from trade dollars and used by consumer products manufacturers to increase sales volume.
<b>publishing</b>	In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.
<b>record group</b>	A set of logically and functionally related control tables and views. Record groups help enable TableSet sharing, which eliminates redundant data entry. Record groups ensure that TableSet sharing is applied consistently across all related tables and views.
<b>record input VAT flag</b>	Abbreviation for <i>record input value-added tax flag</i> . Within PeopleSoft Purchasing, Payables, and General Ledger, this flag indicates that you are recording input VAT

<b>record output VAT flag</b>	on the transaction. This flag, in conjunction with the record output VAT flag, is used to determine the accounting entries created for a transaction and to determine how a transaction is reported on the VAT return. For all cases within Purchasing and Payables where VAT information is tracked on a transaction, this flag is set to Yes. This flag is not used in PeopleSoft Order Management, Billing, or Receivables, where it is assumed that you are always recording only output VAT, or in PeopleSoft Expenses, where it is assumed that you are always recording only input VAT.
<b>reference data</b>	Abbreviation for <i>record output value-added tax flag</i> .
<b>reference object</b>	See <i>record input VAT flag</i> .
<b>reference transaction</b>	In PeopleSoft Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, channels, and so on.
<b>relationship object</b>	In PeopleSoft Enterprise Incentive Management, this dimension-type object further defines the business. Reference objects can have their own hierarchy (for example, product tree, customer tree, industry tree, and geography tree).
<b>regional sourcing</b>	In commitment control, a reference transaction is a source transaction that is referenced by a higher-level (and usually later) source transaction, in order to automatically reverse all or part of the referenced transaction's budget-checked amount. This avoids duplicate postings during the sequential entry of the transaction at different commitment levels. For example, the amount of an encumbrance transaction (such as a purchase order) will, when checked and recorded against a budget, cause the system to concurrently reference and relieve all or part of the amount of a corresponding pre-encumbrance transaction, such as a purchase requisition.
<b>remote data source data</b>	In PeopleSoft Purchasing, provides the infrastructure to maintain, display, and select an appropriate vendor and vendor pricing structure that is based on a regional sourcing model where the multiple ship to locations are grouped. Sourcing may occur at a level higher than the ship to location.
<b>REN server</b>	In PeopleSoft Enterprise Incentive Management, these objects further define a compensation structure to resolve transactions by establishing associations between compensation objects and business objects.
<b>requester</b>	Data that is extracted from a separate database and migrated into the local database.
<b>role</b>	Abbreviation for <i>real-time event notification server</i> in PeopleSoft MultiChannel Framework.
<b>role user</b>	In PeopleSoft eSettlements, an individual who requests goods or services and whose ID appears on the various procurement pages that reference purchase orders.
<b>roll up</b>	Describes how people fit into PeopleSoft Workflow. A role is a class of users who perform the same type of work, such as clerks or managers. Your business rules typically specify what user role needs to do an activity.
<b>run control</b>	A PeopleSoft Workflow user. A person's role user ID serves much the same purpose as a user ID does in other parts of the system. PeopleSoft Workflow uses role user IDs to determine how to route worklist items to users (through an email address, for example) and to track the roles that users play in the workflow. Role users do not need PeopleSoft user IDs.
<b>run control ID</b>	In a tree, to roll up is to total sums based on the information hierarchy.
	A run control is a type of online page that is used to begin a process, such as the batch processing of a payroll run. Run control pages generally start a program that manipulates data.
	A unique ID to associate each user with his or her own run control table entries.

<b>run-level context</b>	In PeopleSoft Enterprise Incentive Management, associates a particular run (and batch ID) with a period context and plan context. Every plan context that participates in a run has a separate run-level context. Because a run cannot span periods, only one run-level context is associated with each plan context.
<b>search query</b>	You use this set of objects to pass a query string and operators to the search engine. The search index returns a set of matching results with keys to the source documents.
<b>section</b>	In PeopleSoft Enterprise Incentive Management, a collection of incentive rules that operate on transactions of a specific type. Sections enable plans to be segmented to process logical events in different sections.
<b>security event</b>	In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries.
<b>serial genealogy</b>	In PeopleSoft Manufacturing, the ability to track the composition of a specific, serial-controlled item.
<b>serial in production</b>	In PeopleSoft Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record.
<b>session</b>	In PeopleSoft Enterprise Learning Management, a single meeting day of an activity (that is, the period of time between start and finish times within a day). The session stores the specific date, location, meeting time, and instructor. Sessions are used for scheduled training.
<b>session template</b>	In PeopleSoft Enterprise Learning Management, enables you to set up common activity characteristics that may be reused while scheduling a PeopleSoft Enterprise Learning Management activity—characteristics such as days of the week, start and end times, facility and room assignments, instructors, and equipment. A session pattern template can be attached to an activity that is being scheduled. Attaching a template to an activity causes all of the default template information to populate the activity session pattern.
<b>setup relationship</b>	In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node.
<b>share driver expression</b>	In PeopleSoft Business Planning, a named planning method similar to a driver expression, but which you can set up globally for shared use within a single planning application or to be shared between multiple planning applications through PeopleSoft Enterprise Warehouse.
<b>single signon</b>	With single signon, users can, after being authenticated by a PeopleSoft application server, access a second PeopleSoft application server without entering a user ID or password.
<b>source transaction</b>	In commitment control, any transaction generated in a PeopleSoft or third-party application that is integrated with commitment control and which can be checked against commitment control budgets. For example, a pre-encumbrance, encumbrance, expenditure, recognized revenue, or collected revenue transaction.
<b>SpeedChart</b>	A user-defined shorthand key that designates several ChartKeys to be used for voucher entry. Percentages can optionally be related to each ChartKey in a SpeedChart definition.
<b>SpeedType</b>	A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together.
<b>staging</b>	A method of consolidating selected partner offerings with the offerings from the enterprise's other partners.

<b>statutory account</b>	Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft, this is equivalent to the Alternate Account (ALTACCT) ChartField.
<b>step</b>	In PeopleSoft Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run.
<b>storage level</b>	In PeopleSoft Inventory, identifies the level of a material storage location. Material storage locations are made up of a business unit, a storage area, and a storage level. You can set up to four storage levels.
<b>subcustomer qualifier</b>	A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles.
<b>Summary ChartField</b>	You use summary ChartFields to create summary ledgers that roll up detail amounts based on specific detail values or on selected tree nodes. When detail values are summarized using tree nodes, summary ChartFields must be used in the summary ledger data record to accommodate the maximum length of a node name (20 characters).
<b>summary ledger</b>	An accounting feature used primarily in allocations, inquiries, and PS/nVision reporting to store combined account balances from detail ledgers. Summary ledgers increase speed and efficiency of reporting by eliminating the need to summarize detail ledger balances each time a report is requested. Instead, detail balances are summarized in a background process according to user-specified criteria and stored on summary ledgers. The summary ledgers are then accessed directly for reporting.
<b>summary time period</b>	In PeopleSoft Business Planning, any time period (other than a base time period) that is an aggregate of other time periods, including other summary time periods and base time periods, such as quarter and year total.
<b>summary tree</b>	A tree used to roll up accounts for each type of report in summary ledgers. Summary trees enable you to define trees on trees. In a summary tree, the detail values are really nodes on a detail tree or another summary tree (known as the <i>basis</i> tree). A summary tree structure specifies the details on which the summary trees are to be built.
<b>syndicate</b>	To distribute a production version of the enterprise catalog to partners.
<b>system function</b>	In PeopleSoft Receivables, an activity that defines how the system generates accounting entries for the general ledger.
<b>TableSet</b>	A means of sharing similar sets of values in control tables, where the actual data values are different but the structure of the tables is the same.
<b>TableSet sharing</b>	Shared data that is stored in many tables that are based on the same TableSets. Tables that use TableSet sharing contain the SETID field as an additional key or unique identifier.
<b>target currency</b>	The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes.
<b>template</b>	A template is HTML code associated with a web page. It defines the layout of the page and also where to get HTML for each part of the page. In PeopleSoft, you use templates to build a page by combining HTML from a number of sources. For a PeopleSoft portal, all templates must be registered in the portal registry, and each content reference must be assigned a template.
<b>territory</b>	In PeopleSoft Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants.
<b>TimeSpan</b>	A relative period, such as year-to-date or current period, that can be used in various PeopleSoft General Ledger functions and reports when a rolling time frame, rather

	than a specific date, is required. TimeSpans can also be used with flexible formulas in PeopleSoft Projects.
<b>trace usage</b>	In PeopleSoft Manufacturing, enables the control of which components will be traced during the manufacturing process. Serial- and lot-controlled components can be traced. This is maintained in the Item Master record.
<b>transaction allocation</b>	In PeopleSoft Enterprise Incentive Management, the process of identifying the owner of a transaction. When a raw transaction from a batch is allocated to a plan context, the transaction is duplicated in the PeopleSoft Enterprise Incentive Management transaction tables.
<b>transaction state</b>	In PeopleSoft Enterprise Incentive Management, a value assigned by an incentive rule to a transaction. Transaction states enable sections to process only transactions that are at a specific stage in system processing. After being successfully processed, transactions may be promoted to the next transaction state and “picked up” by a different section for further processing.
<b>Translate table</b>	A system edit table that stores codes and translate values for the miscellaneous fields in the database that do not warrant individual edit tables of their own.
<b>tree</b>	The graphical hierarchy in PeopleSoft systems that displays the relationship between all accounting units (for example, corporate divisions, projects, reporting groups, account numbers) and determines roll-up hierarchies.
<b>unclaimed transaction</b>	In PeopleSoft Enterprise Incentive Management, a transaction that is not claimed by a node or participant after the allocation process has completed, usually due to missing or incomplete data. Unclaimed transactions may be manually assigned to the appropriate node or participant by a compensation administrator.
<b>universal navigation header</b>	Every PeopleSoft portal includes the universal navigation header, intended to appear at the top of every page as long as the user is signed on to the portal. In addition to providing access to the standard navigation buttons (like Home, Favorites, and signoff) the universal navigation header can also display a welcome message for each user.
<b>user interaction object</b>	In PeopleSoft Sales Incentive Management, used to define the reporting components and reports that a participant can access in his or her context. All Sales Incentive Management user interface objects and reports are registered as user interaction objects. User interaction objects can be linked to a compensation structure node through a compensation relationship object (individually or as groups).
<b>variable</b>	In PeopleSoft Sales Incentive Management, the intermediate results of calculations. Variables hold the calculation results and are then inputs to other calculations. Variables can be plan variables that persist beyond the run of an engine or local variables that exist only during the processing of a section.
<b>VAT exception</b>	Abbreviation for <i>value-added tax exception</i> . A temporary or permanent exemption from paying VAT that is granted to an organization. This terms refers to both VAT exoneration and VAT suspension.
<b>VAT exempt</b>	Abbreviation for <i>value-added tax exempt</i> . Describes goods and services that are not subject to VAT. Organizations that supply exempt goods or services are unable to recover the related input VAT. This is also referred to as exempt without recovery.
<b>VAT exoneration</b>	Abbreviation for <i>value-added tax exoneration</i> . An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
<b>VAT suspension</b>	Abbreviation for <i>value-added tax suspension</i> . An organization that has been granted a temporary exemption from paying VAT.
<b>warehouse</b>	A PeopleSoft data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions.

<b>work order</b>	In PeopleSoft Services Procurement, enables an enterprise to create resource-based and deliverable-based transactions that specify the basic terms and conditions for hiring a specific service provider. When a service provider is hired, the service provider logs time or progress against the work order.
<b>worksheet</b>	A way of presenting data through a PeopleSoft Business Analysis Modeler interface that enables users to do in-depth analysis using pivoting tables, charts, notes, and history information.
<b>worklist</b>	The automated to-do list that PeopleSoft Workflow creates. From the worklist, you can directly access the pages you need to perform the next action, and then return to the worklist for another item.
<b>XML schema</b>	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
<b>yield by operation</b>	In PeopleSoft Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis.
<b>zero-rated VAT</b>	Abbreviation for <i>zero-rated value-added tax</i> . A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery.



# Index

## A

Account Balance Detail page  
  usage 26  
  viewing open item balance detail 27

Account Balance page  
  reviewing summary, activity, and aging information 26  
  usage 26

account information  
  reviewing summary, activity, and aging information 26  
  viewing 25  
  viewing open item balance detail 27

additional documentation viii

aging information  
  reviewing 26

application fundamentals vii

## B

Balance Detail - Item Search page  
  searching for items 30  
  usage 29

Balance Detail page  
  reviewing and paying items 30  
  usage 29

balance details  
  reviewing and paying items 30  
  searching for items 30  
  viewing 29

Bill Line Discount and Surcharge Details page  
  reviewing discounts and surcharges 15  
  usage 11

Bill Line Tax Details page  
  reviewing tax details 15  
  usage 11

Bill Search page  
  usage 11

bills  
  emailing invoice copies 16  
  paying 18  
  reviewing attached invoice details 16  
  reviewing bill line details 14  
  reviewing discounts and surcharges 15  
  reviewing invoice details 13

reviewing nonconsolidated invoiced 11  
reviewing recent consolidated 16  
reviewing tax details 15  
searching for nonconsolidated 12  
viewing 10  
viewing consolidated 16  
viewing item activity and credit card payments 14

Bills - Bill Line Details page  
  reviewing bill line details 14  
  usage 11

Bills - Bill List page  
  reviewing nonconsolidated invoiced bills 11  
  usage 11

Bills - Bill Search page  
  searching for nonconsolidated 12

Bills - Bill Summary page 11  
  reviewing invoice details 13

Bills - Item Activity page  
  usage 11  
  viewing item activity and credit card payments 14

Bills - Shipping Address page  
  usage 11

## C

comments, submitting xi  
common elements xi  
consolidated bills  
  reviewing 16  
  reviewing attached invoice details 16  
  viewing 16

Consolidated Bills - Bill List page  
  reviewing recent bills 16  
  usage 16

Consolidated Bills - Consolidated Bill Summary page  
  reviewing attached invoice details 16  
  usage 16

consolidated invoices  
  reviewing 16  
  reviewing attached invoice details 16  
  viewing 16

Consolidated Publications Incorporated (CPI) viii  
contact information xi  
Contact Us Notes - Notes Search page  
  searching for conversations 32  
  usage 31  
Contact Us Notes Detail page  
  reviewing and responding to customer notes 32  
  usage 31  
Contact Us Notes page  
  usage 31  
  viewing conversation notes 31  
Contact Us page  
  creating and submitting conversations 31  
  usage 31  
conversations  
  creating and submitting 31  
  overview 30  
  reviewing and responding to 32  
  searching for 32  
  viewing notes 31  
country-specific documentation x  
credit cards  
  entering data 22  
  entering payment information for 22  
  reviewing successful authorizations 24  
  reviewing transaction results 24  
  reviewing unsuccessful authorizations 24  
  verification fields 23  
  verifying payment 23  
  viewing payments in progress 14  
cross-references x  
currency options  
  selecting 9  
Customer Connection web site viii  
customer notes  
  reviewing and responding 32  
  viewing conversation notes 31  
Customer Selection page  
  selecting customers 10  
  usage 8  
customers  
  conversing with 30  
  creating and submitting conversations 31  
  selecting 10

## D

defaults  
  modifying preferences 8  
deferred processing xiii  
direct debit payments  
  reviewing payment information 25  
discounts and surcharges  
  reviewing 15  
documentation  
  country-specific x  
  printed viii  
  related viii  
  updates viii

## E

Email me an Invoice Copy page  
  emailing invoice copies 16  
  usage 11

## F

fields  
  commonly used in eBill Payment PeopleBook xiv

## G

glossary 35

## H

home page  
  accessing 6  
  using 6

## I

implementation 1  
  preparing 3  
invoices  
  emailing copies 16  
  paying 18  
  reviewing attached invoice details 16  
  reviewing bill line details 14  
  reviewing details 13  
  reviewing discounts and surcharges 15  
  reviewing nonconsolidated invoiced 11  
  reviewing tax details 15  
  searching for nonconsolidated 12  
  viewing 10  
  viewing consolidated 16  
items

reviewing and paying in PeopleSoft  
 Receivables 30  
 viewing activity 14

**M**

Make Payment – Direct Debit Payment  
 Verification page  
 usage 19

Make Payment - Credit Card Payment page  
 entering credit card payment  
 information 22  
 usage 19

Make Payment - Credit Card Payment  
 Process Results page  
 reviewing credit card transaction  
 results 24  
 usage 19

Make Payment - Credit Card Payment  
 Verification page  
 usage 19  
 verifying credit card payments 23

Make Payment - Direct Debit Payment  
 Confirmation page  
 usage 19

Make Payment - Direct Debit Verification  
 page  
 reviewing direct debit information 25

Make Payment - Payment Amount Detail  
 page 19  
 reviewing amount details 21

Make Payment page  
 initiating the payment process 21  
 usage 19

Most Recent Bills pagelet 34

Most Recent Consolidated Bills  
 pagelet 34

My Preferences page  
 modifying default preferences 8  
 usage 8

**N**

notes x

**O**

open items  
 viewing balance details 27

**P**

pagelets

controlling security 33

Most Recent Bills 34

Most Recent Consolidated Bills 34

understanding 33

viewing 34

payment cart  
 displaying contents 19

Payment Cart page  
 displaying the contents of the payment  
 cart 19  
 usage 19

payment history  
 viewing 27  
 viewing detail information 28  
 viewing item details 29

Payment History - Item Detail page  
 usage 28  
 viewing item details 29

Payment History - Payment Detail page  
 usage 28  
 viewing detail information 28

Payment History page  
 reviewing payment history 28  
 usage 28

Payment History Search page  
 usage 28

payment options  
 searching 9

payments  
 displaying the contents of the payment  
 cart 19

entering credit card payment  
 information 22

initiating the process 21

making 18

reviewing amount details 21

reviewing credit card transaction  
 results 24

reviewing direct debit information 25

understanding the process 18

verifying credit card payments 23

PeopleBooks  
 ordering viii  
 related to PeopleSoft eBill Payment xiii

PeopleCode, typographical  
 conventions ix

PeopleSoft application fundamentals vii

PeopleSoft Application Fundamentals xiii

PeopleSoft eBill Payment  
 business processes 1

- configuring styles 4
- implementation steps 1
- implementing 2
- integrations 1
- preface xiii
- preparing to implement 3
- related PeopleBooks xiii
- setting up 3
- transactions 5
- understanding pagelets 33
- using application fundamentals xiii
- PeopleSoft Receivables**
  - reviewing and paying items 30
- preferences**
  - modifying defaults 8
  - selecting 7
- prerequisites** vii
- printed documentation** viii
- Profile - Billing Address Detail page**
  - modifying the user profile 10
  - usage 8
- Profile - Billing Address page**
  - modifying the user profile 10
  - usage 8
- Profile - Billing Credit Card Information page**
  - modifying the user profile 10
  - usage 8
- Profile - Contact Information page**
  - modifying the user profile 10
  - usage 8
- Profile - Credit Card Address page**
  - modifying the user profile 10
  - usage 8

## R

- recent activity**
  - reviewing 26
- related documentation** viii
- roles, functional**
  - and supplier pagelets 32

## S

- security**
  - pagelets 33
  - setting up 3
- self-service application**
  - security 3
  - transacting 5

- understanding transactions 5
- Short Pay Reason page**
  - usage 19
- styles**
  - configuring in PeopleSoft eBill Payment 4
- suggestions, submitting** xi

## T

- taxes**
  - reviewing bill line details 15
- terms** 35
- transactions**
  - accessing 6
  - understanding self-service transactions 5
- typographical conventions** ix

## U

- user profile**
  - modifying 10

## V

- visual cues** x

## W

- warnings** xi