PeopleSoft®

PeopleSoft Working with Customers and Orders 8.8 PeopleBook

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PeopleSoft Working with Customers and Orders 8.8 PeopleBook
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Open Source Disclosure

Contents

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.

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
Bold	Indicates PeopleCode function names, method names, language constructs, and PeopleCode reserved words that must be included literally in the function call.
Italics	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 0, not the letter *O*.
KEY+KEY	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 ALT+W, hold down the ALT key while you press W.
`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)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object. Ampersands also precede all PeopleCode variables.
(ISO)	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. The code for the U.S. federal government is USF; the code for education and government is E&G, and the country codes from the International Standards Organization are used for specific countries. Here is an example: (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.
Cross-references	PeopleBooks provide cross-references either below the heading "See Also" or on a separate line preceded by the word *See.* 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.

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

Common Elements in These PeopleBooks

As of Date — The last date for which a report or process includes data.

Business Unit — 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.

Description — Enter up to 30 characters of text.

Effective Date — 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.

Once, Always, and **Don't Run** — 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.

Report Manager — 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).

Process Monitor	Click to access the Process List page, where you can view the status of submitted process requests.
Run	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.
Request ID	An ID that represents a set of selection criteria for a report or process.
User ID	An ID that represents the person who generates a transaction.
SetID	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.
Short Description	Enter up to 15 characters of text.

See Also

Using PeopleSoft Applications

PeopleSoft Process Scheduler

Preface

This preface discusses:

- 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.

Pages With Deferred Processing

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

Common Elements Used in This PeopleBook

Description	Free-flow text up to 30 characters.
Effective Date	Date on which a table row becomes effective; the date that an action begins. For example, if you want to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages or panels and batch processes that use the information use the current row.
Language or **Language Code**	The language in which you want the field labels and report headings of your reports to print. The field values appear as you enter them. Language also refers to the language spoken by an employee, applicant, or nonemployee.
Process Frequency (group box)	Designates the appropriate frequency in the Process Frequency group box: *Once* executes the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to *Don't Run.* *Always* executes the request every time the batch process runs. *Don't Run* ignores the request when the batch process runs
Process Monitor	This link takes you to the Process List page, where you can view the status of submitted process requests.

Report ID The report identifier.

Report Manager This link takes you to the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list).

Recipient's Select to have a report print in the language defined for the recipient of the report.

Request ID A request identification that represents a set of selection criteria for a report or process.

Run This button takes you to the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.

Run Control ID Each run control you create receives a unique run control ID. When you select a process from a menu, a search dialog box appears, asking for a run control ID. If you're in Add mode, enter a new ID for the run control you're about to define. If you're in Update/Display mode, enter an existing run control ID or press Enter and select from the list of available run control IDs.

Short Description Free-flow text up to 15 characters.

Specified Select to have a report print in the language that you specify in the Language field.

Status Your options in this field are *Active* or *Inactive.* By linking status and effective date, you can retain historical information and plan future implementation. For auditing purposes, PeopleSoft encourages inactivating data that is no longer in use instead of deleting it.

User ID The system identifier for the individual who generates a transaction.

CHAPTER 1

Getting Started with Customers and Orders

In this section, we discuss PeopleSoft Customers and Orders features and implementation.

PeopleSoft Customers and Orders Overview

These features are described in detail in the *PeopleSoft Working with Customers and Orders PeopleBook*:

- Maintaining general customer information.
- Maintaining additional customer information.
- Importing customers.
- Maintaining contacts.
- Processing credit cards.
- Managing conversations.
- Setting up products.
- Updating list prices.
- Managing returned material.

PeopleSoft Customers and Orders Implementation

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

PeopleSoft Customers and Orders also provides component interfaces to help you load data from your existing system into PeopleSoft Customers and Orders tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables during implementation.

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

Component	Component Interface	Reference
Customers	CUSTOMER_BILLTO_CI, CUSTOMER_MAIN_CI, CUSTOMER_MISC_CI, CUSTOMER_SHIPTO_CI, CUSTOMER_SOLDTO_CI	See Chapter 2, "Maintaining General Customer Information," page 5.
Member	MEMBER_PERSON1_CI	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel, page 69.
Member Type	MEMBER_TYPE_TBL_CI	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel, page 69.
Standard Notes	STANDARD_NOTE	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Standard Notes, page 69.
Support Team Members	TEAM_MEMBER_TABLE_CI	See Chapter 3, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel, page 69.
Customer Groups	CUSTOMER_GROUP	See Chapter 3, "Maintaining Additional Customer Information," Establishing Customer Group Tables, page 68.
Contact Information	CONTACT_INFO	See Chapter 5, "Maintaining Contacts," Setting Up Contacts, page 142.
Product Alternates	PROD_ALT_CI	See Chapter 8, "Setting Up Products," Establishing Additional Product Attributes, page 198.
Product Category	PROD_CATEGORY_CI	See Chapter 8, "Setting Up Products," Establishing Additional Product Attributes, page 198.
Product Definition	PROD_DEFN_CI	See Chapter 8, "Setting Up Products," Establishing Additional Product Attributes, page 198.
Product Group Table	PROD_GROUP_CI	See Chapter 8, "Setting Up Products," Setting up the Product Group Table, page 188.
Product Groups	PROD_GROUP_TBL_CI	See Chapter 8, "Setting Up Products," Establishing Additional Product Attributes, page 198.

Component	Component Interface	Reference
Product Messages	PROD_MSG_CI	See Chapter 8, “Setting Up Products,” Establishing Additional Product Attributes, page 198.
Product Notes	PROD_NOTE_CI	See Chapter 8, “Setting Up Products,” Establishing Additional Product Attributes, page 198.
Product Specifications	PROD_SPECS_CI	See Chapter 8, “Setting Up Products,” Establishing Additional Product Attributes, page 198.
Product Unit of Measure	PROD_UOM_CI	See Chapter 8, “Setting Up Products,” Establishing Additional Product Attributes, page 198.
Product Kit Components	PROD_KIT_COMPS_CI	See Chapter 8, “Setting Up Products,” Defining Product Kits, page 209.

Other Sources of Information

In the planning phase of your 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 8.8 for Financials, Supply Chain and Enterprise Services Automation PeopleBook,*with information about where to find the most current version of each.

See Also

PeopleSoft 8.8 Application Fundamentals for Financial Management Solutions, Enterprise Service Automation, and Supply Chain Management PeopleBook, “PeopleSoft Application Fundamentals PeopleBook Preface”

PeopleSoft Setup Manager

PeopleSoft Component Interfaces

CHAPTER 2

Maintaining General Customer Information

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

- Copy customer attributes.
- Add general customer information.
- Create user-defined customer fields.

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

See Also

Chapter 3, "Maintaining Additional Customer Information," Using Quick Customer Create, page 72

Understanding the Primary Customer Roles

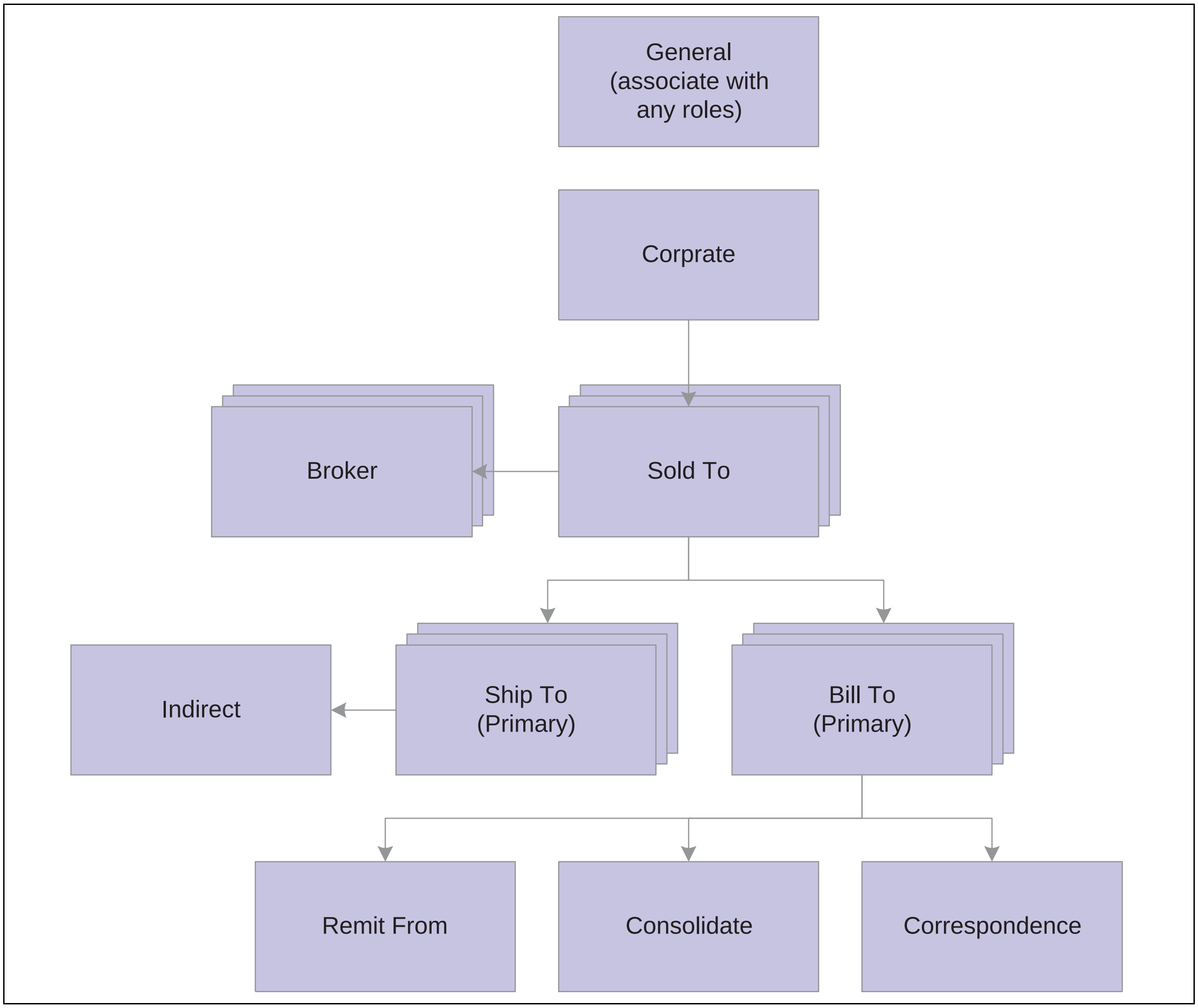
Customer roles determine the functional use of the customer ID . Customer information is associated with specific customer roles. You can use the customer General Information component to maintain information that applies to multiple customer roles and to select those roles. You can use the pages with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

PeopleSoft Order Management shares the customer master file with:

- PeopleSoft Billing.
- PeopleSoft Contracts Administration.
- PeopleSoft Inventory.
- PeopleSoft Receivables.
- PeopleSoft Grants Administration.
- PeopleSoft PayBill Management.

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

This diagram illustrates the various customer roles:



Customer roles

This section discusses:

- Corporate customers.
- Sold to customers.
- Ship to customers.
- Bill to customers.

Corporate Customers

PeopleSoft Receivables supports two types of corporate customer structures:

- A related customer structure, which you define on the General Information or Corporate Customer page and which the maintenance and payment worksheets use.
- A multilevel hierarchy structure, which you define with the Tree Manager and use for specialized inquiry purposes.

Note. PeopleSoft Order Management uses the related customer structure.

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

- Local offices
- Regional headquarters
- Corporate headquarters

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

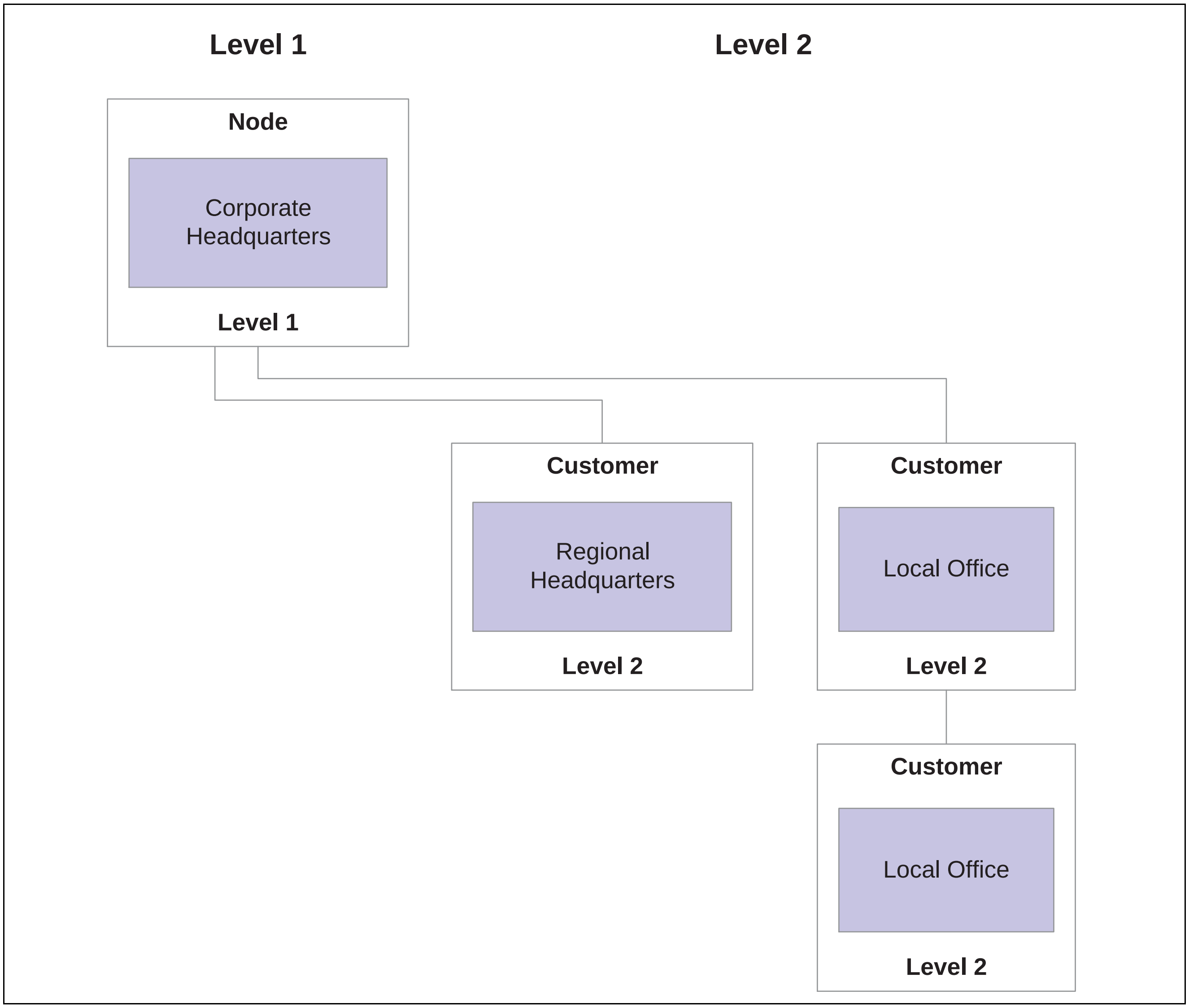
The Related Customer Structure

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

To create a related structure with two levels:

1. Add each local office as a customer.
2. Add each regional headquarters as a customer.
3. Add the corporate headquarters as a customer.

Level 2 customers all point to the corporate headquarters as the level 1 corporate customer, as this diagram illustrates:

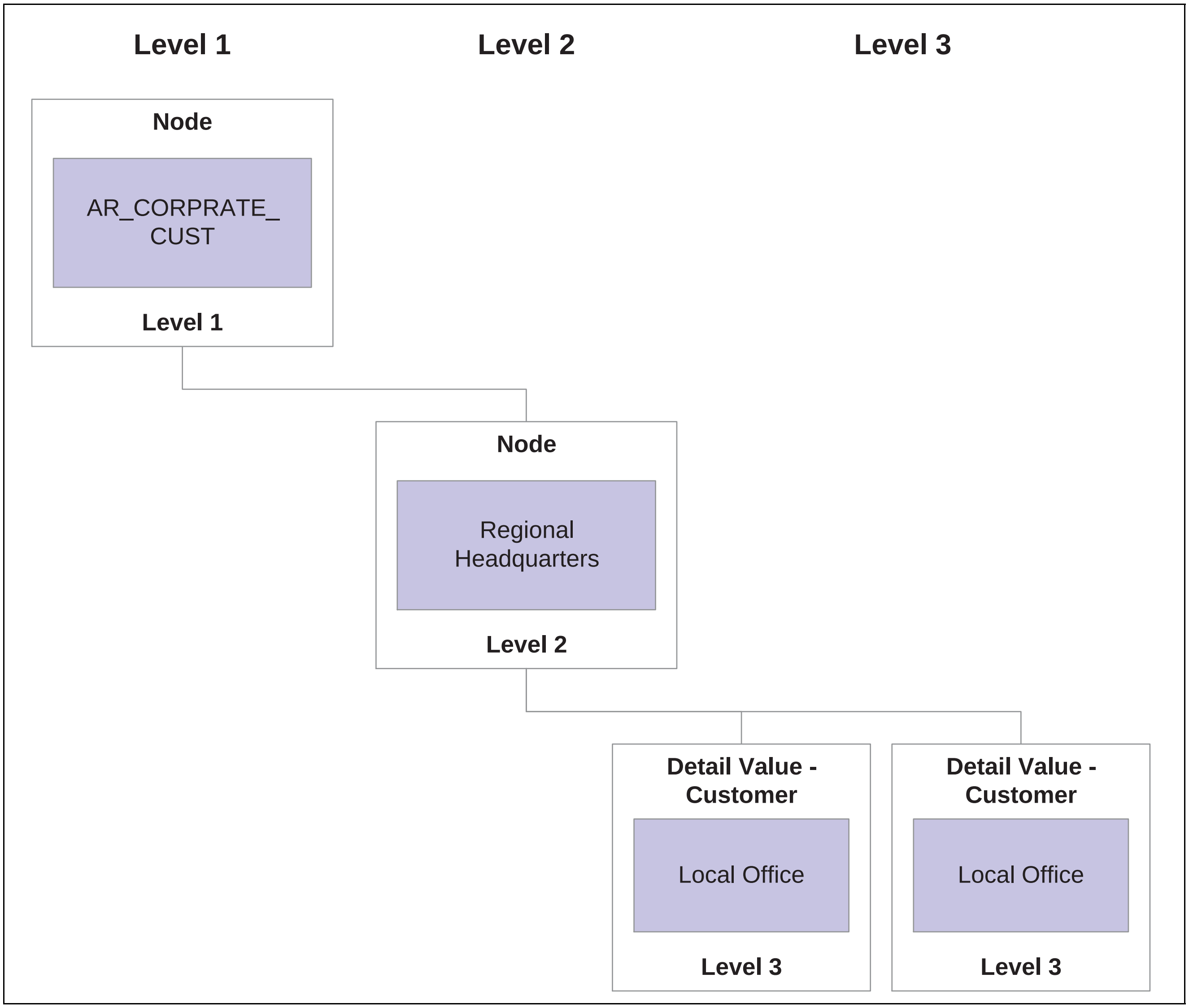


Related customer structure with two levels

The Multilevel Hierarchy Structure

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

In the tree structure, the local offices are detail values (level 3 customers only), and the regional (level 2) and corporate headquarters (level 1) groupings are nodes that are used to organize detail values into corporate groups, as this diagram illustrates:



Multilevel hierarchy structure with three levels defined in Tree Manager

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

See Also

Chapter 3, "Maintaining Additional Customer Information," Setting Up Tree-Based Corporate Customers, page 95

Sold To Customers

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

- Enter order parameters, such as restocking fees and product substitutions.
- Define unique product catalogs for each sold to customer.
- Maintain a sold to customer's designations for your products as product aliases.

- Elect to enter quotes and orders using either set of product identifiers.
- Associate multiple bill to and ship to customers with a single sold to customer.
- Associate multiple sold to customers with a single corporate customer.
- Associate multiple broker customers with a single sold to customer.
- Define pricing options.
- Assign shipping container and carton label formats.

Ship To Customers

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

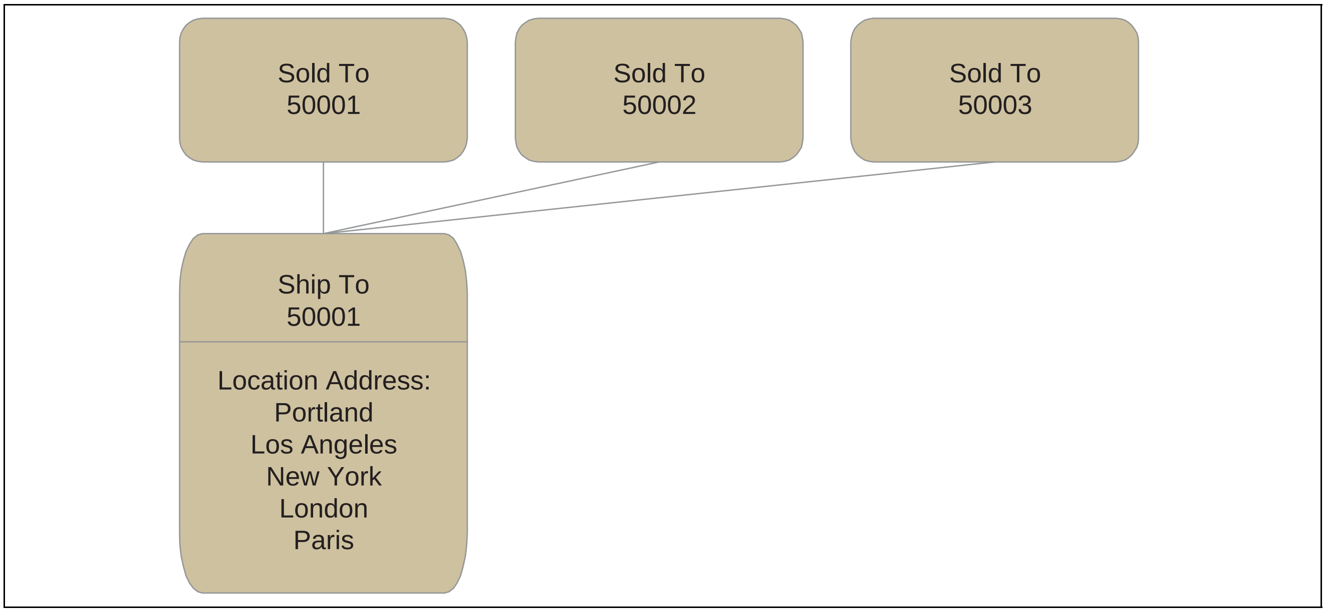
- Define shipping options and container label formats.
- Define just-in-time parameters and demand fulfillment options.
- Associated multiple indirect customers to a single ship to customer.
- Assign multiple carrier accounts to a single ship to customer.
- Define exception delivery dates for the ship to customer.
- Associate multiple ship to customers with a single sold to customer.
- Associate a single ship to customer with multiple sold to customers.

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

The Sold To and Ship To Customer Relationship

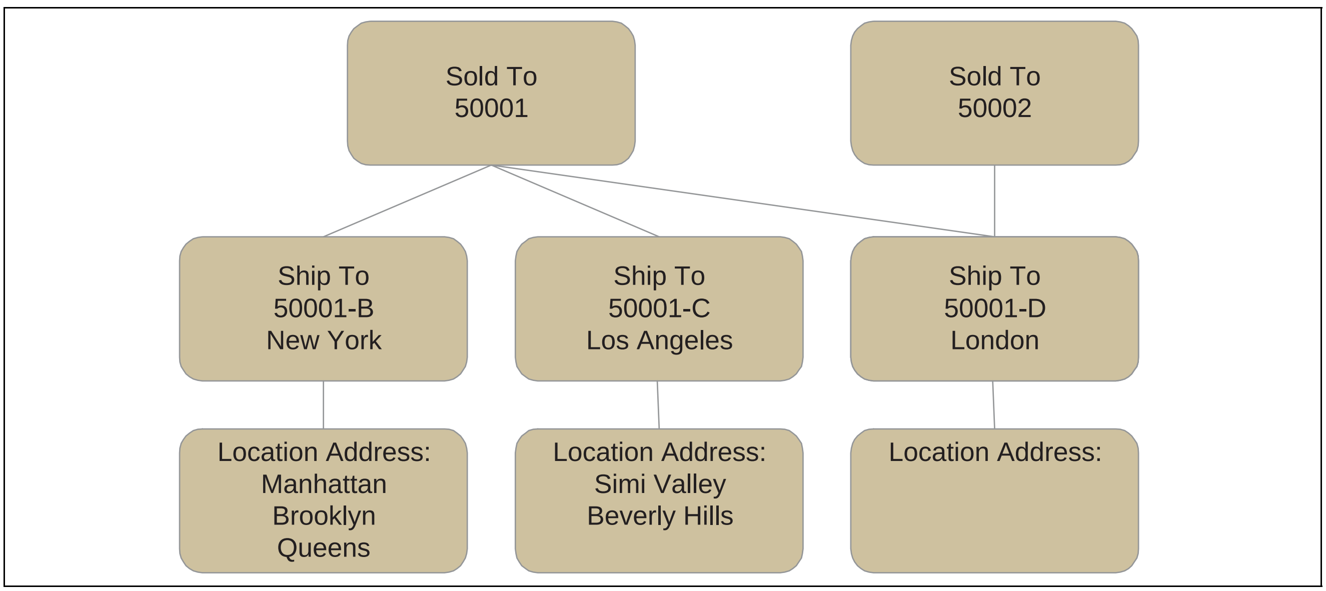
To apply the correct processing criteria to sold to and ship to customers, you must correctly assign either separate customer IDs or location addresses to customers.

In this diagram, all of the ship to addresses (location addresses) for ship to customer 50001 have the same processing options—only the addresses vary. A single ship to customer is associated with multiple sold to customers.



One processing option for multiple ship to addresses

To establish different processing criteria for each address for the ship to customer, assign the addresses to different customer IDs. Each ID can have multiple location addresses that share the same processing options, as this diagram illustrates:



Multiple processing options for multiple ship to addresses and locations

Bill To Customers

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

- Assign roles for billing and accounts receivables specialists, collections, and credit analysis.
- Select whether to use Direct Invoicing and other billing options

- Determine how to consolidate billing data.
- Select purchasing options such as whether to require a blanket PO.
- Choose interunit billing.
- Select payment options and payment terms.
- If using PeopleSoft Receivables, select write-off options.

Copying Customer Attributes

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

Record: CUSTOMER, Copy View: CUSTCPY_VW

Page	Field Name	Technical Field Name
CUST_ADDRESS	Bill To Customer	BILL_TO_FLG
	Ship To Customer	SHIP_TO_FLG
	Sold To Customer	SOLD_TO_FLG
CUST_BILLTO_SELECT	Bill To Customer	BILL_TO_FLG
	Consolidation Business Unit	CONSOL_BUS_UNIT
	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
CUST_CORP_SELECT	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
	Remit From Customer	REMIT_FROM_CUST_ID

Page	Field Name	Technical Field Name
	SetID	REMIT_FROM_SETID
CUST_CREDIT_PRFL1	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
CUST_CRSPD_OPT1	Address Sequence Number	ADDRESS_SEQ_NUM
CUST_CRSPD_SELECT	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
CUST_GENERAL1	Bill To Customer	BILL_TO_FLG
	Broker	BROKER_FLG
	Consolidation Business Unit	CONSOL_BUS_UNIT
	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
	Customer Agency Location Code	CUSTOMER_ALC
	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
	Customer Type	CUSTOMER_TYPE
	Customer Level	CUST_LEVEL
	Grants Management	GRANTS_SPONSOR_FLG

Page	Field Name	Technical Field Name
	Indirect Customer	INDIRECT_CUST_FLG
	IPAC Interface (Federal Intergovernmental Payment and Collection interface)	IPAC_INTERFACE
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID
	SetID	SETID
	Ship To Customer	SHIP_TO_FLG
	Sold To Customer	SOLD_TO_FLG
	Trading Partner	TRADING_PARTNER and
	Federal Indicator	FEDERAL_INDICATOR
CUST_GENERAL2	SetID	SETID
	Vendor ID	VENDOR_ID
	Vendor Set ID	VENDOR_SETID
CUST_GENERAL_MISC	Currency Code	CURRENCY_CD
	Exchange Rate Type	CUR_RT_TYPE
	Stock Symbol	STOCK_SYMBOL
	Website URL	WEB_URL
CUST_GROUP_INFO	SetID	SETID
CUST_MESSAGES	Hold Update Switch	HOLD_UPDATE_SW
CUST_REMIT_SELECT	Corporate Customer	CORPORATE_CUST_ID

Page	Field Name	Technical Field Name
	SetID	CORPORATE_SETID
	Correspondence Customer	CRSPD_CUST_ID
	SetID	CRSPD_SETID
CUST_SHIPTO_EXCPT	SetID	SETID
CUST_SHIPTO_SELECT	Indirect Customer	INDIRECT_CUST_FLG
	Ship To Customer	SHIP_TO_FLG
CUST_SOLDTO_SELECT	Broker	BROKER_FLG
	Sold To Customer	SOLD_TO_FLG
CUST_SUBCUST_INFO	SubCustomer 1	SUBCUST_QUAL1
	SubCustomer 2	SUBCUST_QUAL2
	SubCustomer	SUBCUST_USE
GM_SPNSR	CFDA Number	CFDA_NBR
	Cost of Living Increase Pct (cost of living increase percentage)	COST_LIV_INCR_PCT
	Sponsor Base	FA_SPNSR_BASE_ID
	Foreign	FOREIGN_FLAG
	Federal	GM_FEDERAL_FLAG
	Letter of Credit Sponsor	GM_LOC_SPONSOR_ID
	Letter of Credit	LOC_INDICATOR
	Reports To Sponsor	REPORTS_TO_SPONSOR

Page	Field Name	Technical Field Name
	SetID	SETID
	Level	SPNSR_LEVEL
	Program Type	SPNSR_PROGRAM
	Sponsor Type	SPNSR_TYPE
	US Flag Carrier Required	US_FLAG_CARRIER
GM_SP_ATTRIB	SetID	SETID

Record: CUST_OPTION, Copy View: CUSTCPY_BILLO_V

Page	Field Name	Technical Field Name
CUST_BILL4	Maximum Write-off Amount	MAX_WRITE_OFF_AMT
	Maximum Days Till Write-off	MAX_WRITE_OFF_DAYS
	Maximum Write-off Percent	MAX_WRITE_OFF_PCT
	Status as of Effective Date	EFF_STATUS
CUST_BILLTO_OPT	AR Specialist (accounts receivable specialist)	AR_SPECIALIST
	Billing Authority	BILLING_AUTHORITY
	Billing Specialist	BILLING_SPECIALIST
	Bill By Identifier	BILL_BY_ID
	Billing Cycle Identifier	BILL_CYCLE_ID
	Bill Inquiry Phone	BILL_INQUIRY_PHONE
	Bill Type Identifier	BILL_TYPE_ID

Page	Field Name	Technical Field Name
	Prompt for Billing Currency	BI_PROMPT_CURR
	General Ledger Unit	BUSINESS_UNIT_GL
	Collector	COLLECTOR
	Consolidation Customer ID	CONSOL_CUST_ID
	Invoice Consolidation Key	CONSOL_KEY
	Consolidation Customer SetID	CONSOL_SETID
	Credit Analyst	CR_ANALYST
	Customer PO (customer purchase order)	CUSTOMER_PO
	Direct Invoicing	DIRECT_INVOICING
	AR Distribution Code (accounts receivable distribution code)	DST_ID_AR
	Status as of Effective Date	EFF_STATUS
	End Date	END_DATE
	Freight Bill Type	FREIGHT_BILL_TYPE
	InterUnit	INTERUNIT_FLG
	Invoice Form	INVOICE_FORM_ID
	Purchase Order Required	PO_REQUIRED
	Start Date for Gen Standing PO (start date for general standing purchase order)	START_DATE
CUST_BILLTO_PAYMNT	Direct Debit Group	DD_GROUP

Page	Field Name	Technical Field Name
	Direct Debit Profile ID	DD_PROFILE_ID
	Draft Approval	DRAFT_APPROVAL
	Draft Document Required	DRAFT_DOC
	Draft Type	DRAFT_TYPE
	Status as of Effective Date	EFF_STATUS
	Discount Grace Days	GRACE_DISC_DAYS
	Due Grace Days	GRACE_DUE_DAYS
	MICR ID (magnetic ink character recognition ID)	MICR_ID
	Partial Payment Switch	PARTIAL_PY_SW
	Payment Method	PAYMENT_METHOD
	Payment Predictor Hold	PP_HOLD
	Payment Predictor Method	PP_METHOD
	Payment Terms ID	PYMNT_TERMS_CD
	Reference Qualifier Code	REF_QUALIFIER_CODE

Record: CUST_BILLTO, Copy View: CUSTCPY_BILL2_V

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

Record: CUST_CREDIT, Copy View: CUSTCPY_CRED_VW

Page	Field Name	Technical Field Name
CUST_CREDIT_PRFL1	Credit Class	CREDIT_CLASS
	Currency Code	CURRENCY_CD
	Risk Code	RISK_CODE
	Rate Type	RT_TYPE
CUST_CREDIT_PRFL2	Aging Category	AGING_CATEGORY
	1099-c Reporting	AR_1099C
	Aging ID	AGING_ID
	Backlog Days	BACKLOG_DAYS
	% Over Limit (percent over limit)	CORPCR_PCT_OVR
	Credit Check	CREDIT_CHECK
	Credit Limit	CR_LIMIT
	Corporate Credit Limit	CR_LIMIT_CORP
	Corporate Credit Limit Date	CR_LIMIT_CORP_DT
	Credit Limit Date	CR_LIMIT_DT
	Limit Range % (limit range percentage)	CR_LIMIT_RANGE
	Credit Limit Review Date	CR_LIMIT_REV_DT
	Corporate Limit Range %	CR_LIM_CORP_RANGE
	Currency Code	CURRENCY_CD

Page	Field Name	Technical Field Name
	% Over Limit	CUSTCR_PCT_OVR
	Maximum Order Amount	MAX_ORDER_AMT

Record: PROD_CUST_ALIAS, Copy View: CUSTCPY_ALIAS_V

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

Record: PRODCTLG_CUST, Copy View: CUSTCPY_PRDCT_V

Page	Field Name	Technical Name
CUST_SOLD_PRODCTLG	Catalog Number	CATALOG_NBR

Record: CUST_SHIPTO, Copy View: CUSTCPY_SHIP2_V

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Ship To Customer	SHIP_TO_CUST_ID
	Sldto Priority Nbr	SLDTO_PRIORITY_NBR

Record: CUST_SHEX_BLK, Copy View: CUSTCPY_SHEXB_V

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

Record: CUST_SHEX_DT, Copy View: CUSTCPY_SHEXD_V

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

Record: CUST_SHIPTO_OPT, Copy View: CUSTCPY_SHIPO_V

Page	Field Name	Technical Field Name
CUST_SHIPTO_OPT1	Allow Overpick	ALLOW_OVERPICK_FLG
	Cancel Backorder	BCKORDR_CNCL_FLAG
	Distribution Network Code	DS_NETWORK_CODE
	Status as of Effective Date	EFF_STATUS
	Carton Label Format ID	LABEL_FORMAT_ID2
	Ship Container Label Format ID	LABEL_FORMAT_ID3
	Language Code	LANGUAGE_CD
	Max Picking Tolerance (maximum picking tolerance)	MAX_PICK_TOLERANCE
	Number of Days Early	SHIP_EARLY_DAYS
	Days Allowed After Request Dt (days allowed after request date)	SHIP_LATE_DAYS
	Partial Schedules	SHIP_PARTIAL_FLAG
	Partial Order	SHIP_PARTIAL_ORD
	Ship Prior to Request Date	SHIP_PRIOR_FLAG

Page	Field Name	Technical Field Name
	Single Ship Flag	SINGLE_SHIP_FLAG
	Store Number	STORE_NUMBER
CUST_SHIPTO_OPT2	Automated Exporter Rptg Prgm	AERP
	Carrier ID	CARRIER_ID
	Export Carrier ID	CARRIER_ID_EXP
	Canadian Customs Invoice	CCI_REQ_EXP
	Certificate of Origin	COO_REQ_EXP
	Status as of Effective Date	EFF_STATUS
	Flag Orders for Export	EXPORT_ORDER_FLG
	Freight Terms Code	FREIGHT_TERMS
	Export Freight Terms Code	FREIGHT_TERMS_EXP
	Insurance Required	INSURANCE_REQD
	Military End User Flag	MILITARY_FLG
	North American Free Trade Agmt (North American Free Trade Agreement)	NAFTA_REQ_EXP
	Shippers Export Declaration	SED_REQ_EXP
	Export Shipping Priority	SHIP_PRIORITY_EXP
	Shipping Priority Code	SHIP_PRIORITY_ID
	Ship Via Code	SHIP_TYPE_ID
	Export Shipping Method	SHIP_TYPE_ID_EXP

Record: CUST_SOLDTO_OPT, Copy View: CUSTCPY_SOLDO_V

Page	Field Name	Technical Field Name
CUST_SOLDTO_OPT	Status as of Effective Date	EFF_STATUS
	Freight Charge Method	FRT_CHRG_METHOD
	Grace Pricing Discount Days	GRACE_PRICE_DAYS
	Carton Label Format ID	LABEL_FORMAT_ID2
	Ship Container Label Format ID	LABEL_FORMAT_ID3
	Weight and Volume	LOAD_PRICE_RULE
	Exclusive Pricing ID	PRICE_PROGRAM
	Arbitration Plan	EOEP_ARB_ID
	Product Source	PROD_ID_SRC
	Allow Product Substitutions	PROD_SUBSTITUTE
	Restocking Fee	RESTOCK_FEE_FLAG

Record: CUST_TEAM, Copy View: CUSTCPY_TEAM_VW

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

Record: CUST_SIC_CODES, Copy View: CUSTCPY_SIC_VW

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

Record: CUST_HIERARCHY, Copy View: CUSTCPY_HIER_VW

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

Record: CUST_PM_CHANNEL, Copy View: CUSTCPY_CHNL_VW

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

Record: CUST_BROKER, Copy View: CUSTCPY_BRKR_VW

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

Record: CUST_INDIRECT, Copy View: CUSTCPY_INDR_VW

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

Record: CUST_ADDRESS

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

Page	Field Name	Technical Field Name
CUST_ADDRESS	Eff Date (effective date)	EFFDT
CUST_ADDRESS	Status as of Effective Date	EFF_STATUS
CUST_ADDRESS	Language Code	LANGUAGE_CD
CUST_ADDRESS	Country	COUNTRY
CUST_ADDRESS	Address 1	ADDRESS1
CUST_ADDRESS	Address 2	ADDRESS2
CUST_ADDRESS	Address 3	ADDRESS3
CUST_ADDRESS	Address 4	ADDRESS4
CUST_ADDRESS	City	CITY
CUST_ADDRESS	Number 1	NUM1
CUST_ADDRESS	Number 2	NUM2
CUST_ADDRESS	House Type	HOUSE_TYPE
CUST_ADDRESS	Address Field 1	ADDR_FIELD1
CUST_ADDRESS	Address Field 2	ADDR_FIELD2

Page	Field Name	Technical Field Name
CUST_ADDRESS	Address Field 3	ADDR_FIELD3
CUST_ADDRESS	County	COUNTY
CUST_ADDRESS	State	STATE
CUST_ADDRESS	Postal	POSTAL
CUST_ADDRESS	GeoCode (geographical code)	GEO_CODE
CUST_ADDRESS	In City Limit	IN_CITY_LIMIT

Record: CUST_ADDR_SEQ

Page	Field Name	Technical Field Name
CUST_ADDRESS	Address Sequence Number	ADDRESS_SEQ_NUM
	Bill To Address	BILL_TO_ADDR
	Broker Address	BROKER_ADDR
	Correspondence	CRSPD_TO_ADDR
	Description	DESCR
	Indirect Customer Address	INDIRECT_ADDR
	Ship To Address	SHIP_TO_ADDR
	Sold To Address	SOLD_TO_ADDR

Page Used to Copy Customer Attributes

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

Selecting Customer Information to Copy

Access the Copy Customer page.

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

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

Bill To Options, Ship To Options, Sold To Options, and **Hierarchy** Enter an effective date when you select any of these check boxes.

Bill To Customers and **Ship To Customers** Select to include bill to and ship to customers who are linked with the sold to customer.

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

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

Adding General Customer Information

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

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

The following component interfaces can also be used. The CUSTOMER Component Interface is used with EIP messaging to load specific customer information to setting up a customer. The CUSTOMER_GENERAL Component Interface uses all of the records within the Customer component.

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

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

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

This section discusses how to:

- Add customer names and levels, and assign roles.
- View role designations for bill to customers.
- Enter indirect customer information for ship to customers.
- View and modify additional role designations for sold to customers.
- View customer relationships and customer correspondence groups.
- Select name and address information.
- Tailor Dunning letters, finance charge invoices, and statements.
- View remit from customer details.
- View corporate customer groups.
- Enter optional customer data.
- Set up and review customer credit profiles.
- Enter credit limits and additional credit parameters.
- Access multiple levels of information for customers.
- Assign individual customers to customer groups.
- Set up tax-exempt certificate information.
- Enter customer value-added tax (VAT) information.
- Attach messages to customers.

- Enter customer notes.
- Attach multimedia files to customers.
- Enter additional billing and purchasing options for bill to customers.
- Enter customer payment options and payment terms.
- Define default write-off tolerances for PeopleSoft Receivables.
- Enter delivery and shipping parameters.
- Enter domestic and export shipping options.
- Set up delivery exception dates.
- Enter pricing and product information.
- Select classifications, set up customer hierarchies, assign syndicated data types, and establish channels.
- Specify available catalogs.
- Set up product aliases.
- Enter customer addresses.
- Enter web addresses, stock symbols, currency codes, rate types, and support team codes.
- Enter customer Debt Management Service (DMS) information.
- Enter individual debtor information for DMS.
- Enter individual debtor employment information for DMS.
- Enter debtor bank information for DMS.

See Also

Chapter 3, "Maintaining Additional Customer Information," Using Quick Customer Create, page 72

Integrating Customer Information with Third-Party Applications

Also, you can use the Customer enterprise integration point to publish customer information and interface with other packages that require synchronization of customer data. PeopleSoft supports the customer and customer group message used for inbound and outbound publishing. If you are integrating with PeopleSoft CRM databases, we recommend that you synchronize the customer table by performing a full batch publish to the subscribing system and provide updates to the subscribing system with incremental messages. Customers may be maintained in both PeopleSoft SCM and CRM. When this situation occurs, customer ID auto numbering should be maintained in the SCM database.

The following messages are used to integrate with customers and customer groups:

- Customer (CUSTOMER_FULLSYNC)
- Customer (CUSTOMER_FULLSYNC_EFF)
- Customer (CUSTOMER_SYNC_EFF)
- Customer (CUSTOMER_FULLSYNC_EFF)
- Customer Contact (CONTACT_FULLSYNC)
- Customer Group (CUSTOMER_GROUP_FULL_SYNC)

- Customer Group (CUSTOMER_GROUP_SYNC)
- Customer Group (CUSTOMER_GROUP_FULLSYNC_EFF)
- Customer Group (CUSTOMER_GROUP_SYNC_EFF)

See Also

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, “Managing PeopleSoft Supply Chain Management Integration Points”

PeopleSoft Enterprise Integration PeopleBook, "Establishing Publish Rules Using the Publish Utility"

PeopleSoft Enterprise Integration PeopleBook, “Assigning Batch Publish Rules"

PeopleSoft Enterprise Integration PeopleBook, “Using the Publish Utility”

EIP Catalog: http://www.peoplesoft.com/corp/en/products/technology/oif/index.asp

Pages Used to Add General Customer Information

Page Name	Object Name	Navigation	Usage
General Information - General Info	CUST_GENERAL1	• Customers, Customer Information, General Information, General Info • Grants, Sponsors, Profile, General Info	Add or review customers’ names and level information, and assign associated roles.
Alternate Character Type	CUST_ACNAME1_SEC	Click the Alt Name 1 link on the General Info page.	Enter customer names in alternate characters. This option is available only if you enable alternate character sets for the user on the User Preferences - Overall Preferences page.
General Information - Bill To Selection	CUST_BILLTO_SELECT	Click the Bill To Selection link on the General Info page.	View role designations for bill to customers and associated sold to customers.
General Information - Ship To Selection	CUST_SHIPTO_SELECT	Click the Ship To Selection link on the General Info page.	Enter indirect customer information for ship to customers and view associated sold to customers.
General Information - Sold To Selection	CUST_SOLDTO_SELECT	Click the Sold To Selection link on the General Info page.	View or modify additional role designations for sold to customers. Associate ship to, bill to, and broker customers.
General Information - Correspondence Selection	CUST_CRSPD_SELECT	Click the Correspondence Selection link on the General Info page.	View customer relationships and customer correspondence groups.

Page Name	Object Name	Navigation	Usage
General Information - Correspondence Options 1	CUST_CRSPD_OPT1	Click the Options 1 link on the General Information - Correspondence Selection page.	Select name and address information to use in statement, invoice, and letter headers. You can also override remit to location default values from the business unit.
General Information - Correspondence Options 2	CUST_CRSPD_OPT2	Click the Options 2 link on the General Information - Correspondence Selection page.	Tailor Dunning letters, finance charge invoices, and statements for individual customers.
General Information - Remit From Selection	CUST_REMIT_SELECT	Click the Remit From Selection link on the General Info page.	View remit from customer details and other customer relationships.
General Information - Corporate Customer Selection	CUST_CORP_SELECT	Click the Corporate Selection link on the General Info page.	View corporate customer groups and other customer relationships. Corporate customers act as an umbrella over multiple customers with other role designations. The system maintains credit information for both corporate customers and bill to customers.
General Information - Additional General Info	CUST_GENERAL2	Select *0020 - Additional General Info* in the More field on the General Info page.	Enter optional customer data.
General Information - Vendor Info	CUST_VENDOR_INFO	Click the Vendor Information link on the General Information - Additional General Info page.	View vendor information for the vendor whom you specify on the General Information - Additional General Info page.
General Information - Credit Profile - General	CUST_CREDIT_PRFL1	Click the Go To Credit page link on the Dun and Bradstreet page. Select *0040 - Credit Profile* in the More field on the General Info page.	Set up and review customer credit profiles.
General Information - Credit Profile - Credit Check	CUST_CREDIT_PRFL2	Click the Credit Check link on the General Information - Credit Profile - General page.	Enter credit limits and additional credit parameters for bill to and corporate customers.
General Information - Region Code Info	CUST_REGION_CODE	Select *0050 - Region Code Info* in the More field on the General Info page.	Associate customers with multiple regions for multiple purposes, such as pricing, sales analysis, and transit lead-time calculations.

Page Name	Object Name	Navigation	Usage
General Information - Subcustomer Info	CUST_SUBCUST_INFO	Select *0060 - Subcustomer Info* in the More field on the General Info page.	Access multiple levels of information for customers or summarize activity across your customer base. Use qualifiers to look at aging, customer history, events, business unit profiles, and open items.
General Information - Customer Group Info	CUST_GROUP_INFO	Select *0070 - Customer Group* in the More field on the General Info page.	Assign individual customers to customer groups. Group customers with similar traits and define processing criteria for the entire group instead of individual customers. Customers can share the same account distribution, pricing arbitration plan, pricing structures, reports, sales contracts, transportation lead times, and taxes.
General Information - Tax Exempt Certificate Info	CUST_TAXEXMPT_INFO	Select *0080 - Tax Exempt Certificates* in the More field on the General Info page.	Set up tax-exempt certificate information.
General Information - Customer VAT Info (general information - customer value-added tax information)	CUST_VAT_INFO	Select *0090 - VAT Info* (0090 - value-added-tax information) in the More field on the General Info page.	Enter customer VAT information.
General Information - Messages and General Information - Customer Messages	CUST_MESSAGES	Select *0120 − Messages* in the More field on the General Info page. Order Management, Quotes and Orders, Review Customer Information, Messages, Customer Messages Customers, Review Customer Information, Messages, Customer Messages	Associate messages with customers to communicate timely news and process the action associated with the message.

Page Name	Object Name	Navigation	Usage
General Information - Notes and General Information - Customer Notes	CUST_NOTES	Select *0100 - Notes* in the More field on the General Info page. Order Management, Quotes and Orders, Review Customer Information, Notes, Customer Notes Customers, Review Customer Information, Notes, Customer Notes	Enter information for standard notes, to reuse for multiple customers, or for custom notes with unique messages. For example, you might have a standard note announcing a seasonal promotion or a note thanking a customer for a particularly large order.
General Information - Attachments and General Information - Customer Attachments	CUST_ATTACHMENTS	Select *0110 - Attachments* in the More field on the General Info page. Order Management, Quotes and Orders, Review Customer Information, Attachments, Customer Attachments Customers, Review Customer Information, Attachments, Customer Attachments	Attach multimedia files—such as PowerPoint presentations, Word documents, ScreenCams, or Excel spreadsheets—to customers.
General Information - Bill To Options	CUST_BILLTO_OPT	• Customers, Customer Information, General Information, Bill To Options • Grants, Sponsors, Profile, Bill To Options	Enter additional billing and purchasing options for bill to customers.
General Information - Payment Options	CUST_BILLTO_PAYMNT	Click the Payment Options link on the General Information - Bill To Options page.	Enter customer payment options and payment terms.
General Information - Write-Off Info	CUST_BILL4	Click the Write-Off Info link on the General Information - Bill To Options page.	Define default write-off tolerances for customer account maintenance in PeopleSoft Receivables.
General Information - Sold To Options	CUST_SOLDTO_OPT	• Customers, Customer Information, General Information, Sold To Options • Grants, Sponsors, Profile, Sold To Options	Enter pricing and product information.

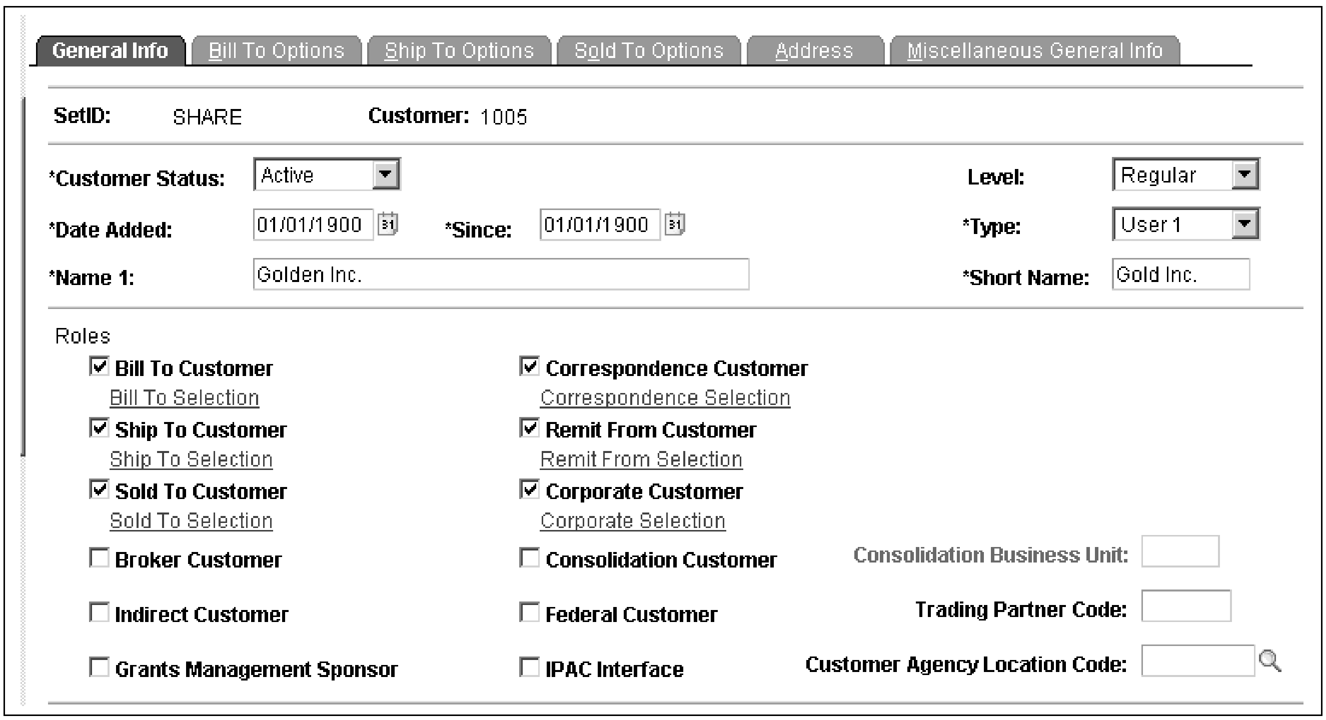
Page Name	Object Name	Navigation	Usage
General Information - Hierarchy	CUST_SOLD_HIERARCH	Click the Hierarchy link on the General Information - Sold To Options page.	Select a classification, set up customer hierarchies, assign syndicated data types, and establish channels. The customer hierarchy is as follows, from highest to lowest level: division, region, and territory. Currently PeopleSoft standard processing does not use the fields on the Hierarchy page.
General Information - Product Catalog	CUST_SOLD_PRODCTLG	Click the Product Catalog link on the General Information - Sold To Options page.	Specify available catalogs. You can modify product offerings for sold to customers by creating product catalogs that contain only those products that each customer requires. You can create two types of catalogs: inclusive catalogs, which contain all of the products that are available to customers; and exclusive catalogs, which contain the products to withhold from customers.
General Information - Product Aliases	CUST_SOLD_PRDALIAS	Click the Product Aliases link on the Product Group page.	Set up product aliases. You can enter products on orders or quotations using the sold to customer's part number (product alias) or system product IDs. The system displays both numbers on the order line.
General Information - Ship To Options	CUST_SHIPTO_OPT1	• Customers, Customer Information, General Information, Ship To Options • Grants, Sponsors, Profile, Ship To Options	Enter delivery and shipping parameters.
General Information - Additional Ship To Options	CUST_SHIPTO_OPT2	Click the Additional Ship To Options link on the General Information - Ship To Options page.	Enter domestic and export shipping options.
Carrier Account Numbers	CUST_3RD_PARTY_IN	Click the Carrier Account Numbers link on the General Information - Ship To Options page.	Enter account numbers for customers' carriers.

Page Name	Object Name	Navigation	Usage
General Information - Ship Exception Dates	CUST_SHIPTO_EXCPT	Click the Exception Ship Dates link on the General Information - Ship To Options page.	Set up standard times when shipments should not be delivered to customers.
General Information - Address	CUST_ADDRESS	• Customers, Customer Information, General Information, Address • Grants, Sponsors, Profile, Address • Order Management, Quotes and Orders, Review Customer Information, Addresses, Customer Address • Customer Returns, Review RMA Information, Customer Addresses, Customer Address	Enter one or more addresses for customers and assign descriptions to each location.
Phone Information	CUST_ADDR_PHONEPOP	Click the View Phone Information link on the General Information - Address page.	Enter customers' phone information.
Miscellaneous General Info	CUST_GENERAL_MISC	• Customers, Customer Information, General Information, Miscellaneous General Info • Grants, Sponsors, Profile, Miscellaneous General Info	Enter web addresses, stock symbols, currency codes, rate types, and support team codes.
DMS Customer 1 (Debt Management Service customer one)	DMS_CUSTOMER_1	Click the DMS Information (Debt Management Service information) link on the Miscellaneous General Info page. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter DMS agency information for individuals or corporations.
DMS Customer 1 (Debt Management Service customer one)	DMS_CUSTOMER_2	Click the DMS Information link on the Miscellaneous General Info page. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter individual debtor information for DMS.

Page Name	Object Name	Navigation	Usage
DMS Customer 3 (Debt Management Service customer three)	DMS_CUSTOMER_3	Click the DMS Information link on the Miscellaneous General Info page. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter individual debtor employment information for DMS.
DMS Customer 4 (Debt Management Service customer four)	DMS_CUSTOMER_4	Click the DMS Information link on the Miscellaneous General Info page. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.	Enter employee debtor bank information such as the bank name, address, and account type. This page is available only if you enter employer information on the DMS Customer 3 page.

Adding Customer Names and Levels and Assigning Roles

Access the General Information - General Info page.



General Information - General Info page

Customer Status Select *Active* or *Inactive.* You cannot post pending items to inactive customer accounts in PeopleSoft Receivables. Additionally, prompt lists exclude inactive customers. Their account information, however, appears on the customer pages and remains part of historical information.

Copy From Customer Click to access the Copy Customer page and copy attributes from an existing customer or customer template. This option is available only in add mode.

Level

Select a customer level:

Prospect: Does not appear in customer ID prompts within PeopleSoft Receivables and cannot be entered on an invoice or sales order. You can enter a conversation for a prospect customer.

Temporary: Does no processing for customers.

Date Added and **Since**

Enter the date when you established this customer in the system. You can also specify that the customer has been a customer since a certain date, which may or may not be the date added. The current date appears by default for both fields.

In add mode, you can change the effective date for all matching effective-dated customer records by changing the Date Added field.

Type

Select a type to identify customer categories in reports. For example, *User 1* might represent manufacturing customers, *User 2* might represent retail customers, and so forth. Each label can be up to 10 characters long. You can modify or add translate values for this field using PeopleSoft Application Designer.

Name 1

Enter the customer's primary name. Enter the customer's standard name in the multiple name fields on this page, and reference an alternate name using the Name 2 or Name 3 fields on the General Information - Additional General Info page if the customer has a different doing business as (DBA) name. The system uses only the Name 1 value as a search key.

When a customer's name changes, you can enter the new name and still maintain a record of the previous name. When you overwrite the value in the Name 1 field, the original value appears adjacent to the General Information - Additional General Info page's Name 2 field as Frmr Name1 (former name 1). When you change the value in the Name 1 field a second time, Frmr Name 2 (former name 2) appears adjacent to the Name 3 field on the General Information - Additional General Info page.

Short Name

Enter a name to appear on pages when there is not room for the full name. The system populates this field with the first ten characters of the Name 1 field.

Alt Name 1

Click to access the Alternate Character Type page and enter customer names in alternate characters. This link appears next to the Name 1, Name 2, and Name 3 fields when you enable alternate character sets for the user on the User Preferences - Overall Preferences page.

Roles

Bill To Customer

Select if the customer receives invoices. When you select this check box, the system designates the customer as a correspondence and a remit from customer, and makes those check boxes available. Only bill to customers can be correspondence or remit from customers. To change the correspondence or remit from assignments for this customer, clear the corresponding check boxes. The system displays two additional fields into which you can enter the setID and the customer ID of the new correspondence or remit from customer. PeopleSoft Billing and Receivables use these roles.

Ship To Customer

Select if the customer receives order shipments.

Sold To Customer

Select if the customer places orders.

Broker Customer

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

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

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

Indirect Customer

Select to associate an indirect customer with a ship to customer. There is no processing for indirect customers at this time.

Correspondence Customer

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

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

Remit From Customer

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

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

Corporate Customer

Select to designate a new customer as a corporate customer, or clear to assign this customer to a different corporate customer. The system displays two additional fields for the new corporate customer setID and customer ID.

Consolidation Customer

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

Grants Management Sponsor

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

Federal Customer

Select if the customer is a federal entity.

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

IPAC Interface — Select to generate IPAC collection files for export to the U.S. Treasury. This is a federal government function, and you must select the Federal Customer check box to use the IPAC interface.

Customer Agency Location Code — Select a customer agency location code to identify the customer to the U.S. Treasury. The IPAC interface uses this code when transmitting data.

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

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

Viewing Role Designations for Bill To Customers

Access the General Information - Bill To Selection page.

Bill To Customer and **Associate Roles** — These group boxes display the customer roles that you select on the General Info page.

Sold To Customer — This grid displays sold to customers (in the Sold To Customer and Name fields) who have the customer ID as their designated bill to customer.

Entering Indirect Customer Information for Ship To Customers

Access the General Information - Ship To Selection page.

Ship To Customer — Indicates the designation that you make on the General Info page.

Indirect Customer — Appears if you select the Indirect Customer check box on the General Info page.

Sold To Customer — The sold to customer who is associated with the ship to customer. The sold to customer name appears in the Name field.

Indirect ID — Select a value if you use indirect customers. Also, select a Ship to Priority code. Specify indirect customers on the General Info page.

Viewing and Modifying Additional Role Designations for Sold To Customers

Access the General Information - Sold To Selection page.

Sold To Customer — Indicates the designation that you make on the General Info page.

Broker Customer — Appears if you select the Broker check box on the General Info page.

Bill to Customers, Ship To Customers, and **Broker Customers**

Use the fields in these grids to assign the corresponding customers to the sold to customer. Select a customer ID from the available Bill To, Ship To, or Broker ID fields. Also, enter a priority value for each. The broker who is associated with the sold to customer and designated as the sold to priority 1 appears by default in the Ordered By field on the sales order and quote header. In all cases, a priority 1 designation indicates the primary customer to use for the sales order, quote, and returned material request (RMA) created for the sold to customer.

Viewing Customer Relationships and Customer Correspondence Groups

Access the General Information - Correspondence Selection page.

Customer Correspondence Group

Correspondence Customer Group

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

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

- QuickPrint Photography
- QuickPrint Services
- QuickPrint Graphics

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

See Also

PeopleSoft Receivables 8.8 PeopleBook, "Understanding Implementation Issues"

Selecting Name and Address Information

Access the General Information - Correspondence Options 1 page.

Correspondence options are available only for the correspondence customer. Consequently, this page is blank for customers who belong to a correspondence group.

You set options for a correspondence group on the General Information - Correspondence Options 1 page. If the Correspondence Options 1 page is blank, return to the General Information - Correspondence Selection page, determine who the correspondence customer is for the group, and then refer to the Correspondence Options 1 page for that customer. Customers who are not part of a correspondence group are (effectively) their own correspondence customers, and this page is active for them.

Customer Defaults

Primary Contact and **Primary Address** — The system displays these field values with their corresponding sequence numbers.

Contact

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

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

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

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

Address

Address — Select a customer correspondence address:

- *Contact Address:* Use the primary contact or an override contact.
- *Primary Address:* Use the correspondence customer's primary address.
- *Item Address:* Use the address that is associated with the item.
- *Override:* Use an alternate address for the correspondence customer.

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

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

Remit To

Remit to Type — Select a remit to type:

Default Remit To: Use as the remit to address for Open Item statements.

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

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

See Also

PeopleSoft Receivables 8.8 PeopleBook, "Generating Correspondence," Generating Customer Statements

Tailoring Dunning Letters, Finance Charge Invoices, and Statements

Access the General Information - Correspondence Options 2 page.

Correspondence Options

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

Dunning ID, Overdue Charging,and **Statements**
The options in these group boxes enable you to override the default IDs that you set at the business unit level. Dunning and statement IDs determine when to exclude items from correspondence and when not to send the letter or statement. Overdue charging generates overdue charge documents for a customer, creates new overdue charge items that you can post to a customer's account, or both.

To apply different guidelines to a customer, select a valid ID and group in each of the three sections of this page. If you override the default value, the ID appears here; if you accept the default value, it doesn't appear here.

Dunning Hold, Assess Overdue Charges, and **Statement Hold**
Select any of these check boxes to prevent the system from creating letters, finance charges, or statements for this customer. These check boxes are useful when, for example, a customer's account is in dispute and you don't want to send any correspondence until you resolve the issue. The associated hold date appears when you apply a document hold to a customer. The current date appears as the hold date by default.

Note. The system ignores document holds when you request a statement, finance charge, or Dunning letter for a single customer or a single correspondence customer.

Dunning Group, Overdue Charge Group, and **Statement Group**
Select to group customers for statement, Dunning letter, and overdue charge processing. When you run the Statements process (AR_STMTS), the Overdue Charge process (AR_OVERDUE), or the Dunning process (AR_DUNNING), specify to generate only statements, overdue charge invoices, or Dunning letters for customers in a specific group. Select one of the options for assigning a customer to a group.

See Also

PeopleSoft Receivables 8.8 PeopleBook, "Generating Correspondence," Generating Dunning Letters

PeopleSoft Receivables 8.8 PeopleBook, "Generating Correspondence," Generating and Printing Follow-Up Letters

PeopleSoft Receivables 8.8 PeopleBook, "Generating Overdue Charges"

Viewing Remit From Customer Details

Access the General Information - Remit From Selection page.

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

See Also

PeopleSoft Receivables 8.8 PeopleBook, “Understanding Implementation Issues”

Viewing Corporate Customer Groups

Access the General Information - Corporate Customer Selection page.

Corporate Customer Group — Displays all of the customers who are attached to the corporate customer.

Entering Optional Customer Data

Access the General Information - Additional General Info page.

General Info

Name 2 and **Name 3** — Enter alternate customer names. The system uses the primary name in the Name 1 field on the General Info page as the search key.

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

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

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

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

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

Tax ID — The corporate equivalent of a social security number. Some export documents in PeopleSoft Order Management require this information.

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

Responsibilities

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

Alternate Customer Information

Standard ID Qualifier Select a translate value that lists credit and reporting services in various countries. If you use trade credit organizations other than those provided, you can add field values to accommodate that information. See the PeopleTools documentation to make that change. The ID number that is associated with the qualifier appears. If you select *D&B Num* (Dun and Bradstreet number), the system prompts you to select a setID and Dun and Bradstreet (D&B) number. Each D&B number is part of a setID and can be associated with related customers across setIDs.

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

SIC Codes

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

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

Setting Up and Reviewing Customer Credit Profiles

Access the General Information - Credit Profile - General page.

Alternate Customer Information

Type Select the name of a credit rating or reporting service, and then enter the related setID for the customer.

Note. The fields in this group box vary based on the selection type. If you select *D&B Num*, the DUNS Number field appears. For any other selections, the ID Number field appears.

SetID Select an available option if you select *D&B Num* in the Type field.

ID Number Enter a rating or credit reporting service ID number. You can use this number for more than one customer; it is not necessarily customer-specific.

DUNS Number Each DUNS number is part of a setID and can be associated with related customers across setIDs.

Return to Previous Panel Click the button to access the Dun and Bradstreet component to view or enter D&B information for the customer or to purchase a report. This button is active only if you select *D&B Num* in the Type field and you accessed the page from the Dun and Bradstreet component.

Credit Profiles

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

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

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

Currency Code Enter the currency for credit-checking algorithms and for displaying credit amounts.

Rate Type Enter a type to convert all transaction currencies to the currency code that you select on this page.

Collection Information

Collection PeopleSoft Receivables uses this check box for informational purposes only. Changing a customer's status to collection has no effect on item or payment processing.

Status Select a status (from those that you define on the Collection Status page) when you turn over a customer for collection. Status codes vary according to business practices; for example, they might represent different collection agencies that you use.

Dispute Information

Dispute PeopleSoft Receivables uses this check box for informational purposes only. Changing a customer's status to dispute has no effect on item or payment processing.

Status Select a status (from those that you define on the Dispute Status page) when you place a customer in dispute. As with collection status codes, dispute status codes vary by business. They usually indicate the cause for dispute, such as a pricing error or an incorrect shipment.

Amount Enter the disputed amount. This value can be the customer's account balance, the amount of a single item, or some other amount. It can be a negative or positive value.

Entering Credit Limits and Additional Credit Parameters

Access the General Information - Credit Profile - Credit Check page.

Credit Check Information

Effective Date and **Status** — Use these fields to maintain credit information.

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

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

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

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

Credit Limit Review Date — Enter the date on which to reevaluate the credit limit. This date applies to both the credit limit and the corporate credit limit.

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

Maximum Order Amount — Enables you to set a limit on individual orders for this customer.

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

Credit Limit

Credit Limit — Applies to the bill to customer, and workflow processes can reference it. When a bill to customer exceeds the credit limit, for example, the system adds this customer to the worklist of the workflow user who is assigned to the customer, indicating that the user should review this customer's account.

Note. A blank Credit Limit field represents unlimited credit, even if you select the Credit Check check box on this page and establish credit checks on the Credit Processing page. To indicate that a customer does not have unlimited credit, enter an amount, which could be as little as .01 or as high as your customer's credit worthiness allows.

% Over Limit (percentage over limit)
Enter a percentage by which you allow customers to exceed their credit limits before hold processing takes effect. If you enter *2%,* for example, the system adds two percent of the customer's credit limit to the available credit amount. Depending on the percentage that you enter, you might see credit limits that are higher than those that you originally established for the customer.

Range %
Enter a percentage to represent a comfort level that is relative to this customer's credit limit. PeopleSoft Receivables uses this value. You can flag some customers, for example, when they get within 80 percent of their credit limits; alternately, you can allow other customers to use 110 percent of their credit limits.

Date
Enter the credit limit date. This date is distinct from the effective date so that your changes to the credit limit or other credit information remain independent of each other.

Corporate Credit Limit

Corporate Credit Limit
Enter an amount if the customer is a corporate customer. The credit limit amount appears by default, but you can override that value. You can also enter a percentage over limit, a range percentage, and a date.

% Over Limit
Enter a percentage by which you allow corporate customers to exceed their credit limits before hold processing takes effect.

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

Date
Enter the credit limit date.

Hold If Outstanding AR Balance

Aging ID and **Aging Category**
If a customer has an outstanding balance in the specified aging ID at the specified aging category or older, the system might place all orders for that customer on hold, even if the customer has not reached the credit limit. The system places these orders on hold only if you assign a hold code for the Outstanding AR (outstanding accounts receivable) field on the Credit Processing page in PeopleSoft Order Management. Regardless of the aging ID and aging category that you specify on this page, PeopleSoft Receivables uses all of the applicable aging IDs and aging categories to calculate a customer's outstanding items.

Note. Even if you elect to forego credit checking for a customer, the system checks for values in the Aging ID and Aging Category fields and places orders on hold if there are open receivables that meet or exceed the specified parameters.

Accessing Multiple Levels of Information for Customers

Access the General Information - Subcustomer Info page.

Sub Customer Information

SubCustomer

Select, for individual customers, to activate the appropriate number of subcustomer fields. You must set default values for each active field. You cannot modify this option if a customer has open items in PeopleSoft Receivables.

In PeopleSoft Receivables, you can override subcustomer default values on item pages. However, when Payment Predictor creates a new item, such as an on-account payment, the system uses the default values and prevents you from overriding them. If you select this check box and a customer has subcustomer data, the system populates this information on the sales order and passes it to PeopleSoft Billing. You can also add subcustomer information during sales order entry.

Note. The number of subcustomer fields that are available in this group box—SubCustomer 1, SubCustomer 1 *and* SubCustomer 2, or neither—depends on the number of qualifiers (one, two, or none) that you enable during installation on the Installation Options - Overall/GL page.

See Also

PeopleSoft Receivables 8.8 PeopleBook, “Setting Up Payment Predictor Processing”

Assigning Individual Customers to Customer Groups

Access the General Information - Customer Group Info page.

Customer Group

Associate customers with multiple groups:

Group Type

Associate multiple Customer Group values with the following types:*Accounting, Allocation Group, Buying Agreements, Collection, Direct Debit, Draft, Forecasting, Freight, Pricing, Pay/Bill Management, Pricing Arbitration Plan, Reporting, Tax,* or *Transportation.*

Note. A customer cannot be assigned to more than one of the following:

Customer Groups, *Forecasting,* or *Pricing Arbitration Plan.*

See Also

PeopleSoft Enterprise Pricer 8.8 PeopleBook, “Using the Arbitration Plan”

Setting Up Tax-Exempt Certificate Information

Access the General Information - Tax Exempt Certificate Info page.

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

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

Entering Customer VAT Information

Access the General Information - Customer VAT Info page.

VAT Registration

Country and **Home Country**	Add rows for as many countries as you need to define, and then select one country as the home country.
VAT Registration ID (value-added tax registration ID)	Define for each country.

Exception Data

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

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

VAT Defaults

VAT Default Click to access the VAT Defaults Setup page.

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

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

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

See Also

PeopleSoft Global Options and Reports 8.8 PeopleBook, “Working with Value Added Taxes (VAT)”

Attaching Messages to Customers

Access the General Information - Messages page.

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

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

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

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

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

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

Entering Customer Notes

Access the General Information - Notes page.

Customer Notes

Sequence Determines the order in which notes are printed on the selected documents.

Classification Select a value:

Standard: Assigns a standard note. For this value, select a standard note code. Standard notes are created on the Common Definitions Standard Notes page.

Custom: Creates a custom note. For this value, select a note type, and then enter the custom note in the text field.

Standard Note Code For standard notes, select the standard note to assign to this page. The note type, note text, key words, and print on documents are displayed.

Note Type For custom notes, select the note type for the note.

Search Criteria Key Words For custom notes, enter key words to use for a PeopleSoft Order Management report that lists all customers with associated notes that contain the key words that you specify here.

Print On Document For custom notes, enter the print location for notes. You can print notes on invoices, bills of lading, order acknowledgements, picking plans, and quotations without additional configuration.

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

Attaching Multimedia Files to Customers

Access the General Information - Attachments page.

Customer Attachments

File Extension Select the file extension for the medium that you are attaching. Define the file extension, the location of the application executable file, and the location of the actual file on the File Locations page.

Document ID Enter the file name. Add a description of the multimedia item that you're attaching.

Click the Get Attachment button to view the attachment after you save the page.

Entering Additional Billing and Purchasing Options for Bill To Customers

Access the General Information - Bill To Options page.

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

Responsibilities

Credit Analyst, Collector, Billing Specialist, and **Billing Authority** Select predefined personnel codes for those who will work with this customer. PeopleSoft Billing and Receivables uses these fields. Credit Analyst and Collector are required fields for bill to customers.

AR Specialist (accounts receivables specialist)
: Select the code for the person who PeopleSoft Receivables assigns as the initial owner for the customer's deductions and disputed items. If you do not enter a value, the system uses the AR specialist whom you assign to the Receivables business unit. If you assign an AR specialist to an entry reason on the Automatic Entry Type - Selection page, the system uses that specialist.

Bill Inquiry Phone
: The number that is printed on customers' invoices for them to call with questions about their bills. PeopleSoft Billing uses this field.

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

Billing Options

Direct Invoicing
: Select for PeopleSoft Billing to provide a streamlined process that extracts sales order, project resource lines, and intercompany transfer information for subsequent processing in PeopleSoft Billing. In PeopleSoft Order Management and Inventory, this processing occurs immediately after shipping depletion; in PeopleSoft Projects, this processing occurs after you click the Generate Invoice or Generate Pro Forma buttons on the Manage CA/PC Bills page. Subsequent processing includes calculating VAT (for project resource lines and intercompany transfers), printing invoices, creating accounting entries, and initiating vouchers.

Prompt for Billing Currency
: Select to have the system prompt you for the billing currency when adding a new bill for the customer. You can add the new currency in any decimal precision. If in bill entry you change to a customer with a different currency, and you select this check box, the system prompts you to enter the desired currency. You can enter a new currency or keep the customer's default currency. You are not required to enter a new value.

Freight Bill Type
: Select to designate the time to bill freight.

Bill Type
: Select a bill type identifier other than the one that you define on the Accounting and Billing page. Set up a bill type at the customer level to control processing in PeopleSoft Billing by customer and order versus at the Order Management business unit level. The bill type appears by default on the Bill To section of the Order Entry Form page during order entry. If you haven't set up a bill type on this page, the bill type identifier appears by default on the Accounting and Billing page.

Billing Cycle Identifier
: Used in PeopleSoft Billing to group billing activity by a common invoicing schedule. For example, a cycle might represent a monthly or weekly schedule for invoicing.

Invoice Form
: Enter an identifier for the formatting options to use to determine the sorting and summarization levels for invoice information.

Bill By Identifier
: Enter a value to determine the criteria that the system uses to group billing activity into a single bill. The system uses this value for billing activity imported through the Billing Interface from an external source. For

intercompany transfers, select a bill by identifier that you set up for this purpose on the PeopleSoft Billing Bill By Identifier page.

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

AR Distribution Code (accounts receivable distribution code)

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

Billing Consolidation Data

Consolidation Key

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

Customer ID

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

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

Purchasing Option

Purchase Order Required

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

Interunit Billing

InterUnit Customer

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

General Ledger Unit

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

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

Blanket Purchase Orders

PO Number (purchase order number)

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

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up Transportation Lead Times and Freight Charges”

PeopleSoft Order Management 8.8 PeopleBook, “Billing Orders”

PeopleSoft Billing 8.8 PeopleBook, “Setting Up the Billing Interface”

PeopleSoft Billing 8.8 PeopleBook, “Establishing InterUnit and IntraUnit Billing”

PeopleSoft Receivables 8.8 PeopleBook, “Setting Up Exception and Collection Processing”

Entering Customer Payment Options and Payment Terms

Access the General Information - Payment Options page.

Payment Options

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

Status You cannot change the customer’s current status unless you are in Correction mode.

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

Payment Method Options

Payment Method Select the customer’s default payment method.

Draft Type Select a draft type that you previously defined on the Draft Request page.

Direct Debit Group Specify the group to which the customer belongs. The system uses direct debit groups to identify groups of customers to process simultaneously. The group names are predefined.

Bank Account Indicates the bank account from which the system collects direct debits for this customer. You can change this value on the direct debit worksheet. This magnetic ink character recognition (MICR) ID serves as the primary direct debit account from those accounts that you assign to the remit from customer on the MICR Information - Address page.

Draft Document Required Specifies whether you will create a draft document for the customer if the payment method is by draft. When you create a document, the system prints a draft document for the customer. If you do not create a document, the system prints only a draft statement.

Draft Approval Select a value:

Preapproved: Submits the draft to the customer's bank for payment without the customer's sign-off.

Approval Required: Sends a draft document to the customer for review and approval before submitting the draft document to their bank.

Direct Debit Profile ID Select a value if *Direct Debit* is the payment method. Direct debit profiles establish parameters, such as item exclusions, customer exclusions, approval limits, and processing options. Set up profiles on the Profile page.

Payment Terms

Payment Terms ID Select a default ID for the customer. You can override this value by entering payment terms directly on the Pending Item 1 page. If you do not set payment terms for the customer, the system uses the terms that you associate with the business unit on the Receivables Options - Payment Options page. Establish codes during setup on the Payment Terms page.

Discount Grace Days and **Due Grace Days** Enter the number of additional days, beyond agreed payment terms, that you allow the customer to take the discount or to pay the invoice. The leeway is taken into account for the earned discount calculations on payment worksheets and by the Payment Predictor process. If you do not enter values in these fields, the system uses the default values that you set for the business unit on the Receivables Options - Payment Options page.

Payment Predictor Options

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

Partial Payment Switch Select to allow partial payments and to take unearned discounts when you use the #DTL_TLR algorithm group. You must also select a Payment Predictor method that executes #DTL_TLR. Selecting this check box enables Payment Predictor to make partial payments when it runs the #OLDEST1 algorithm.

Payment Predictor Hold Select to prevent Payment Predictor from processing a customer's items.

Method Specify the Payment Predictor method to use when the system applies payments from the customer. If you don't enter a method here, Payment Predictor uses the method that you specified for the business unit on the Receivables Options - Payment Options page. You can specify that the Payment Predictor method overrides only for bill to customers who are also remit from customers. If you enter a Payment Predictor method for a customer who is not a remit from customer and then attempt to save the record, the system issues an error message.

Bank Holiday Options

Holiday Options Define default rules that the system uses to change the due date for the customer when the date falls on a bank holiday. The system uses the bank account that you assign to the correspondence customer to determine bank holidays. If you do not set up bank holiday rules for the customer, the system uses the rules that you define for the business unit on the Receivables Options - General 1 page.

	Select a value: *Not Applicable:* Does not change the due date. *Due After Holiday:* Changes the due date to one day after the holiday. *Due Before Holiday:* Changes the due date to one day before the holiday.
Days	The number of days to move the due date to accommodate the holiday.
Allow due date in next month	Select to permit the new due date to fall in the next month, if you select *Pay After Holiday* as the holiday option. If you do not select this check box, the system adjusts the due date to the last business day prior to the original due date.

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

See Also

PeopleSoft Receivables 8.8 PeopleBook, “Setting Up Draft Processing”

PeopleSoft Receivables 8.8 PeopleBook, “Managing Direct Debits”

PeopleSoft Receivables 8.8 PeopleBook, “Defining PeopleSoft Receivables Business Units”

PeopleSoft Receivables 8.8 PeopleBook, “Defining Additional Processing Options,” Setting Up Paym

Defining Default Write-Off Tolerances for PeopleSoft Receivables

Access the General Information - Write-Off Info page.

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

Maximum Write-Off Amount	Enter the maximum amount that you can write off for either an individual item or for the remaining balance for a match group. The system writes off an amount below the maximum amount if it does not exceed the percentage of the item’s original amount or the percentage of the remaining balance for a match group. For example, if you enter an amount of *25.00,* the process writes off amounts up to 25.00 AUD. However, if you enter a Maximum Write off Percent of *10* percent and the item’s total original amount is 240.00 AUD, the system will not write off more than 24.00 AUD. For no limit, enter all *9s.* Enter *0* or leave the field blank to have no write-offs for the customer.
Maximum Write-Off Percent	For the maintenance worksheet, enter the maximum percentage of the item amount that the system can write off. The write-off percent applies only to write-offs for individual items not for remaining amounts for items or match groups. For the Automatic Maintenance process, enter the maximum percentage that the remaining balance can be for a match group. The process adds the total debits or totals credits and divides the higher amount by the remaining balance for the match group to determine the percentage that can be written off.

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

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

See Also

PeopleSoft Receivables 8.8 PeopleBook, "Maintaining Customer Account Balances," Write-off Tolerances

Entering Delivery and Shipping Parameters

Access the General Information - Ship To Options page.

Ship To Customer Options

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

Ship To Options

Distribution Network Code Enter the appropriate code for the customer. If you leave this field blank, enter a default distribution network code or ship from inventory business unit on the Order Management business unit Shipping and Returns page.

Store Number Enter a value to help identify the location. This value appears by default on the order header; you can use this value as an alternate search criterion when you enter a quote or sales order.

Single Ship Flag Select *Yes* to ship all of the schedules that make up an order together. If you use single shipments, the *Yes* value is not available for the Partial Order field.

Carton Label Format ID and **Ship Container Label Format ID** (Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels.

Note. You can also use the Overview of the Source of Ship From Inventory Business Unit to enter format IDs for sold to customers. If you establish format IDs for both sold to and ship to customers, the system uses the ship to values. If you enter values only at the sold to level, the system uses those values for all ship to customers who are associated with the sold to customer.

Allow Overpick Select to pick more than you requested.

Max Picking Tolerance Select a maximum picking tolerance for the system to pick in PeopleSoft Inventory if you select Allow Overpick.

Just In Time Parameters

Ship Prior To Request Date If you select *Yes*, then enter a value in the Number of Days Early and the Days Allowed After Request Date fields; do not leave them blank. A blank in either of those fields equals *0* and has no effect on processing. You can use those fields to manage shipping options.

Days Allowed After Request Date — Enter the number of days beyond the requested arrival date that a customer accepts a delivery.

Number of Days Early — Specify the number of days before the scheduled arrival date that the customer accepts delivery, if the customer accepts early shipments. The system calculates the early ship date by subtracting the number of days early from the scheduled ship date on the schedule.

Demand Fulfillment Options

Partial Schedules — Indicates whether the customer accepts partial shipment schedules .

Partial Order — Indicates whether the customer accepts partial orders.

Cancel Backorder — Select *Yes* if the customer prefers not to receive backorders.

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

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Introduction to Sales Order Entry,” Default Ship From Values

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, “Using an Electronic Data Collection System,” Generating Labels

Entering Domestic and Export Shipping Options

Access the General Information - Additional Ship To Options page.

Additional Ship To Options

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

Required Documents

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

Canadian Customs Invoice — Select for shipments from the U.S. to Canada to include the required invoice.

Shippers Export Declaration — Select to include the reporting document for the U.S. Department of Commerce that details all freight moving from the U.S. to other countries.

Certificate of Origin — Select to include the U.S. certificate that guarantees that goods are of U.S. origin (purchase or manufacture).

NAFTA (North America Free Trade Agreement certificate of origin) — Select to include the NAFTA Certificate of Origin.

Export Flags

Insurance Required Select if orders for the customer need to be insured when exported.

Flag Orders for Export Select to note that orders for the customer require export documentation.

Note. Select this check box to create bills of lading for sales orders and intercompany transfers. This setting appears by default on the Stock Request Summary page, where you can override it.

AERP (automated exporter reporting program) Enter the AERP that the U.S. Bureau of Census assigned. The system uses this setting in a future interface to a Third-Party Export Compliance system.

Military Select to note that the customer is either in the military or sells to customers who are part of the military. The system uses this setting in a future interface to a Third-Party Export Compliance system.

Setting Up Delivery Exception Dates

Access the General Information - Ship Exception Dates page.

Copy Click to copy exception shipment schedules.

Block Exceptions

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

Standing Exceptions

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

Entering Pricing and Product Information

Access the General Information - Sold To Options page.

Sold To Customer Options

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

Allow Product Substitutions Select to indicate that the customer will consider alternate products if the requested product is not available at order entry. The customer can also select substitute products during the picking process from PeopleSoft Inventory.

Important! If you do not select this check box, the system does not display alternate products during order entry—even if you set up product alternates on the Alternates page. Also, product substitutions cannot occur during the fulfillment process if you do not select this check box.

Restocking Fee

Select to charge the customer restocking fees for returned goods. The setting appears by default on the RMA Form (return material request form) page, where you can modify it.

Freight Charge Method

Select a method if you use PeopleSoft Order Management freight charge calculations.

Carton Label Format ID and **Ship Container Label Format ID**

(Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels.

Note. You can also use the General Information - Ship To Options page to enter format IDs for ship to customers. If you establish format IDs for both sold to and ship to customers, the system uses the ship to values. If you enter values only at the sold to level, the system uses those values for all ship to customers who are associated with the sold to customer.

Number Preference

System Product ID and **Customer Product ID**

Select to enter products on orders or quotations using the customer's part numbers (product aliases) or your system product IDs. The system displays both numbers on the order line. To make customer part numbers available at order entry, set up product aliases by customer on the General Information - Product Aliases page. The system product ID or customer product ID appears by default on sales orders for sold to customers, depending on which of these two values you select.

Pricing Options

Grace Pricing Discount Days

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

Exclusive Pricing ID

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

Weight and Volume

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

Arbitration Plan

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

See Also

Chapter 10, “Managing Returned Material,” page 235

Chapter 8, “Setting Up Products,” Establishing Product Alternates, page 204

PeopleSoft Managing Items 8.8 PeopleBook, “Working With Items,” Fulfilling Orders With Substitute Items

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up Transportation Lead Times and Freight Charges,” Understanding Freight Calculations

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, “Using an Electronic Data Collection System,” Generating Labels

PeopleSoft Enterprise Pricer 8.8 PeopleBook, “Creating Price Rules”

PeopleSoft Enterprise Pricer 8.8 PeopleBook, “Using the Arbitration Plan”

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

Access the General Information - Hierarchy page.

Sold To Hierarchy

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

Hierarchy

Division Represents the highest level in the hierarchy.

Region The sold-to region allows regions with a region category of *Pricing* only.

Territory Define a territory to further establish a customer hierarchy.

Syndicated

Syndicated Data Type Enter syndicated data information about your customer activity.

Syndicated Number Select a number for each customer.

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

- Retail
- Wholesale
- Government
- Military

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

Specifying Available Catalogs

Access the General Information - Product Catalog page.

Catalog Number
Insert or delete as many catalogs as necessary to establish a list of catalogs that are available to the customer during order entry.

Include Type
Indicates whether this is an inclusive or exclusive catalog, as defined on the Product Catalogs page. This check box is active for inclusive catalogs only.

If you have a product set up on an exclusive and inclusive catalog that is linked to the same customer, the system ignores the inclusive catalog.

Note. You can include a product group in a catalog only if you designate the catalog as a *Product Catalog* group type on the Product Group page.

Setting Up Product Aliases

Access the General Information - Product Aliases page.

Customer Product ID
Enter the part number (or name) that this customer uses to reference the system product ID.

Entering Customer Addresses

Access the General Information - Address page.

Customer
If you are adding a new customer, *NEXT* appears until you save the page.

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

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

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

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

Sold To
Enter the address that receives the order, quote, RMA, and buying agreement renewal letter documents. If you select the Primary check box, the sold to address is the address location that appears by default on the sales order, quote, and RMA when you select this customer ID.

Broker	Enter an address for the broker who receives sample goods and courtesy copies of sales order acknowledgements and invoices.
Indirect	You can associate indirect customers with ship to customers.
Correspondence Address	Enter the address that receives correspondence.
VAT Default	Click to access the VAT Defaults Setup page. The VAT Defaults Setup page is a common page used to set up VAT defaulting for all PeopleSoft applications processing VAT transactions. On this page you can define customer defaults as applicable .
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page. The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.
Effective Date and **Status**	Within each location number, you can enter multiple addresses that are keyed by effective date and status.
Language Code	Enter a code for the system to use as a default value for this location.
Tax Code	This value appears by default on bill lines in PeopleSoft Billing and on sales order lines in PeopleSoft Order Management. It is available only for ship to customers; if the address that you're viewing is not a ship to address, this field is unavailable.
Physical Nature	Select the default physical nature for transactions. Options are *Goods*or *Services.*
Where Service Performed	Select the default location for where a service is most often physically performed. Options are: *Buyer's Location, Ship From Location, Ship To Location,* or *Supplier's Location.*
Address 1, Address 2, and **Address 3**	Dynamic fields that the country selection determines. Enter location identifiers, such as *Printing Division* or *Western Annex.*
View Phone Information	Click to access the Country - Address Format page and enter phone information for the customer.
City	Enter the name of the city (for U.S. addresses) or town (for international addresses).
In City Limit	Select to enable third-party tax providers to determine additional city taxes for products as applicable.
Geocode	If you are using a third-party tax provider, you must click the Geocode Lookup link to retrieve the geocode.

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

Note. If you have PeopleSoft Billing installed, and you install Taxware and use the Verazip product (on the Phone Information page), the system verifies the postal code automatically. While the use of Verazip is not mandatory, PeopleSoft recommends it to reduce errors during final invoice processing.

Entering Web Addresses, Stock Symbols, Currency Codes, Rate Types, and Support Team Codes

Access the Miscellaneous General Info page.

Web URL (web uniform resource locator)	Opens the customer's URL. Include *http://* in the URL to activate the link.
Stock Symbol	Click to see the stock quotation of a customer. You must establish the connection on the URL Maintenance (uniform resource locator maintenance) page.
Currency Code	Select a currency code. The system uses this code as the default currency for the Credit Check page, for the display of credit amounts, and as the transaction currency for quotations, sales orders, and RMAs. Orders and RMAs use this currency when the system generates invoices and credit memos. For multicurrency customers, the system uses this currency for multiple-currency open accounts-receivable items in business units that use this customer.
Rate Type	Enter a rate type to convert all transaction currencies to the currency code that you select on this page.
Support Team Code	Designates the team that supports the ship to customer. Set up support team codes on the Support Team Members page.
Default	Specify one of the support teams that appears on sales orders and quotes that reference this ship to customer as the default value, if you are tracking bookings and sales commissions.
DMS Information	Click to access the DMS Customer (Debt Management Service customer) component on which you enter debtor information for DMS processing. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page. The information that you enter in this component is used for the DMS outbound file.

See Also

PeopleSoft Receivables 8.8 PeopleBook, "Interfacing With U. S. Federal Systems," (USF) Referring Delinquent Items to the Debt Management Service

Entering Customer DMS Information

Access the DMS Customer 1 page.

Agency Debtor ID	Enter a unique name that can be applied to the customer. The outbound interface uses the customer ID if there is no agency debtor ID.

DMS Debtor Type Select the type of customer with which the delinquent debt is associated. Values are *Individual, Corporation, Joint Venture, Other, Partnership, Sole Proprietorship,* and *State/Local Government.*

Taxpayer Information Select *Social Security Number* for individuals or *Employee Identification Number.*

Date of Incorporation For corporations, enter the date on which the corporation was formed.

State of Incorporation For corporations, select the state in which the corporation was formed.

Agent Name Enter the agent name, if applicable.

DUNS Number Enter the Dun and Bradstreet number that is associated with this customer.

Alias Business Name Enter an alias name for the business, if applicable.

Contact Name Enter a contact name, if applicable.

Attorney Name Enter the attorney name, if applicable.

Entering Individual Debtor Information for DMS

Access the DMS Customer 2 page.

Enter the name, gender, and birth date.

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

Enter any alias name information as appropriate.

Alias Type Select the type of alias, as applicable:

- *AKA* (also known as).
- *DBA* (doing business as).
- *FKA* (formerly known as).

Property Type Select the property type—*Real* or *Personal*—for the individual.

Property Name Enter a descriptive name for the property.

Entering Individual Debtor Employment Information for DMS

Access the DMS Customer 3 page.

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

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

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

Gross or Net Select whether the specified salary is at *Gross* or *Net.*

Salary Cycle Select the appropriate salary payment frequency. Values are *Annually, BiWeekly, Monthly, Other,* and *Weekly.*

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

Entering Debtor Bank Information for DMS

Access the DMS Customer 4 page.

Description Enter the name of the bank.

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

Creating User-Defined Customer Fields

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

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

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

See Also

PeopleSoft PeopleTools PeopleBook: Application Designer, Using PeopleSoft Application Designer

Pages Used to Create User-Defined Customer Fields

Page Name	Object Name	Navigation	Usage
General Information - User Defined 1	CUST_USERDEFINED_1	Select *0130 - User Defined 1* in the More field on the General Info page.	Create character-length alphanumeric fields.
General Information - User Defined 2	CUST_USERDEFINED_2	Select *0140 - User Defined 2* in the More field on the General Info page.	Create character-length alphanumeric fields.
General Information - User Defined 3	CUST_USERDEFINED_3	Select *0150 - User Defined 3* in the More field on the General Info page.	Create character-length numeric fields.

CHAPTER 3

Maintaining Additional Customer Information

This chapter provides an overview and discusses:

- Customer-related general options.
- Customer support personnel.
- Quick Customer Create functionality.
- Dun and Bradstreet credit report.
- MICR (magnetic ink character recognition) IDs.
- Tree-based corporate customers.
- Vendor information.
- EFT (electronic funds transfer) payment file names that are associated with customer IDs.
- Reimbursable agreements.
- Customer inquiries.

Establishing Customer-Related General Options

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

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

This section discusses how to set up various general option settings.

Pages Used To Establish Customer-Related General Options

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

Establishing Customer Group Tables

Access the Customer Group Table page.

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

Note. You can associate customers with multiple groups for *Accounting, Allocation, Buying Agreements, Collections, Direct Debit, Draft Management, Pricing, Reporting, VAT* (value-added tax), *Tax,* and *Transportation,* but they can be a member of only one *Forecasting* and *Pricing Arbitration Plan* group type.

Catalog Number The catalog lists all of the products that a particular customer group is either authorized to purchase or, in the case of an exclusive catalog, not allowed to purchase. This provides an easy way to associate groups of customers with a specific product catalog. You don't have to go to each sold to customer and attach a product catalog to each customer ID.

Include/Exclude Type Displays based on your catalog number selection.

Setting Up Standard Notes

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

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

Standard notes can also be used as an inbound and outbound message to synchronize note data. The following messages are used for integration with third-party applications:

- Standard note (STD_NOTE_SYNC)
- Standard note (STD_NOTE_SYNC_EFF)
- Standard note (STD_NOTE_FULLSYNC)
- Standard note (STD_NOTE_FULLSYNC_EFF)

See *PeopleSoft Supply Chain Management Integration 8.8 PeopleBook,* “Managing PeopleSoft Supply Chain Management Integration Points”.

Access the Standard Notes page.

Note Type	Enter a note type.
Text	Enter up to 254 characters.
Search Criteria Key Words	Use to create a report that lists associated notes that contain certain key words.
Print On Document	Select print locations.

Note. Notes can print on these documents without additional configuration: *Invoice, Bill of Lading, Order Acknowledgement, Picking Plan,* and *Quotation.*

Setting Up Customer Support Personnel

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

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

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

Perform these steps to establish support team personnel:

1. Establish valid team member types.
2. Establish team members on the Team Member Personal Data pages.
3. Assign team members to a support team.

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Structuring Commissions”

Pages Used to Set Up Customer Support Personnel

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

Defining Team Member Types

Access the Team Member Types page.

Commissionable Select to make the Default Commissions Data fields available.

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

Commission Schedule Select if the commission is based on a schedule. Use the Basis field to indicate whether the amount shipped *(Shipment)* or the amount booked *(Bookings)* is used to identify the appropriate commission rate on the Member’s Commission Schedule page.

Commissioned Member Select if the commission is based on a straight percentage. Use the commission percentage to enter the percentage. Commissions based on percentage are reported against the amount booked.

Establishing Team Member Commissions

Access the Team Member Personal Data - Member Commission page.

Team Member Type Code When you select an option, the Commissionable option appears by default from that team member type, as does the Default Commission Pct Source (default commission percent source) and either the Basis or the Commission % field, depending on which commission percentage source you select on the Team Member Types page. You cannot change the Commissionable option here, but you can change any of the other default information.

Important! If you change the team member type code for a team member to a type code with a different commission status, the status changes on all of their existing sales orders. If you want the team member's existing orders to keep the original type code, you must enter the team member with a new team member ID that references the new type code.

Distribution Percent For commissionable members, indicate when their sales commissions are payable. You can enter any fraction of 100 percent for each milestone, but the total of the values entered cannot exceed 100. These fields are informational only.

Note. Because the algorithms that are used to calculate commissions vary so greatly, PeopleSoft enables you to define commission percentages and track their application. The actual computation of commission amounts is up to you.

Establishing Support Team Members

Access the Support Team Members page.

Team Member Select from the list that is established on the Team Member Personal Data page.

Short Description Displays the member type that is associated with each team member on the Team Member Personal Data - Member Commissions page.

Manager Select only one for the team.

Priority Displays which of the members is the primary person for the account. The team member with the highest priority is referenced on reports and inquiries.

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

Using Quick Customer Create

This section provides an overview and discusses how to:

- Search for customers.
- View customer and contact search results.
- Update customer and contact information.
- Enter new customer information.
- Create access to self-service transactions.

Understanding Quick Customer Create

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

Search Logic for Quick Customer Create

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

To improve search results:

- Add indexes on the most commonly used fields on which you search.
- Modify the call to the function resolve_wildcard so that they can perform an exact search or a like search.
- Modify the call to the function resolve_wildcard so that if the search does not need an UPPER, they should remove it.

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

Entering New Customers and Contacts

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

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

What Is Created	What Is Updated
Contact only	• CONTACT. • CONTACT_PHN (only if phone information is provided). • PSOPRDEFN (only if user is created). • PSOPRALIAS (only if user is created). • PSOPRCLS (only if user is created). • PSROLEUSER (only if user is created). • ROLEXLATOPR (only if user is created).
Customer only	• CUSTOMER. • CUST_SOLDTO_OPT. • CUST_SHIPTO_OPT. • CUST_OPTION. • CUST_SHIPTO. • CUST_BILLTO. • PRODCTLG_CUST. • PROD_CUST_ALIAS. • CUST_TEAM. • PRODCTLG_PRDLST. • CUST_CGRP_LNK. • CUST_CREDIT. • CUST_CRSPD.

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

The template customer never updates these tables:

- CUST_INDIRECT
- CUST_BROKER
- CUST_NOTE
- CUST_NOTE_DOC
- CUST_NOTE_KEYWD
- CUST_CRSPD_REM

- CUST_EXEMPT
- CUST_EXEMPT_DTL
- CUST_HIERARCHY
- CUST_ID_NBRS
- CUST_PM_CHANNEL
- CUST_SIC_CODES
- CUST_REGN_TYPE
- CUST_VAT_EXCPTN
- CUST_VAT_REG

Pages Used for Quick Customer Create

Page Name	Object Name	Navigation	Usage
Customer Search	QUICK_CUST_SRCH	Customers, Customer Information, Quick Customer Create, Customer Search	Search for customers or enter new customers. Determine factors such as contacts' correct customers or which customer addresses to use. Quick Customer Create updates the Contact/Customer tables.
Customer Summary	QUICK_CUST_SUMMARY	Click the Search button on the Customer Search page.	View customer and contact search results, and select the correct matches.
Customer Summary Detail	QUICK_CUST_DTL	Click the View details for selected customer(s) link on the Customer Summary page.	View additional customer information, navigate to transactions, and update contact and customer information. The systems applies customer and contact information to the transactions automatically.
Contact User Profile Display	QUICK_CUST_USR_DSP	Click the View User link on the Customer Summary - Detail page.	View contacts' user profile information. This page is read-only.
Create New Customer/Contact	QUICK_CUST_CREATE	Click the Create New Customer/Contact link on the Customer Search page, Customer Summary page, or Customer Summary - Detail page.	Enter new customers' information.
Contact User Profile	QUICK_CUST_USER	Click Add User on the Customer Create page.	Enter contacts' user information to enable them to access self-service transactions.
Contact Credit Card Info	QUICK_CUST_CRCARD	Click Add Credit Card Information on the Customer Create page.	Enter contacts' credit card information.

Searching for Customers

Access the Customer Search page.

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

Contact Name Displays the contact's name that you enter on the Contact page.

User ID Displays the contact's user ID that you define on the Customer User Profile page.

Email ID Displays the contact’s email address that you enter on the Contact page.

Contact Phone Displays the contact’s phone number that you enter on the Contact Phone and Type page.

Credit Card Number Displays the contact’s credit card number that you enter on the Contact Additional Info page.

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

Customer Name and **Customer ID** Displays data that you enter on the General Info page. You can do a partial search on the Customer ID field.

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

Country, Address 1, Address 2, City, State, and **Postal** Displays data that you enter on the General Information - Address page.

Note. You can search by Address 1 and Address 2 fields, but not by the Address 3 field. Unless you are searching for a specific address, the Address 1 field is the only address field that appears on the Customer Summary page and the Customer Detail page. If, for example, you are searching for an address entered in the Address 2 field, that field appears on the Customer Summary page and Customer Detail page.

Cust Char 10 A Entered on the General Information - User Defined 2 page.

Cust N 12.3 A Entered on the General Information - User Defined 3 page.

Create New Customer/Contact Click to create a new customer or contact.

Search Click to display the search results on the Customer Summary page. If you are searching for a contact name and the contact is associated with multiple customers, the search returns of all the customers who are associated with the contact. Similarly, if you are searching for a customer and the customer is associated with multiple contacts, the search returns all of the contacts who are associated with the customer.

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

Viewing Customer and Contact Search Results

Access the Summary page.

Return to Search Click to return to the Customer Search page.

 Click to access the Create New Customer/Contact page and create a new customer or contact.

Contact Phone
Displays the business phone number if there are multiple phone numbers for the contact and if the search criteria did not include contact phone. If there is no business phone, the system displays the first number in the list.

Credit Card
Displays the first credit card in the list if there are multiple credit cards for the contact and if the search criteria did not include a credit card.

Address
Displays only the minimum sequenced customer address if the search criteria did not include an address.


Click to select all of the customers when there are multiple search results.

Deselect All
Click to clear all of the customers.


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

Updating Contact and Customer Information and Navigating to Transactions

Access the Customer Summary Detail page.

Return to Search
Click to return to the Customer Search page.


Click the Return to Results button to return to the Customer Summary page.


Click to access the Create New Customer/Contact page and create a new customer or contact.

Contact Information

Contact ID, Contact Name, Email ID, and **Contact Flag**
Set up these fields on the Contact page.

Contact Phone and **Contact Type**
Set up these fields on the Contact Phone and Type page. The first in the list appears if there are multiple contact types.

View User
Click to access the Contact User Profile page and view user information that is required for contacts who access self-service transactions. The fields on this page are the same as those that appear on the Contact User Profile page.

Customer Information

Customer ID and **Customer Name**
Set up these fields on the General Info page.

Address
Set up this information on the General Information - Address page.

Credit Card Type and **Credit Card Number**
Set up these fields on the Contact Additional Info page.

Contact Information Update	Click to access the Contact page and view contact information.
Create Sales Order	Click to access the Order Entry Form and enter a new sales order for the customer.
Billing Information Inquiry	Click to access Bill Header Data and view the customer's billing information.
Order Tracking Inquiry	Click to access the Order Tracking page and view the customer's order status or the Order Tracking - Search page if no orders are available.
Customer Payment Inquiry	Click to access customer balances and view the customer's payment information.
Customer Information Update	Click to access the General Info page and view or update customer information.

Entering New Customer Information

Access the Create New Customer/Contact page.

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

SetID, Name, and **Address Description**	These are required fields.
Template Customer	Populates additional fields in the customer tables that aren't entered on this page. See "Understanding Quick Customer Create"

Enter Contact Information

Create Contact	Select to create a contact after saving the page.
Add User	Click to access the Contact User Profile page and enter information if the contact will be accessing self-service transactions. This link is available only if you set up the roles that the user can grant on the Role Grant page.
Add Credit Card Information	Click to enter a credit card for the contact.

Enter Customer Information

Create Customer	Select to create a customer after saving the page.
Customer ID	Enter an ID or leave blank to have the system assign a value.
Cust Char10 A and **Cust N12.3 A**	Enter user-defined information for the customer in these fields.

Country Address fields are dependent on this field value. Enter the address information for the new contact customer. PeopleSoft recommends that you add the address information at this time.

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

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

Enabling Contacts to Access Self-Service Transactions

Access the Contact User Profile page.

Logon Information

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

Note. PeopleSoft recommends that contacts change their passwords after logging on to self-service transactions.

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

Permission Lists

Process Profile Required to enable customers to run PeopleSoft batch processes.

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

Contact Roles

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

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

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

Obtaining Dun and Bradstreet Reports for Customers

To enter Dun and Bradstreet report information, use the Dun and Bradstreet component (CUSTOMER_DB)

This section provides an overview of Dun and Bradstreet processing and discusses how to:

- Order Dun and Bradstreet reports.
- View operational information and link reports to customers.
- View credit and risk information.
- View financial statement information.
- View full text reports.
- Link customers to Data Universal Numbering System (DUNS) numbers.

Understanding Dun and Bradstreet Processing

The Dun and Bradstreet interface enables you to automatically update Dun and Bradstreet information online and link it to a customer. Use the XML Data Integration Toolkit that Dun and Bradstreet provides and PeopleSoft Integration Broker to enable the interface. The interface populates the Customer Dun and Bradstreet (PS_CUST_DB) and Dun and Bradstreet Reports (PS_DB_REPORTS) tables.

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

- Business Verification.
- Quick Check.
- Global Failure Risk Score.
- Financial Standing.
- Delinquency Score.
- Decision Support.
- Enterprise Management.
- Commercial Credit Score (USA).

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

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

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

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

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

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

See Also

PeopleTools PeopleBook: PeopleSoft Component Interfaces

Prerequisites

Please note that steps 4 through X are performed using the PeopleSoft Integration Broker. Before using the Dun and Bradstreet interface:

1. Establish a Dun and Bradstreet account to obtain a Dun and Bradstreet (D&B) user ID and password, and arrange to access D&B data using the D&B Data Integration Toolkit.
2. Enable the Dun and Bradstreet interface on the Installation Options - Overall/GL page.
3. Set up a unique logon to the Dun and Bradstreet database by setID for each Dun and Bradstreet account on the D & B Account page.
4. Create a gateway definition using PeopleSoft Integration Broker.
5. Create a remote node for the Dun and Bradstreet connection on the Node Definitions - Node Info page.
6. Set the following parameters on the On the Node Definitions - Connectors page:
   a. Set the Connector ID to *HTTPTARGET.*
   b. If you need to set location, set a Property Name to *Location* and set the associated Value to *request.*

      Set another Property Name to*URL* and set the associated Value to *http:/ /toolkit.dnb.com/access/script/broker.asp.*
7. Create an outsync transaction for the node on the Node Definitions - Transactions page.

   Set the Request Message to *DNB_REQUEST_MESSAGE*, and then on the Messages page, set the Response Message to *DNB_RESPONSE_MESSAGE.*
8. Create a relationship between the local node and the node that you have just created on the Trans Modifiers page.

   The Relationship ID should be set to *DNB_CONVERT,* and the Transformations Request should be set to *DNB_TRANSFM.*

See Also

PeopleSoft 8.8 Application Fundamentals for Financial Management Solutions, Enterprise Service Automation, and Supply Chain Management PeopleBook, “Setting Installation Options for PeopleSoft Applications,” Setting Up Cross-Application Installation Options

PeopleTools PeopleBook: PeopleSoft Integration Broker

Common Elements Used in This Section

Product Select the Dun and Bradstreet report type. Values are:

Business Verification: Verifies that the business is a valid entity.

Credit Score (USA): Checks the score that corresponds to a delinquency performance.

Decision Support: Checks for summary updates, but no credit investigation is available.

Delinquency Score: Contains values that cannot be calculated.

Enterprise Management: Checks who owns and manages the business, such as a social, state owned, free trade zone, or collectivity owned.

Financial Standing: Checks a business’s financial strength.

Global Failure Risk Score: Checks the likelihood of a firm ceasing business without paying creditors in full over the next 12 months.

Quick Check: Checks a customer’s credit ratings.

Purchase Dun and Bradstreet Information Click to access the DB Lookup and Order page and purchase a Dun and Bradstreet Report.

Pages Used to Obtain and View Dun and Bradstreet Reports

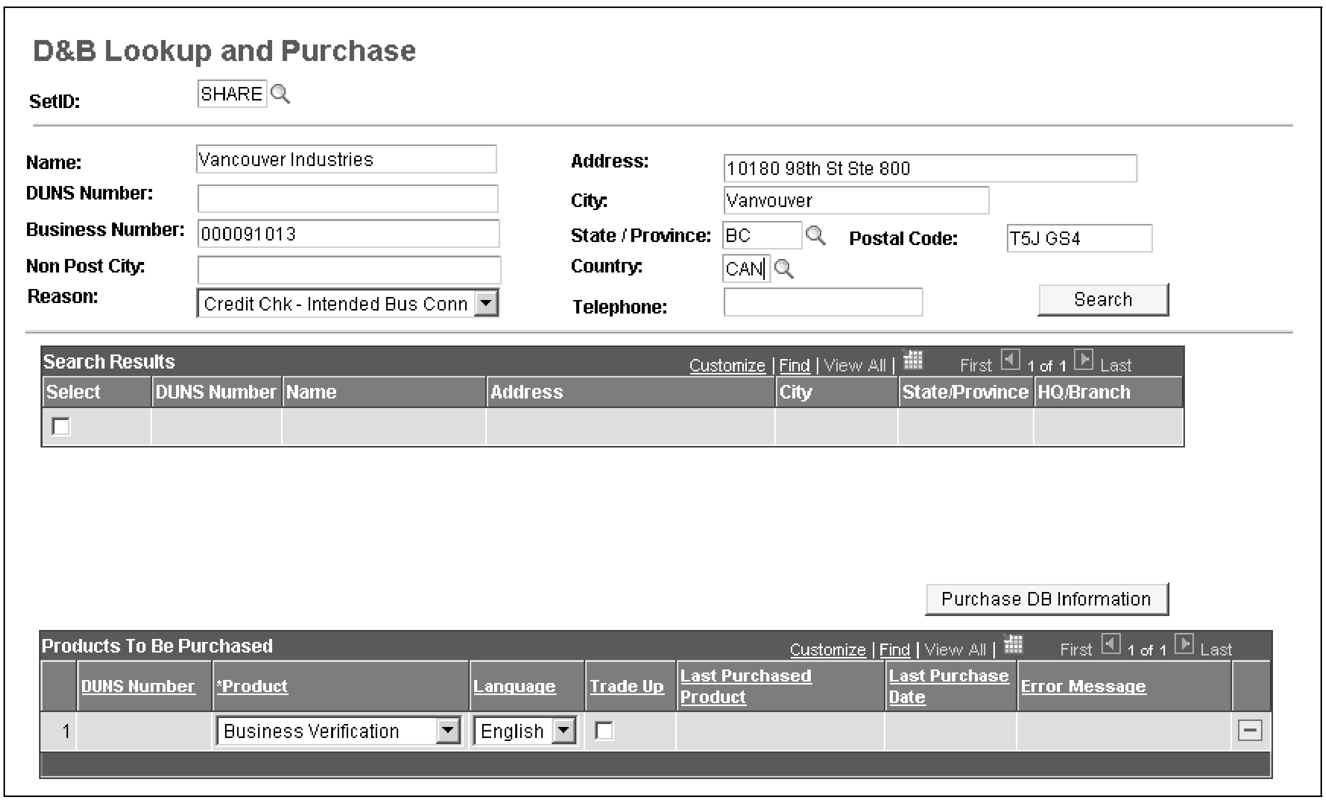
Page Name	Object Name	Navigation	Usage
DB Lookup and Purchase (Dun and Bradstreet Lookup and Purchase)	DB_LOOKUP_ORDER	• Click the Purchase Dun and Bradstreet Information link on Dun and Bradstreet - Operations page or the other pages in the Dun and Bradstreet component. This link is available only if you enable the Dun and Bradstreet interface on the Installation Options - Overall page. • Click the Return to Previous button on the Account Overview - Profiles page or the Credit Profile - General page.	Retrieve online information from the Dun and Bradstreet database, order Dun and Bradstreet reports, and update the PeopleSoft database.

Page Name	Object Name	Navigation	Usage
Operations	DB_OPERATIONS	• Customers, Customer Information, Dun & Bradstreet, Operations • Accounts Receivable, Customer Accounts, Customer Information, Dun and Bradstreet, Operations • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Operations	Enter or review operational information such as demographics, business associations, or relationships. View a list of customers who are associated with a DUNS number.
Credit Profile - General	CUST_CREDIT_PRFL1	Click the Go to Credit Page link on the Dun and Bradstreet - Operations page.	Link new DUNS numbers to customers.
Credit And Risk	DB_CREDITNRISK	• Customers, Customer Information, Dun & Bradstreet, Credit And Risk • Accounts Receivable, Customer Accounts, Customer Information, Dun and Bradstreet, Credit And Risk • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Credit and Risk	Enter or review credit and risk information.
Financials	DB_FINANCIALS	• Customers, Customer Information, Dun & Bradstreet, Financials • Accounts Receivable, Customer Accounts, Customer Information, Dun and Bradstreet, Financials • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Financials	Enter or review financial statement information for the current and previous periods.

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

Ordering Dun and Bradstreet Reports

Access the DB Lookup and Purchase page.



DB Lookup and Purchase page

Searching the Dun and Bradstreet Database

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

Name Enter the legal name for the business.

DUNS Number Enter the identification number assigned by Dun and Bradstreet to identify a business.

Business Number Enter the business identification number assigned to the business by a government agency.

Non Post City Enter the name of the town in which the business is located if it differs from the town that the postal service lists. This does not apply to all countries.

(DEU) Reason Enter the reason why the report is being purchased:

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

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

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

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

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

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

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

Note. This field is required only for Germany.

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

Purchasing Dun and Bradstreet Reports

To purchase a report:

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

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

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

   The system displays only report types that are available for the DUNS number. Select Trade Up to purchase the report for the ultimate parent company.

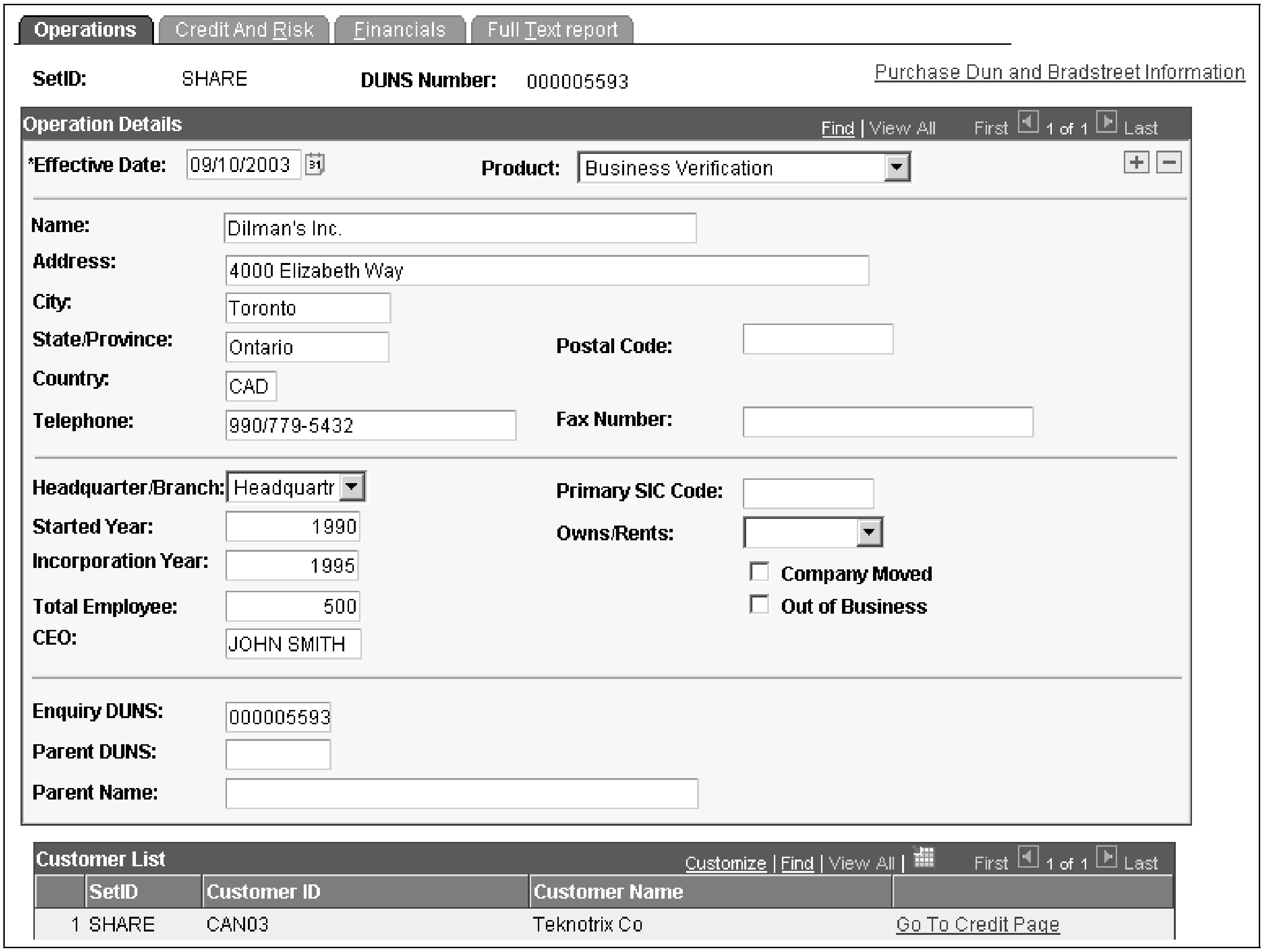
   Note. If you have previously purchased a report for the DUNS number, the system displays the last report type purchased and the date.

3. Click the Purchase DB Information button.

   A confirmation message appears.

Viewing Operational Information and Linking Reports to Customers

Access the Operations page.



Operations page

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

Headquarter/Branch	Select the value that indicates whether the organization is a parent or a subsidiary location. Values are: *Headquartr* (headquarters), *Branch*, or *Single Loc* (single location).
Primary SIC Code (primary standard industrial classification code)	Enter a SIC code, which is an index that describes the function (manufacturer, wholesaler, retailer, or service) and the line of business in which the company is engaged.
Started Year	Enter the year in which the entity commenced present operations. If the entity was formed to acquire or continue a preexisting entity's operations, then the start date may reflect this original start date.

Owns/Rents Select a value that indicates whether the premises at the physical address are owned or rented. Values are *Co-Owns, Leases, Other, Owns, Rents, Shares,* or *Utilizes.*

Incorporation Year Enter the year in which the business incorporated. The incorporation year may not be the same as the year in which the business started.

Total Employee Enter the total number of employees, including staff at branches, divisions, and subsidiaries located elsewhere.

Company Moved Select if the business has moved.

Out of Business Select if the business is no longer active at this location.

Enquiry DUNS Enter the number assigned by Dun and Bradstreet to identify a business.

Parent DUNS Enter the number assigned by Dun and Bradstreet to identify the parent company.

Parent Name Enter the name of the company that has a majority interest in the business. The subject business is known as a subsidiary.

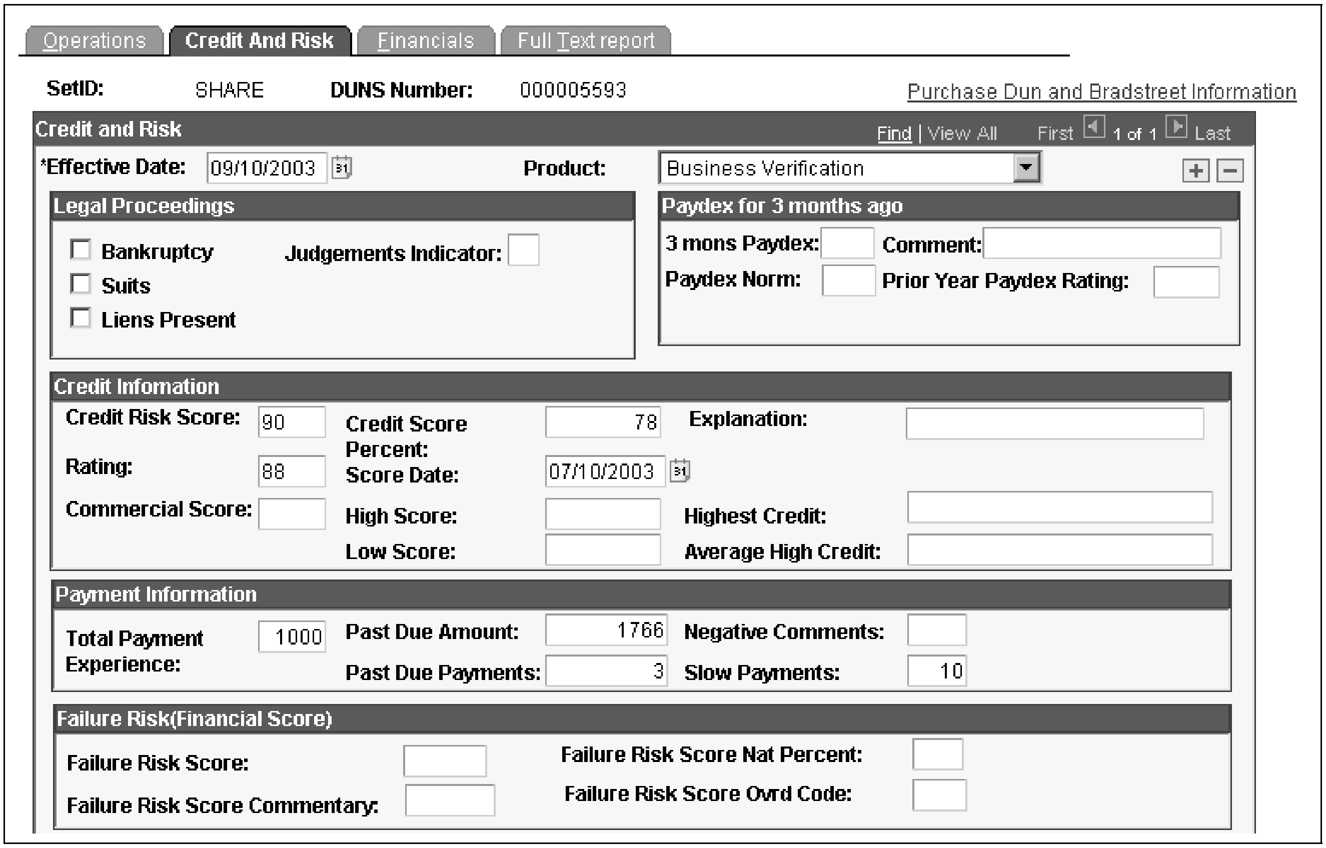
Customer List

The Customer List grid displays a list of customers who are associated with the DUNS number.

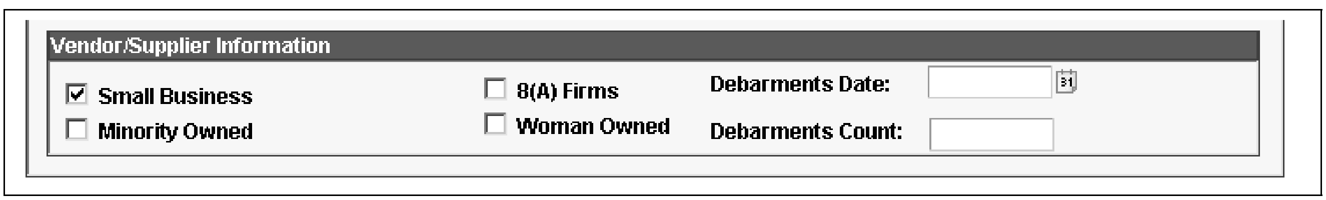
Go To Credit Page Click to access the Credit Profile - General page and view credit information for a customer who is linked to the DUNS number, or link another customer to a DUNS number.

Viewing Credit and Risk Information

Access the Credit And Risk page.



Credit and Risk page (1 of 2)



Credit and Risk page (2 of 2)

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

Bankruptcy Select if the organization is in bankruptcy.

Suits Select if there are lawsuits in the Dun and Bradstreet database for the organization.

Liens Present Select if there are open liens in the Dun and Bradstreet database for the organization.

Judgement Indicator Select if open suits, judgements, petitions or payment remarks exist in the Dun and Bradstreet database for the organization.

3 mons Paydex (three months Paydex) Enter the Dun and Bradstreet payment score (Paydex) from three months ago.

Comment Enter additional text about the three-month Paydex score.

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

Prior Year Paydex Rating	Enter a dollar-weighted score that indicates how the organization has paid its bills over the last 12 months. The prior year Paydex rating represents how the organization paid its bills in the previous year or previous 12 to 24 months.
Credit Risk Score	Enter the credit risk numeric score that is a translation of the risk of delinquent payment over the next 12 months.
Credit Score Percent	Enter the percentile rank that indicates where the organization falls among organizations in the Dun and Bradstreet U.S. database. The percent is based on a 1 to 100 scale where 1 represents organizations with the highest probability of delinquency and 100 represents organizations with the lowest probability of delinquency.
Explanation	Enter the literal explanation of the credit risk numeric score, which explains the risk of delinquent payment over the next 12 months.
Rating	Enter the code that Dun and Bradstreet assigns to a company that consists of a composite capital and credit rating.
Score Date	Enter the date on which the credit risk score was calculated.
Commercial Score	Enter the numeric score that corresponds to the delinquency performance.
High Score	Enter the high range of the commercial credit score for which an incidence of delinquency percentage could be linked. If the range is 240 to 280, the high range score is 280.
Highest Credit	Enter the highest account balance during the past 12 months.
Low Score	Enter the low range of the commercial credit score for which an incidence of delinquency percentage could be linked. If the range is 240 to 280, the low range score is 240.
Average High Credit	Enter the median of the highest credit extended over the past 12 months. This is calculated by taking the sum of all of the high credit dollar amounts divided by the total number of account experiences.
Total Payment Experience	Enter the total number of payment experiences in the Dun and Bradstreet database for the organization.
Past Due Amount and **Past Due Payments**	Enter the sum of past due dollar amounts.
Negative Comments	Enter the total number of payment experiences with negative comments in the payment notes.
Slow Payments	Enter the conditional comment that is generated when the Paydex score is used or slow payment experiences are present.
Failure Risk Score	Enter the score that predicts the likelihood of a firm going out of business without paying all creditors in full over the next 12 months.
Failure Risk Score Nat Percent (failure risk score national percent)	Enter a percent that places the organization in a 1 through 100 rank order; 1 is the highest risk and 100 is the lowest risk. The percent means that the organization scores better than a percent of organizations available in Dun and Bradstreet's U.S. database.

(USA) Failure Risk Score Commentary — Enter text that explains the conditions that drive the score that is assigned to the organization. This field is available only in the U.S.

(AUS) Failure Risk Score Ovrd Code (failure risk score override code) — Enter a score for Australian organizations when the delinquency score is a special value (0, 893-895) or cannot be calculated.

Small Business — Select if the Small Business Administration (SBA) classified the organization as a small business.

8(A) Firms — Select if the SBA classified the organization as a socially or economically disadvantaged small business.

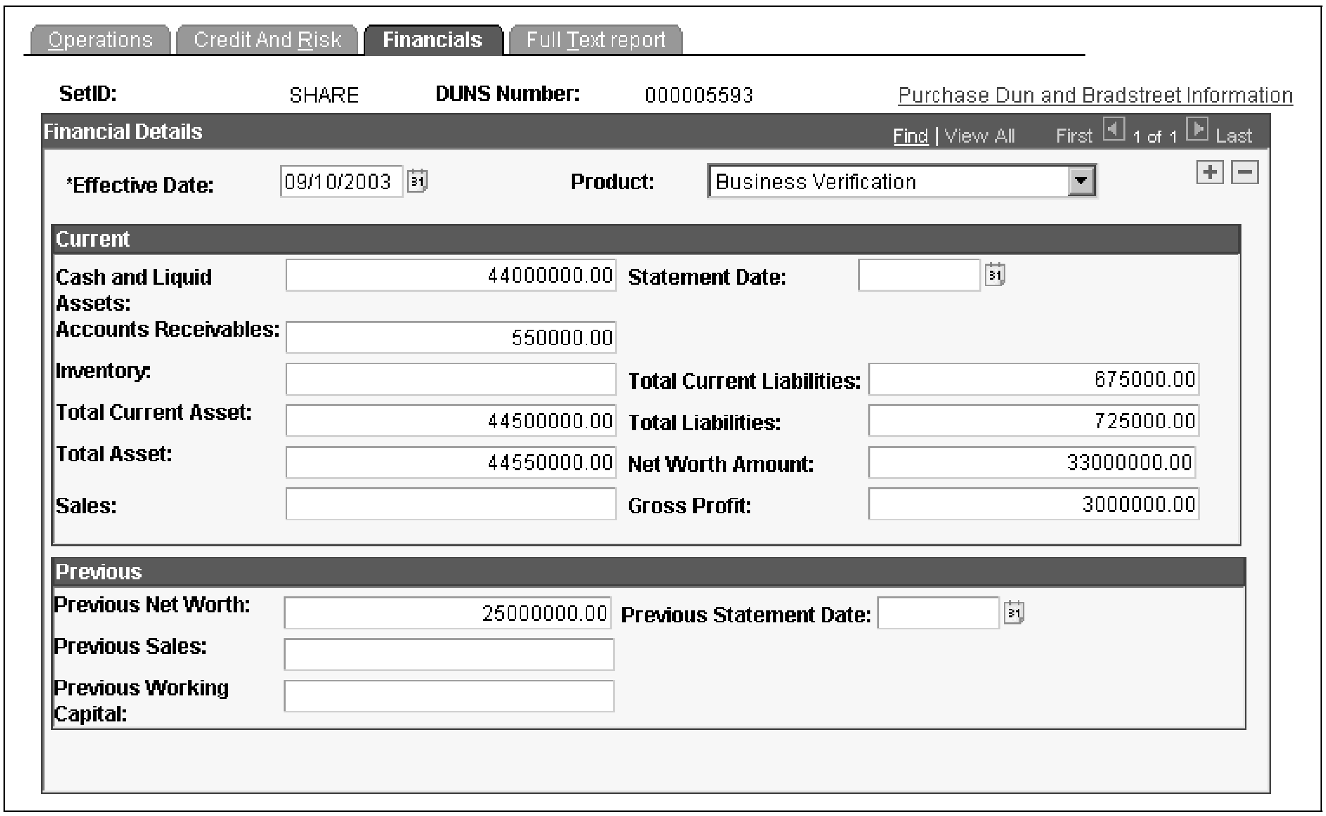
Debarments Date and **Debarments Count** — Enter the number of the U.S. government debarments that are present in the Dun and Bradstreet database and the date of the most current debarments filing.

Minority Owned — Select if the organization is classified as minority owned.

Woman Owned — Select if the majority of the organization is owned by a woman.

Viewing Financial Statement Information

Access the Financials page.



Financials page

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

Cash and Liquid Assets — Enter the amount of cash on hand and in banks.

Statement Date	Enter the date of the current financial statement.
Accounts Receivables	Enter the total amount of accounts receivable
Inventory	Enter the amount of merchandise on hand. The amount may also include work in progress and raw materials minus depreciation.
Total Current Liabilities	Enter the total amount of all current liabilities that are less than one year old.
Total Current Asset	Enter the total amount of all current assets that are less than one year old.
Total Liabilities	Enter the total amount of liabilities.
Total Asset	Enter the total amount of current and long term assets.
Net Worth Amount	Enter the total amount of equity, which can include stock.
Sales	Enter the amount of net sales for the period after returns, allowances, and discounts are deducted. In Europe, this amount is the sales for the period less taxes.
Gross Profit	Enter the amount that remains after deducting the cost of goods sold from net sales.
Previous Net Worth	Enter the amount of net worth minus intangibles in the last financial statement. The amount may be negative to reflect a deficit net worth position.
Previous Statement Date	Enter the date of the previous financial statement.
Previous Sales	Enter the amount of net sales for the previous statement.
Previous Working Capital	Enter the amount of current assets minus current liabilities for the previous statement.

Viewing Full Text Reports

Access the Full Text report page.

Report Text	Displays the full text of the Dun and Bradstreet report. The text is not available if you did not obtain the report using the Dun and Bradstreet interface.

Linking Customers to DUNS Numbers

Access the Credit Profile - General page.

Typeand **DUNS Number**	Select *D & B Num* (Dun and Bradstreet number) for the type and select a DUNS number.

Defining MICR IDs

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

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

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

When defining MICR IDs:

- Enter MICR IDs and associate them with remit from customers.
- Enter additional bank information for specific customers.

Pages Used to Define MICR IDs

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

Associating MICR IDs With Remit From Customers

Access the MICR Information - Address page.

Effective Date

MICR ID information is keyed by effective date to enable you to keep a history of changes that you make, and to enter changes that will go into effect on some future date.

Remit From Customer

Select the setID and the customer ID of the remit from customer to enable Payment Predictor to select items from more than one customer based on the MICR ID. Because a remit from customer is the paying entity, you link MICR IDs to remit from groups rather than to individual customers. Every customer is its own remit from customer if it doesn't belong to a larger remit from group.

Address

If a customer that is enabled for draft processing will use this MICR ID, and your bank interface requires the draft bank address, enter that address in the fields in this group box. Otherwise, this information is optional and not used in any Receivables processing.

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

Entering Customer-Specific Bank Information

Access the MICR Information - Customer Bank page.

Effective Date, Status, and **Remit From Customer**	Displays data from the MICR Information - Address page.
Remit From Customer	For each MICR ID that you set up for the customer, enter the bank account information to process direct debits and drafts electronically. This associates the bank account details with the remit from customer and the MICR ID that you enter on the MICR Information - Address page.
Country	Displays data from the MICR Information - Address page and defines where the bank is located. Depending on the country, you may be required to enter different information to identify the customer's bank account.
Bank Name Alt Characters (bank name alternate characters)	If you have enabled alternate character sets for the user, this button appears next to Bank Name. Click to enter each name in alternate characters. **Note.** To activate alternate characters, set your User Preferences to use alternate characters on the User Preferences - Overall Preferences page.
Bank ID Qualifier	Defines which fields are required for the customer's bank and the editing rules for each field. For example, you may be required to enter a bank ID with five characters for the French Bank (009). System-defined qualifiers are provided for each country; review them on the Bank ID Qualifiers page. See *PeopleSoft Bank Setup and Processing PeopleBook*, "Setting Up Banks and Counterparties"
Bank ID	Identifies the bank.
Branch ID	Depending on the bank ID qualifier, you may need to enter a check digit for the account number and a corresponding branch ID.
Account Type	Select a value: *Bond* *Bus Acct* (business account) *Check Acct* (checking account) *Dem Dep* (demand deposit) *Lf Ins-Net* (life insurance account - net cash value) *Life Ins* (life insurance face value) *Mutual* (mutually defined) *Ret Acct* (retirement account - vested interest) *Ret It-DDA* (return items on demand deposit account) *Ret It-Sav* (return items on savings account) *SB Acct* (stocks and bonds account)

Time Dep (time deposit)

Trust fund

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

DFI Qualifier Select to identify the bank using its DFI ID and enter the associated DFI ID. The DFI qualifier indicates what format, and how many characters and numerals are used in the bank's DFI ID.

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

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

Setting Up Tree-Based Corporate Customers

To define corporate customer trees, use the Corporate Customer Tree component. This section discusses how to:

- View a corporate tree structure.
- Access customer information.
- Define corporate tree nodes.
- Update messages for customers associated with a particular corporate umbrella.

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

Pages Used to Set Up Tree-Based Corporate Customers

Page Name	Object Name	Navigation	Usage
Tree Manager,	PSTREEMGR	Tree Manager, Tree Manager	View corporate tree structures.
Corporate Customer Tree,	CORP_NODE_AR	Customers, Customer Information, Corporate Customer Tree	Define or review corporate tree nodes' characteristics. The system displays the Corporate Customer Tree page from the Maintain Customers menu, where you can enter or change information for corporate customers.
Corporate Tree Messages,	CUST_MSG_CORPT	Accounts Receivable, Collections, Customer Information, Corporate Tree Messages Customers, Customer Information, Corporate Tree Messages	View and update messages for customers who are associated with a particular corporate umbrella.

Viewing Corporate Tree Structures

Access the Tree Manager page.

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

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

See PeopleTools documentation: Reporting and Analysis Tools: Tree Manager.

Accessing Customer Information

Access the Tree Manager page.

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

Defining Corporate Tree Nodes

Access the Corporate Customer Tree page.

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

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

Note. The values for the Risk Code and Credit Class fields are translate values that can be adapted to your business needs.

Collection and **Dispute**

Select customer credit status based on the circumstance. Additional fields appear next to the Collection or Dispute fields.

When you turn a customer over for collection, select a collection code from those that are defined on the Collection Status page. Codes vary according to business practices. For example, they may represent different collection agencies that you use. The date on which the account was assigned for collection is the current date by default.

When you place a customer in dispute, select a dispute code from those that are defined on the Dispute Status page. Dispute codes vary by business—they usually indicate the cause for dispute, such as a pricing error or an incorrect shipment. The date on which the account was placed in dispute is the current date by default. The dispute amount that you enter—which may be the customer's account balance, the amount of a single item, or some other amount—can be a negative or positive value.

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

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

Updating Corporate Customer Tree Messages

Access the Corporate Tree Messages page.

Corporate Customer — If one (or more) of the customers who belong to the corporate customer is assigned a message using the General Information - Messages page, the customer ID and name appear.

Update — Click to enter or update a corporate tree message (in display-only mode). The system transfers you to the Messages page, where you can assign or modify messages for customers who are associated with the corporate customer.

Hold Code — Appears if the customer has an action of *Hold.*

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

Viewing Vendor Information

You can view name and ID information for specific vendors.

Pages Used to View Vendor Information

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

Viewing Vendor Names and IDs

Access the Vendor Information page.

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

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

Associating EFT Payment File Names With Customer IDs

You can create a cross-reference between customer names on an EFT payment file and customer IDs.

Page Used to Associate EFT Payment File Names With Customer IDs

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

Creating Customer Reimbursable Agreements

To define reimbursable agreements, use the Customer Agreements component.

Use reimbursable agreements to represent a reimbursable agreement between two or more organizations.

Pages Used to Create Customer Reimbursable Agreements

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

Making Customer Inquiries

You can inquire about customer attachments, messages, notes, and available credit. This section discusses how to check customers' available credit.

Pages Used to Make Customer Inquiries

Page Name	Object Name	Navigation	Usage
Customer Attachments	CUST_ATTACHMENTS	Order Management, Quotes and Orders, Review Customer Information, Attachments, Customer Attachments Customers, Review Customer Information, Attachments, Customer Attachments	View attachments—such as multimedia files, Microsoft PowerPoint presentations, Microsoft Word documents, ScreenCams, or Microsoft Excel spreadsheets—to customers. See "Maintaining General Customer Information", Attaching a Multimedia File to a Customer
Credit Available,	CUST_CREDIT_AVAIL	Customers, Review Customer Information, Credit Available Order Management, Quotes and Orders, Review Customer Information, Credit Available, Customer Credit	Check customers' credit positions.
Customer Messages	CUST_MESSAGES	Order Management, Quotes and Orders, Review Customer Information, Messages, Customer Messages Customers, Review Customer Information, Messages, Customer Messages	View messages that are associated with customers. See "Maintaining General Customer Information," Attaching Messages to Customers
Customer Notes	CUST_NOTES	Order Management, Quotes and Orders, Review Customer Information, Notes, Customer Notes Customers, Review Customer Information, Notes, Customer Notes	View notes that are available for customers. See "Maintaining General Customer Information," Entering Customer Notes

Checking Customers' Available Credit

Access the Credit Available page.

Bill-To Customer

Total Backlog Amount Represents the total value of the sales order lines that are scheduled to ship within the number of backlog days that you specify on the Credit Check page.

Total Aged AR (total aged accounts receivable) Number of open receivables that are included in the credit-checking algorithm. The open receivables that are included in this number are contained in the aging categories that you select for credit checking on the Aging page.

Credit Available	Determined by the following equation: Credit Limit - (Total Aged AR) - (Total Backlog Amount within X Days) = Credit Available + % over limit

Note. You must run the Receivables Update process in the Maintain Receivables menu to populate the Aging Amount field for the bill to customer and the Total Aged AR field for the corporate customer.

CHAPTER 4

Importing Customer Information

This section provides a summary table of the customer control information, an overview of conversion fields, and instructions for:

- Completing conversion prerequisites.
- Converting customer information.
- Completing, verifying, and testing conversions.

Understanding Customer Control Information

Depending on which products you have licensed (PeopleSoft Receivables, Billing, Order Management) you may have to populate all of the customer records.

Note. *Required* means that you must place a row in the table with correct default values, even if you won't use any of the fields on these tables. The system uses rows in the required tables to access information online as well as for background processing.

This table lists customer control information and the required records for each application:

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUSTOMER	Customer header	X	X	X	X	X
CUST_ ADDRESS	Customer address detail	X	X	X	X	X
CUST_ ADDR_SEQ	Customer address header	X	X	X	X	X

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_ATT	Customer attachments **Note.** Only needed if using attachments.	X				
CUST_ BILLTO	Valid bill to relationships	X	X (if customer is both a bill to and sold to customer)	X (if customer is both a bill to and sold to customer	X	X
CUST_ BROKER	Customer brokers					
CUST_CGRP_ LNK	Link for customers who are associated with various customer groups					
CUST_ CREDIT	Customer credit information			X **Note.** If this customer is a bill-to customer, this is needed for credit checking.	X	
CUST_CRSPD	Customer correspondence information	X	X	X	X	
CUST_ CRSPD_REM	Customer correspondence remit to				X	
CUST_ EXEMPT	Customer exemption status					

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_ EXEMPT_ DTL	Customer exemption details					
CUST_ GROUP_TBL	Customer group table					
CUST_ HIERARCHY	Customer hierarchy					
CUST_ID_ NBRS	Customer ID numbers					
CUST_ INDIRECT	Indirect customers					
CUST_MSG	Customer messages **Note.** Only needed if using messages.					
CUST_NOTE	Customer notes **Note.** Only needed if using notes.					
CUST_NOTE_ DOC	Documents that notes are printed on. **Note.** Only needed if using notes.					
CUST_NOTE_ KEYWD	Customer notes key words for searching **Note.** Only needed if using notes.					

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_ OPTION	Bill to customer options	X	X (if customer is a bill to customer)	X (if customer is a bill to customer)	X	X (if customer is a bill to customer)
CUST_PM_ CHANNEL	Customer channel information					
CUST_ REGN_TYPE	Customer region code types					
CUST_SHEX_ BLK	Dates on which shipments are blocked					
CUST_SHEX_ DT	Dates and times when shipments are not received					
CUST_ SHIPTO	Valid ship to relationships		X (if customer is both a ship to and sold to customer)	X (if customer is both a ship to and sold to customer)		X
CUST_ SHIPTO_OPT	Ship to customer options		X (if customer is a ship to customer)	X (if customer is a ship to customer)		
CUST_SIC_ CODES	Customer standard industry codes					
CUST_ SOLDTO_ OPT	Sold to customer options		X (if customer is a sold to customer)	X (if customer is a sold to customer)		
CUST_TEAM	Customer support teams	X	X	X	X	X

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_VAT_ EXCPTN	Customer value-added tax (VAT) exceptions	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	
CUST_VAT_ REG	Customer VAT registration	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	

Note. PeopleSoft Grants Management also requires the Sponsor Attribute Date (GM_SP_ATTRDT), Sponsor Attributes (GM_SP_ATTRIB), and Sponsor Letter of Credit Info (GM_SPNSR_LOC) tables.

Completing Conversion Prerequisites

Before importing customers into the PeopleSoft system, you must:

- Establish edit table values.
- Review customer source information.

Establishing Edit Table Values

PeopleSoft provides a number of tables that affect customer processing. You should set up these tables prior to converting customers. When you convert data, the values that you use for certain fields should match the values in these tables.

Customer Set Controls

Customer set controls establish rules that apply to every customer in a setID. You can enable the system to autonumber customer IDs. If you do, the system automatically assigns a customer ID to each customer that is unique within the setID as you enter customers online.

When using customer autonumbering, you may have to set the value of the last customer ID that you assign after converting your customers to ensure that you don't duplicate customer numbers. To update autonumbering, access the Automatic Numbering page and enter a *customer ID* as the field in the appropriate setID.

See the Continuous Documentation section of Customer Connection.

Dun & Bradstreet

To import Dun & Bradstreet (DB) numbers into CUST_ID_NBRS, you must set up the DB numbers beforehand on the Dun and Bradstreet page.

VAT Registration Data

If you are importing VAT registration data into CUST_VAT_REG, you must set up the customer VAT countries beforehand on the VAT Country Definition page.

See *PeopleSoft Global Options and Reports 8.8 PeopleBook,* “Working with Value Added Taxes (VAT)”.

Reviewing Customer Source Information

Prior to converting the customer information, analyze existing data and:

- Do not convert inactive customers.
- Clean up customer data.

  Some of the data that you are trying to convert may be corrupt due to code changes in your legacy system or bugs that allowed bad data to enter the system. If you convert this data prior to cleaning it up, you can introduce bad data into the PeopleSoft database.

  Delete duplicate name and address records for each customer. For example, a customer may have one customer ID that is defined by the initials of the company and another that is defined by the full company name.

Converting Customer Information

This section discusses how to:

- Select conversion programs.
- Use the Data Dictionary.

Selecting Conversion Programs

Consider writing your own conversion program that reads records from the existing system and inserts them into the appropriate PeopleSoft customer tables. When creating a program, you have complete control over the conversion, and you can run it directly on most servers. Many customers write their conversion programs using Structured Query Report.

Alternatively, consider using the full synchronization Customer XML message to move existing customer data to the PeopleSoft tables.

Note. When you begin to test your conversion program, consider converting customers in batches. You can rerun the program for a batch of customers without affecting other customers.

You can also use the following customer Component Interfaces to load data in the component tables:

- CUSTOMER_MAIN_CI: Loads main customer information, customer teams, addresses.
- CUSTOMER_BILLTO_CI: Loads bill-to related information such as bill-to options, customer correspondence, customer credit.
- CUSTOMER_SOLDTO_CI: Loads sold-to related information such as sold to options, product catalogs, customer hierarchy, customer product aliases, brokers.
- CUSTOMER_SHIPTO_CI: Loads ship-to related information such as ship-to options, customer exception calendars, carrier account information, indirect customers.
- CUSTOMER_MISC_CI: Loads miscellaneous information such as region codes, customer group, standard industry codes, VAT information, notes, attachments, messages.

The following Component Interfaces can also be used. The CUSTOMER Component Interface is used with EIP messaging to load specific customer information to setting up a customer. The CUSTOMER_GENERAL Component Interface uses all of the records within the Customer component.

Using the Data Dictionary

These records contain fields that are relevant to converting customer data:

- CUSTOMER
- CUST_ADDRESS
- CUST_ADDR_SEQ
- CUST_ATT
- CUST_BILLTO
- CUST_BROKER
- CUST_CGRP_LNK
- CUST_CREDIT
- CUST_CRSPD
- CUST_CRSPD_REM
- CUST_EXEMPT
- CUST_EXEMPT_DTL
- CUST_GROUP_TBL
- CUST_HIERARCHY
- CUST_ID_NBRS
- CUST_INDIRECT
- CUST_MSG
- CUST_NOTE
- CUST_NOTE_DOC
- CUST_NOTE_KEYWD
- CUST_OPTION
- CUST_PM_CHANNEL
- CUST_REGN_TYPE
- CUST_SHEX_BLK
- CUST_SHEX_DT
- CUST_SHIPTO
- CUST_SHIPTO_OPT
- CUST_SIC_CODES
- CUST_SOLDTO_OPT

- CUST_TEAM
- CUST_VAT_EXCPTN
- CUST_VAT_REG

You can use the data dictionary in conjunction with the information in PeopleSoft Application Designer on these fields:

- Datatype.
- Length.
- Required or not.
- List of values (translate values).
- Validation tables.

Understanding Customer Conversion Fields

When converting customer information, field mappings fall into one of three types:

1. Field values such as customer name that map directly from your legacy system to PeopleSoft.
2. Field values that must be translated from your legacy value to a PeopleSoft value.
3. Fields that do not appear at all in your legacy system.

   You must assign a value to these fields during conversion.

This table lists additional information that you may need to develop your customer conversion:

Record Name	Field Name	Edit Table	Required
CUSTOMER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	CUST_STATUS		Yes
	CUST_STATUS_DT		No
	NAMESHORT		Yes
	CUSTOMER_TYPE		Yes
	SINCE_DT		Yes

Record Name	Field Name	Edit Table	Required
	ADD_DT		Yes
	NAME1		Yes
	NAME2		No
	NAME3		No
	NAME1_AC		No
	NAME2_AC		No
	NAME3_AC		No
	ADDRESS_SEQ_NUM	%EDITTABLE3	Yes
	CORPORATE_SETID	SP_SETID_NONVW	Yes
	CORPORATE_CUST_ID	CUST_CC_A1S_VW	Yes
	REMIT_FROM_SETID	SP_SETID_NONVW	No
	REMIT_FROM_CUST_ ID	CUST_REM_A1S_VW	No
	CRSPD_SETID	SP_SETID_NONVW	No
	CRSPD_CUST_ID	CUST_CR_A1S_VW	No
	CONSOL_BUS_UNIT	BI_CONSOL_BU_VW	No
	VENDOR_SETID	SP_SETID_NONVW	No
	VENDOR_ID	VENDOR_AR2	No
	REFER_TO_SETID	SP_SETID_NONVW	No
	REFER_TO_CUST_ID		No

Record Name	Field Name	Edit Table	Required
	REVIEW_DAYS		No
	FORMER_NAME_1		No
	FORMER_NAME_2		No
	CNTCT_SEQ_NUM	CUST_CONTACT	No
	SUBCUST_USE		Yes
	SUBCUST_QUAL1	SUBCUST_Q1_TBL	No
	SUBCUST_QUAL2	SUBCUST_Q2_TBL	No
	CUR_RT_TYPE	RT_TYPE_TBL	Yes
	CURRENCY_CD	CURRENCY_CD_TBL	Yes
	SHIP_TO_FLG		Yes
	BILL_TO_FLG		Yes
	SOLD_TO_FLG		Yes
	BROKER_FLG		Yes
	INDIRECT_CUST_FLG		Yes
	CUST_LEVEL		No
	ADDRESS_SEQ_SOLD		Yes
	CNTCT_SEQ_SOLD		No
	ADDRESS_SEQ_SHIP		Yes
	CNTCT_SEQ_SHIP		No

Record Name	Field Name	Edit Table	Required
	ADDRESS_SEQ_BRK		No
	ADDRESS_SEQ_IND		No
	HOLD_UPDATE_SW		No
	ROLEUSER	ROLEXLATOPR_VW	No
	TAXPAYER_ID		No
	WEB_URL		No
	STOCK_SYMBOL		No
	REPORTS_TO_ SPONSOR	GM_CUSTOMER_VW	No
	SPNSR_LEVEL	GM_SPNSR_LEVEL	No
	SPNSR_TYPE	GM_SPNSR_TYPE	No
	SPNSR_PROGRAM	GM_SP_PROG_TYPE	No
	COST_LIV_INCR_PCT		No
	CFDA_NBR		No
	FOREIGN_FLAG		No
	GM_FEDERAL_FLAG		No
	US_FLAG_CARRIER		No
	LOC_INDICATOR		No
	GM_LOC_SPONSOR_ ID	GM_LOC_SP_VW	No
	FA_SPNSR_BASE_ID	GM_FA_BASE_DTL	No

Record Name	Field Name	Edit Table	Required
	GM_DEL_LOC_REFS_SW		No
	GRANTS_SPONSOR_FLG		No
	FEDERAL_INDICATOR		No
	TRADING_PARTNER		No
	IPAC_INTERFACE		No
	CNTCT_SEQ_IPAC		No
	CUSTOMER_ALC	AGENCY_LOC_CD	No
	CUST_FIELD_C1_A		No
	CUST_FIELD_C1_B		No
	CUST_FIELD_C1_C		No
	CUST_FIELD_C1_D		No
	CUST_FIELD_C2		No
	CUST_FIELD_C4		No
	CUST_FIELD_C6		No
	CUST_FIELD_C8		No
	CUST_FIELD_C10_A		No
	CUST_FIELD_C10_B		No
	CUST_FIELD_C10_C		No
	CUST_FIELD_C10_D		No

Record Name	Field Name	Edit Table	Required
	CUST_FIELD_C30_A		No
	CUST_FIELD_C30_B		No
	CUST_FIELD_C30_C		No
	CUST_FIELD_C30_D		No
	CUST_FIELD_N12_A		No
	CUST_FIELD_N12_B		No
	CUST_FIELD_N12_C		No
	CUST_FIELD_N12_D		No
	CUST_FIELD_N15_A		No
	CUST_FIELD_N15_B		No
	CUST_FIELD_N15_C		No
	CUST_FIELD_N15_D		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ADDRESS	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	EFFDT		Yes
	EFF_STATUS		Yes

Record Name	Field Name	Edit Table	Required
	ALT_NAME1		No
	ALT_NAME2		No
	LANGUAGE_CD		No
	TAX_CD	TAX_SU_HDR_VW	No
	COUNTRY	COUNTRY_TBL	No
	ADDRESS1		No
	ADDRESS2		No
	ADDRESS3		No
	ADDRESS4		No
	CITY		No
	NUM1		No
	NUM2		No
	HOUSE_TYPE		No
	ADDR_FIELD1		No
	ADDR_FIELD2		No
	ADDR_FIELD3		No
	COUNTY		No
	STATE	%EDIT_STATE	No
	POSTAL		No

Record Name	Field Name	Edit Table	Required
	GEO_CODE		No
	IN_CITY_LIMIT		No
	COUNTRY_CODE		No
	PHONE		No
	EXTENSION		No
	FAX		No
	PHYSICAL_NATURE		No
	VAT_SVC_PERFRM_ FLG		No
	LAST_EXP_CHK_ DTTM		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
	URL_LONG		No
CUST_ADDR_SEQ	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	DESCR		No
	BILL_TO_ADDR		Yes
	SHIP_TO_ADDR		Yes

Record Name	Field Name	Edit Table	Required
	SOLD_TO_ADDR		Yes
	CRSPD_TO_ADDR		Yes
	BROKER_ADDR		No
	INDIRECT_ADDR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ATT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	FILE_EXTENSION	FILE_DIR_VW	Yes
	DOCUMENT		Yes
	DESCR		No
CUST_BILLTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BILL_TO_CUST_ID	CUST_BI_A1S_VW	Yes
	SLDTO_PRIORITY_ NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_BROKER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes

Record Name	Field Name	Edit Table	Required
	BROKER_ID	CUST_BRK_A1S_VW	Yes
	SLDTO_PRIORITY_ NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CGRP_LNK	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP	%EDITTABLE	Yes
	DEFAULT_TAX_GRP		No
	DATETIME_ADDED		No
	LASTUPDDTTM		No
	LAST_MAINT_OPRID		No
CUST_CREDIT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	CR_LIMIT		No
	CR_LIMIT_RANGE		No
	CR_LIMIT_DT		No

Record Name	Field Name	Edit Table	Required
	CR_LIMIT_CORP		No
	CR_LIM_CORP_ RANGE		No
	CR_LIMIT_CORP_DT		No
	CR_LIMIT_REV_DT		No
	DISPUTE_STATUS	DISPUTE_TBL	No
	DISPUTE_DT		No
	DISPUTE_AMOUNT		No
	COLLECTION_STATUS	COLLECTION_TBL	No
	COLLECTION_DT		No
	RISK_CODE		No
	CREDIT_CLASS		No
	CREDIT_CHECK		Yes
	MAX_ORDER_AMT		No
	CUSTCR_PCT_OVR		No
	CORPCR_PCT_OVR		No
	CURRENCY_CD	CURRENCY_CD_TBL	Yes
	RT_TYPE	RT_TYPE_TBL	Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No

Record Name	Field Name	Edit Table	Required
	AGING_CATEGORY	AGING_CATEG_TBL	No
	AGING_ID	AGING_TBL	No
	BACKLOG_DAYS		No
	AR_1099C		No
	BANKRUPT_FLG		No
	MARKET_VALUE		No
	DESCRLONG		No
CUST_CRSPD	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	BANK_CD	BANK_AR_BR_VW	No
	BANK_ACCT_KEY	BANK_AR_R_VW	No
	CRSPD_ADDR		Yes
	ADDRESS_SEQ_NUM	CUST_ADDR_CR_VW	No
	CNTCT_SEQ_NUM	CUST_CNCT_EF_VW	No
	ONE_DOCUMENT_PER		No
	DUN_ID	DUNNING_TBL	No
	DUN_GROUP		No

Record Name	Field Name	Edit Table	Required
	DUN_HOLD		Yes
	DUN_HOLD_DT		No
	ST_ID	STATEMENT_TBL	No
	ST_GROUP		No
	ST_HOLD		Yes
	ST_HOLD_DT		No
	CRSPD_CNTCT		Yes
	LANGUAGE_CD		No
	OC_GROUP		Yes
	OC_ADMIN_ID	OC_ADMIN_VW	No
	OC_ADMIN_HOLD		No
	OC_ADMIN_HOLD_DT		No
	OC_FIN_ID	IDOC_FIN_VW	No
	OC_FIN_HOLD		No
	OC_FIN_HOLD_DT		No
	OC_PNLTY_ID	IDOC_PNLTY_VW	No
	OC_PNLTY_HOLD		No
	OC_PNLTY_HOLD_DT		No
	ASSESS_OC_FLAG		No

Record Name	Field Name	Edit Table	Required
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CRSPD_REM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	REMIT_ADD_TYPE		Yes
	BANK_CD	BANK_AR_BR_VW	No
	BANK_ACCT_KEY	BANK_AR_R_VW	No
CUST_EXEMPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	ISSUING_AUTHORITY		No
	AUTHORITY_TYPE		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_EXEMPT_DTL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes

Record Name	Field Name	Edit Table	Required
	EFFDT		Yes
	EFF_STATUS		No
	TAX_EXEMPT_FLAG		No
	EXEMPT_CATEGORY		No
	ISSUED_DT		No
	EXPIRATION_DT		No
	DESCR		No
	DESCR254		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_GROUP_TBL	SETID	SP_SETID_NONVW	Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	DESCR		Yes
	DESCRSHORT		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No

Record Name	Field Name	Edit Table	Required
	GLOBAL_FLAG		No
CUST_HIERARCHY	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		No
	PM_DIVISION	PM_DIVISION	No
	PM_REGION	CUST_REGION_VW	No
	PM_TERRITORY	PM_TERRITORY	No
	PM_SYNDICATED_ TYPE	PM_SYNDICATED	No
	PM_SYNDICATED_ NUM		No
	CLASSIFICATION	PM_CLASSIFICATE	No
CUST_ID_NBRS	SETID		Yes
	CUST_ID		Yes
	STD_ID_NUM_QUAL		Yes
	STD_ID_NUM		No
	STD_ID_SETID		No
CUST_INDIRECT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	INDIRECT_CUST_ID	CUST_IND_A1S_VW	Yes

Record Name	Field Name	Edit Table	Required
	SHPTO_PRIORITY_ NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_MSG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	MESSAGE_CD	MESSAGE_TBL	Yes
	START_DT		Yes
	END_DT		Yes
CUST_NOTE	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	NOTE_TYPE	NOTE_TYPE	No
	STD_NOTE_CD	STD_NOTE	No
	TEXT254		No
CUST_NOTE_DOC	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	DOCUMENT_CD	OM_DOC_CODE_VW	Yes

Record Name	Field Name	Edit Table	Required
CUST_NOTE_KEYWD	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	KEY_WORD		Yes
CUST_OPTION	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	PYMNT_TERMS_CD	AR_TRMS_VW	No
	PYMNT_TERMS_AMT		No
	GRACE_DUE_DAYS		No
	GRACE_DISC_DAYS		No
	RETENTION_DAYS		No
	PP_HOLD		Yes
	PP_METHOD	PP_MET_TBL	No
	REF_QUALIFIER_ CODE	AR_FLD_REF_VW	No
	PARTIAL_PY_SW		Yes
	PO_REQUIRED		Yes
	BILL_BY_ID	BI_BILL_BY	No

Record Name	Field Name	Edit Table	Required
	FREIGHT_BILL_TYPE		Yes
	BILL_CYCLE_ID	BI_CYCLE_VW	No
	BILL_INQUIRY_ PHONE	BI_INQPHONE_VW	No
	BILL_TYPE_ID	BI_TYPE_EF_VW	No
	BILLING_SPECIALIST	BI_SPECIALST_VW	No
	BILLING_AUTHORITY	BI_AUTH_EF_VW	No
	COLLECTOR	COLLECTOR_VW	Yes
	CR_ANALYST	CR_ANALYST_VW	Yes
	INVOICE_FORM_ID	BI_IVC_FORM	No
	DST_ID_AR	DST_CODE_AR_VW	No
	DRAFT_APPROVAL		No
	DRAFT_DOC		No
	DRAFT_TYPE	DRAFT_TYPE_TBL	No
	DD_PROFILE_ID	DD_PROFILE_TBL	No
	DD_GROUP		No
	PAYMENT_METHOD		No
	DIRECT_INVOICING		Yes
	CUSTOMER_PO		No
	START_DATE		No

Record Name	Field Name	Edit Table	Required
	END_DATE		No
	MICR_ID	REMIT_MICR_VW	No
	CONSOL_SETID	SP_SETID_NONVW	No
	CONSOL_CUST_ID	CUST_CONSOL_VW	No
	CONSOL_KEY		No
	INTERUNIT_FLG		Yes
	BUSINESS_UNIT_GL	SP_BU_GL_NONVW	No
	AR_SPECIALIST	AR_SPCLST_VW	No
	MAX_WRITE_OFF_ AMT		No
	MAX_WRITE_OFF_ DAYS		No
	MAX_WRITE_OFF_ PCT		No
	HOL_PROC_OPT		No
	HOL_PROC_DAYS		No
	HOL_PROC_OVERFL		No
	REBATE_METHOD		No
	BI_PROMPT_CURR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No

Record Name	Field Name	Edit Table	Required
CUST_PM_CHANNEL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	CUST_CHANNEL	CHANNEL_VW	Yes
	EFF_STATUS		No
	CHANNEL_PRIMARY		No
CUST_REGN_TYPE	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	REGION_CD_TYPE		Yes
	REGION_CD	REGION_CD	Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHEX_BLK	SETID		Yes
	CUST_ID		Yes
	DTTM_FROM		No
	DTTM_TO		No
	TIME_FROM		No
	TIME_TO		No
CUST_SHEX_DT	SETID		Yes

Record Name	Field Name	Edit Table	Required
	CUST_ID		Yes
	SHIP_DAY		No
	TIME_FROM		Yes
	TIME_TO		Yes
	DTTM_FROM		No
	DTTM_TO		No
CUST_SHIPTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SHIP_TO_CUST_ID	CUST_SHP_A1S_VW	Yes
	SLDTO_PRIORITY_ NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHIPTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	SHIP_TYPE_ID	SHIP_METHOD_VW	No
	SHIP_TYPE_ID_EXP	SHIP_METHOD_VW	No
	SHIP_PRIOR_FLAG		No

Record Name	Field Name	Edit Table	Required
	SHIP_PARTIAL_FLAG		No
	BCKORDR_CNCL_ FLAG		No
	LANGUAGE_CD		No
	SHIP_PRIORITY_ID	SHIP_PRIORITY	No
	DS_NETWORK_CODE	DS_NETHDR_TBL	No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
	FREIGHT_TERMS	FREIGHT_TERMS	No
	FREIGHT_TERMS_EXP	FREIGHT_TERMS	No
	SHIP_EARLY_DAYS		No
	SHIP_LATE_DAYS		No
	SHIP_PARTIAL_ORD		No
	STORE_NUMBER		No
	NAFTA_REQ_EXP		Yes
	CCI_REQ_EXP		Yes
	SED_REQ_EXP		Yes
	COO_REQ_EXP		Yes
	AERP		No
	INSURANCE_REQD		No

Record Name	Field Name	Edit Table	Required
	MILITARY_FLG		No
	EXPORT_ORDER_FLG		No
	CARRIER_ID	CARRIER_SHP_VW	No
	CARRIER_ID_EXP	CARRIER_SHP_VW	No
	SHIP_PRIORITY_EXP	SHIP_PRIORITY	No
	SINGLE_SHIP_FLAG		No
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	ALLOW_OVERPICK_ FLG		No
	MAX_PICK_ TOLERANCE		No
CUST_SIC_CODES	SETID		Yes
	CUST_ID		Yes
	SIC_CD_QUAL		No
	SIC_CODE		No
CUST_SOLDTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No

Record Name	Field Name	Edit Table	Required
	FRT_CHRG_METHOD		No
	GRACE_PRICE_DAYS		No
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	LOAD_PRICE_RULE	EOEP_ARB_LP_VW	No
	PROD_ID_SRC		Yes
	PROD_SUBSTITUTE		Yes
	PRICE_PROGRAM	EOEP_ARB_PR_VW	No
	RESTOCK_FEE_FLAG		Yes
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_TEAM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SUPPORT_TEAM_CD	TEAM_CODE_TBL	Yes
	DEFAULT_FLAG		Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_EXCPTN	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes

Record Name	Field Name	Edit Table	Required
	COUNTRY	COUNTRY_VAT_VW	Yes
	COUNTRY_CODE		No
	EFFDT		Yes
	EFF_STATUS		Yes
	VAT_EXCPTN_END_DT		No
	VAT_EXCPTN_TYPE	VAT_XLAT_TYPE_V	Yes
	VAT_EXCPTN_CERTIF		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_REG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	COUNTRY	COUNTRY_VAT_VW	Yes
	VAT_RGSTRN_ID		No
	COUNTRY_2CHAR	CNTRY_2CHAR_VW	No
	HOME_COUNTRY_FLG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No

See Also

Chapter 2, “Maintaining General Customer Information,” page 5

Chapter 3, “Maintaining Additional Customer Information,” page 67

Completing, Verifying, and Testing Conversions

After converting customer information, be sure to test it thoroughly. Using the Customers components, you can:

- Print customer reports.
- Maintain customer information.

Printing Customer Reports

Print customer information using the system-supplied reports and inspect the information for accuracy. Use the Sold To Customer and Ship To Customer reports to verify sold to and ship to customers and addresses.

See Also

Appendix B, "PeopleSoft Working With Customers and Orders Reports," page 283

Maintaining Customer Information

Use the online system to check customer data. Once you are satisfied that the conversion is clean, delete all of the records from the Customer tables and rerun the conversion.

CHAPTER 5

Maintaining Contacts

This chapter provides an overview of contact information and discusses how to set up contacts.

Note. Your use of the Contact Information pages might vary, depending on whether you choose to interface contact information or perform contact maintenance online. You can enter or update information from an interface you write to an existing system containing contact information. Also, you can use the Contact enterprise integration point to publish contact information and interface with other packages that require synchronization of contact data. PeopleSoft supports the contact message used for inbound and outbound publishing. If you are integrating with PeopleSoft CRM databases, we recommend you synchronize the contact table by performing a full batch publish to the subscribing system and provide updates to the subscribing system with incremental messages. Contacts may be maintained in both PeopleSoft SCM and CRM. When this situation occurs, contact ID auto numbering should be maintained in the SCM database.

See Also

EIP catalog: http://www.peoplesoft.com/corp/en/products/technology/oif/index.asp

Understanding Contact Information

Customer service representatives (CSRs) can set up and maintain contact information for internal and external contacts. Using the contact functionality, they can maintain contact information, link a contact to one or more customers, and control access to self-service transactions.

External Contacts

External contacts can be your consumers, customers, or business partners. Set up external contacts for those customer contacts who need to access self-service transactions and receive documents such as order acknowledgements. If the external contact requires access to self-service transactions, set up login security on the Contact User Profile page. To enable contacts to receive documents, select the documents and preferred communication on the Contact Additional Info page.

Internal Contacts

Internal contacts are your organization’s employees. Currently internal contacts are used only with email and workflow that are associated with PeopleSoft Conversations and PeopleSoft Contact Us to communicate with your external contacts.

User ID and Role Assignment

Contacts need a user ID to access self-service transactions. The user ID is linked to a role that determines the transactions the contact can access. A role is an intermediate object between permission lists and the individuals who use the system. You can assign multiple permission lists to a role and multiple roles to an individual. The role manages which self-service transactions an individual can access as well as the type of work to be routed to the individual if you are using the Workflow role. Set up roles on the Roles - General page.

Security Establishment

When you set up contacts, you select the roles that identify the self-service transactions they can access. Self-service data security for contacts is handled by controlling customer data. Contacts can view only their customers' data and their assigned customer types. For example, if a transaction requires a bill to customer type, the contact must be assigned to the customer and the customer must be defined as a bill to customer type.

CSRs can enter information about contacts in the Contact Info component. CSRs assign customers to contacts and establish login security. Login information is necessary only for those contacts who need external access to the system.

When you save a contact, the system creates a contact ID and updates the contact tables. In addition, if you enter the appropriate security information, the system creates a user ID to enable the contact to access self-service transactions.

Note. When setting up access to the CONTACT_INFO component pages, equivalent access to component interfaces USER_PROFILE and CUSTOMER_CONTACT is also required.

Important! The Maintain Contact functionality updates the contact tables, links customers to the contact, and updates the security tables. The PeopleTools pages you use to maintain user profile information updates only the security tables. If you are using contacts, to avoid incomplete or incorrect data, PeopleSoft recommends you use only the Maintain Contact component to create user IDs and to update contact information.

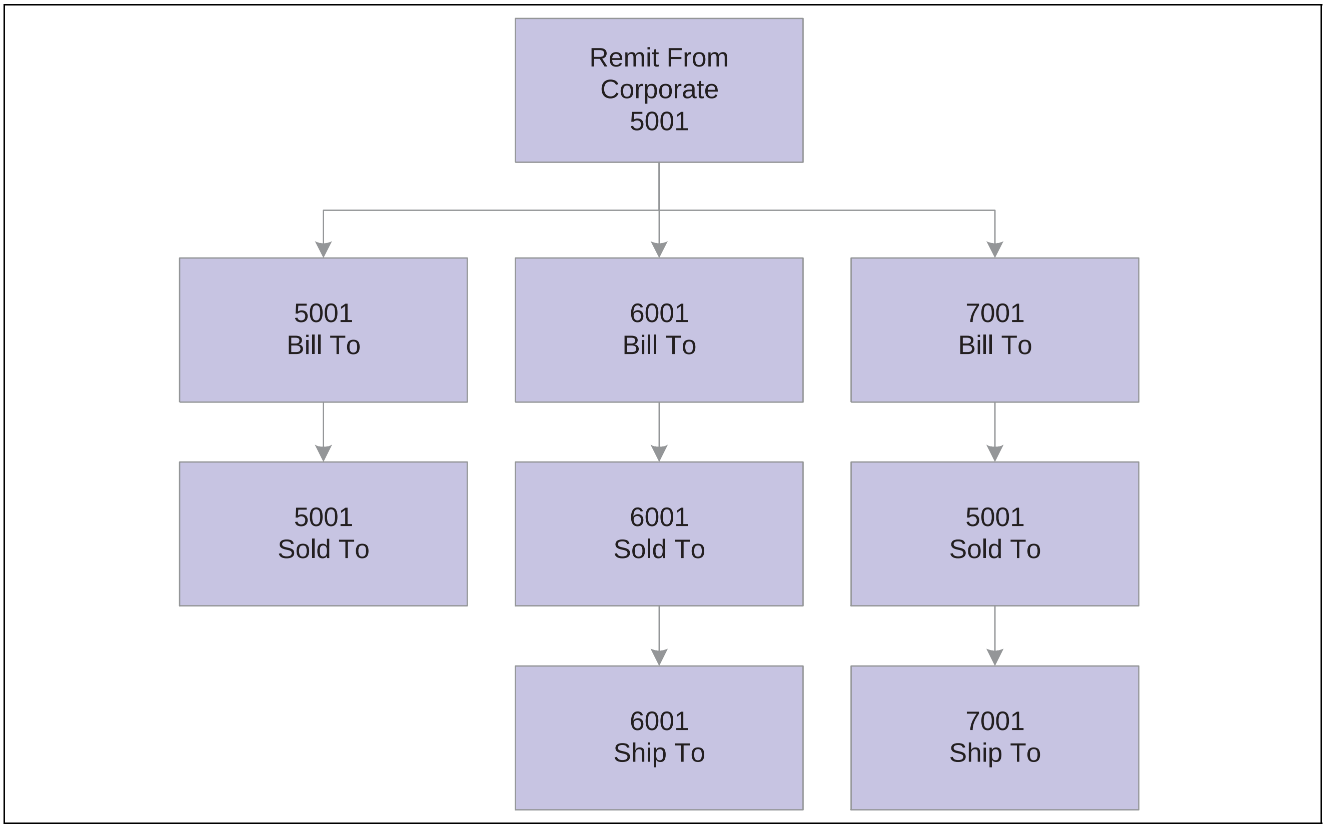
Important! The contact table is not a child record of the customer. The system updates contact information in both the contact and customer tables. You can enter contact information only in the Maintain Contact component.

Contact Structure Example

As an example of a typical customer contact structure, suppose a corporate, bill to, and remit from customer was set up in the system. The customer ID is 5001, and it represents the headquarters for a customer in Texas. Within the corporate structure, there is a product division or branch location. The branch is identified as customer 6001 and is defined as a bill to, ship to, and sold to customer; as such, it places orders, receives shipments, and is billed for the orders.

The customer has another branch location, identified as customer 7001, and it is only a bill to and ship to location. Branch 5001 (headquarters) handles purchasing for 7001, but customer 7001 is billed for the purchases and is the ship to location for the purchases.

This diagram illustrates how the Business to Business (B2B) customer contacts are set up for this example:



Example of B2B customer contacts

Your CSR sets up the five external contacts who need external access to their customer data using the PeopleSoft self-service transactions:

1. Sally is an accounts payable (AP) clerk who pays bills for 5001 and 6001 .
2. Ed is an AP clerk who pays bills for 7001.
3. Tim is a purchasing (PO) agent who orders for 6001.
4. Brian is a PO agent who orders for 5001.
5. Mary is a PO manager who can view and create orders for 5001 and 6001.

This table illustrates the data security needs for the different contacts:

User	Role	Access to Customer ID's	Customer type	Transactions
Sally	AP Clerk	5001, 6001	Bill To	View Bills.
				Pay Bills.
				Account Balance Inquiry.

User	Role	Access to Customer ID’s	Customer type	Transactions
				Payment Summary.
Ed	AP Clerk	7001	Bill To	View Bills.
				Pay Bills.
				Account Balance Inquiry.
				Payment Summary.
Tim	PO Agent	6001	Sold To	Create Orders.
				Order Tracking.
				Order Summary.
Brian	PO Agent	5001	Sold To	Create Orders or possibly only Create Quotes, and manager copies quote to order after approval.
				Order Tracking.
				Order Summary.
Mary	PO Manager	5001, 6001	Sold To	Create Orders.
				Order Tracking.
				Order Summary.
				View Bills.

The security architect must define the following roles for this business scenario:

1. Customer AP clerk who has access to these self-service transactions:
   - View Bills.

- Pay Bills.
- Account Balance Inquiry.
- Payment Summary.

2. Customer PO agent who has access to the following self-service transactions:
    - Create Quotes.
    - Order Tracking.
    - Quote/Order Summary.
3. Customer PO manager who has access to the following self-service transactions:
    - Create Orders.
    - Order Tracking.
    - Order Summary.
    - View Bill.
4. Internal CSR who has access to the internal Contact Information pages and can grant access to the external contacts.

    For example, suppose a CSR assigns Sally a user ID and password and grants her access to the role of AP clerk. The following occurs at save time:

    - The system creates a new contact ID for Sally and updates the contact tables.
    - The system updates the security tables and creates a link between Sally's contact ID and user ID.
    - The system updates the Contact/Customer table to contain both the customers to whom a contact is assigned and the customer types to which the contact has access:

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Sally	5001	Y	N	NA	Y
	6001	Y	N	N	Y

When the CSR sets up the other external contacts, the customer data security is as follows:

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Ed	7001	Y	NA	N	Y
Tim	6001	N	Y	N	N
Brian	5001	N	Y	NA	N

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Mary	5001	N (if Mary needs to View Bills, this is Y)	Y	NA	N
	6001	Y	Y	N	N

When an external contact accesses a self-service transaction, the system checks the customer IDs that are available for the contact and for the self-service transaction customer type and verifies access rights to that customer's data.

The self-service transaction *View Bills* accessed through PeopleSoft eBill Payment uses the bill to customer type. Each contact who has access to the Bills transaction should also have permission to use the bill to customer type for the customers to which they are assigned.

Setting Up Contacts

To define contacts, use the Contact Information component. Use the CONTACT_INFO component interface to load data into the tables for this component.

Perform these steps to set up contacts.

1. Define an internal or external contact on the Contact page.
2. Link an internal or external contact to one or more customers and set up security options on the Contact Customer page.
3. Set up the documents to receive preferred communication and credit card information for the contact on the Contact Additional Info page.
4. Set up phone and contact type information for internal and external contacts on the Contact Phone and Type page.
5. Create a user profile on the Contact User Profile page for an external contact who needs access to the self-service transaction.

   Use the Contact User Profile page to establish security for self-service transactions. Enter a password, add security permissions, and identify the role that the contact can access during self-service transactions.

Integration with Third-Party Applications

You can use messages to integrate contract data with third-party applications. The following inbound and outbound messages are available:

- Contact (CONTACT_FULLSYNC_EFF)
- Contact (CONTACT_FULLSYNC)
- Contact (CONTACT_SYNC)

See *PeopleSoft Supply Chain Management Integration 8.8 PeopleBook*, “Managing PeopleSoft Supply Chain Management Integration Points”.

Pages Used to Set Up Contacts

Page Name	Object Name	Navigation	Usage
Contact	CONTACT	Customers, Contact Information	Maintain information about each contact.
Contact Customer	CONTACT_CUST_PAGE	Click the Contact Customer Information link on the Contact Info component pages.	Build relationships between contacts and different customer IDs served by the contact or with which they are associated. If a contact is associated with only one customer, enter that customer on this page. If the contact is a broker, for example, use this page to establish relationships with the multiple customers the broker serves. Set up security options on the Self Service Security tab.
Contact Additional Info	CONTACT_ADDTL_INFO	Click the Additional Info link on the Contact Customer page.	Select documents for external contacts to receive and the contacts’ preferred communication method, and enter contacts’ credit card information.
Contact Customer Address	CONTACT_CUST_ADDR	Click the Credit Card Address link on the Contact Additional Info page.	View customer credit card payment address associated with a contact. **Note.** The fields on this page are the same as those on the General Information - Address page. See “Maintaining General Customer Information,” Entering Customer Addresses.
Contact Phone and Type	CONTACT_PHONE_PAGE	Click the Contact Phone and Type link on the Contact Info component pages.	Enter phone information and contact types for internal and external contacts.
Contact User Profile	CONTACT_USER_PROF	Click the User Profile link on the Contact Info component pages.	Enter the information that enables contacts to access self-service transactions, and determine the roles to which the contact will be assigned.

Defining Internal or External Contacts

Access the Contact page.

Contact ID

You may elect to assign your own contact IDs or let the system automatically assign the next available sequential contact ID. You can have multiple contact names with different effective dates for each contact ID. The contact ID for new contacts is based on the settings on the Automatic Numbering page.

Contact Flag

Values are:

External: Select if this contact is a consumer, customer, or business partner who needs to access self-service transactions and receive documents from you.

Internal: Select if this contact is an employee of your organization and needs to be set up as a contact to receive email through PeopleSoft Conversations and PeopleSoft Contact Us.

Email ID

If you are performing credit card processing, third-party credit card authorization and payment applications require an email ID. The email ID defaults to the Credit Card Data page during sale order entry if the customer is paying by credit card.

See Chapter 6, “Processing Credit Cards,” Entering Credit Card Data in PeopleSoft Order Management and Authorizing Credit Card Transactions Online, page 164.

Salutation Code, Salutation

You can either select a code or enter a free-form text salutation for correspondence with the contact, but not both. You define salutation codes on the Salutation Table page.

Language Code

The system uses this code for recipient documents such as sales order acknowledgments and buying agreement renewal letters.

Person ID

If your installation interfaces with PeopleSoft CRM, the system populates this field from PeopleSoft CRM.

Linking Contacts to Customers and Specifying Security Options

Access the Contact Customer page.

Customer Tab

Location

Select the address number to use for the corresponding contact. Set up customer addresses on the General Information - Address page.

Additional Info

Click to access the Contact Additional Info page and set up documents for the contact to receive, the preferred communication, and credit card information.

Primary Bill To, Primary Ship To, and **Primary Sold To**

Select the check boxes that apply to this customer contact. Customers must be selected as bill to, ship to, or sold to customers on the General Info page for the associated check box to be available.

The primary sold to contact appears as the default on sales orders, contracts, return material authorizations, and quotes.

Self Service Security Tab

View All Orders	In the case of brokers, select this option so they can view all of the orders placed on behalf of a customer instead of only the orders they create.
Bill To, Ship To, Sold To, Broker Customer, and **Correspondence**	Select customer roles and types the contact can use. You can select only customer roles and types that are already set up for the customer on the General Info page.

Selecting Communication Preferences and Entering Contact Credit Card Information

Access the Contact Additional Info page.

SetID, Contact ID	Established on the Contact page.
Customer SetID, Customer ID	Defined on the Contact Customer page.

Credit Card Information

Card Type	Select the type of credit card the contract will be using. Values must first be set up on the Credit Card Type page.
Credit Card Number	When you enter the credit card number, the system performs a number of validations which are specified by the parameters you set up on the Credit Card Type page. **Note.** Security access should not be granted to the Credit Card Info page if it violates country-specific or legislative legal requirements regarding storing credit card numbers with customer records in the database. This practice is illegal in some European countries.
Primary Card	Displays the credit card that defaults to the Credit Card Data page during sales order entry.
First Name and **Last Name**	Enter the cardholder's name in two name fields. If the name on the card includes a middle initial, include the middle initial in the First Name field.
Expiration Month and **Expiration Year**	Use *MM* and *YYYY* formats. For example, if the credit card expires in March 2002, enter *03* in the Credit Card Expiration Month field and *2002* in the Credit Card Expiration Year field.
Address Sequence Number	Established on the General Information - Address page.
Credit Card Address	Click to access the Contact Customer Address page and view the customer who is associated with the contact and who will be used as the payment address for the credit card.

Documentation

Document Code	Select the documents that the contact should receive.

Preferred Communication

For each document, select the method from the following values for the contact:

C (call): Prefers to be contacted by telephone. Enter the phone number on the Contact Phone and Type page.

I (XML only): Prefers to be contacted using XML.

R (XML and print): Indicates you must print the communication in addition to sending it using XML.

E (email only): Prefers to be contacted by email. Enter the email address on the Contact page.

P (email and print): Indicates you must print the communication in addition to sending it by email. Enter the email address on the Contact page.

P (standard mail): Prefers to be contacted by post.

F (fax): Prefers to be contacted by fax. Enter the phone number on the Contact Phone page.

Note. If you select anything other than *P* (print) or *XML* for any PeopleSoft Order Management documents, you must configure the system to interface to a fax or email report delivery system. This is not delivered as a standard feature in PeopleSoft Order Management or Billing.

Note. For order acknowledgments in PeopleSoft Order Management to be processed using XML, at least one contact for the sold to customer must have a document with a code of *Order Acknowledgment* and a preferred communication method of *XML.* Similarly, for a quote to be processed using XML, at least one contact for the sold to customer must have a document with a code of *Quote* and a preferred communication method of *XML.*

Copies

Enter the number of copies when applicable. For example, a contact may want you to send a fax containing three copies of the shipping order and to mail one copy of the invoice. The preferred communication method you specify for the contact automatically defaults as the preferred communication method for each document. You can override this value.

Setting Up Contact Type and Phone Information

Access the Contact Phone and Type page.

Phone

You can enter multiple combinations of phone numbers for each contact.

Note. If you are performing credit card processing, third-party credit card authorization and payment applications require a telephone number. The telephone number defaults to the Credit Card Data page during sales order entry if the customer is paying by credit card. If the contact has a business or home phone number on file, the business phone defaults first; if there isn't a business phone, the home phone defaults.

Contact Type — Classifies contacts according to the department in which they work or the function they perform—such as billing, sales, or executive management—in the customer's business. Because a contact person may perform several roles at once, you can assign multiple contact type codes to each contact. Establish contact codes on the Contact Type Code page.

Completing Contact User Profiles

Access the Contact User Profile page.

Logon Information

User ID, Password, and **Confirm Password** — Enter these values for external contacts who must access self-service transactions.

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

Process Profile — Enables customers to run a PeopleSoft batch process.

Primary Permission List — Associate with the new user role you select. Primary permissions control everything except page-based permissions (business interlinks, messaging, and so forth).

Role Name — A role is an intermediate object between users and permission lists. You assign multiple permission lists to a role and multiple roles to a user. The role manages to which applications the contact has access as well as the type of work routed to the contact. Establish roles on the Roles page. As part of the role definition, CSRs can select only roles to which they can grant access and can delete only roles they are authorized to grant. Establish roles the CSRs can grant on the Role Grant page.

Note. CSRs or other users should also be authorized to run the Component Interfaces (USER_PROFILE and CUSTOMER_CONTACT) so that the appropriate tables are updated when the contact and user profile information is created or updated. The ID type *CNT* must be marked as *Enabled* on the User Profile Types page so that the user profile information can be saved.

CHAPTER 6

Processing Credit Cards

This chapter provides an overview of credit card processing, and describes how to:

- Set up the required parameters.
- Process credit cards in PeopleSoft Order Management.
- Process credit cards in PeopleSoft Billing.
- Process credit cards in PeopleSoft Receivables.

See Also

PeopleSoft Enterprise Components, "Setting Up the Credit Card Interface"

Understanding Credit Card Processing

PeopleSoft Receivables, Order Management, Billing (and therefore eBill Payment) use PeopleSoft Business Interlink architecture to interface with third-party credit card authorization and payment applications to supply a complete order-to-cash credit card processing solution.

This functionality:

- Validates credit card numbers as you enter them into the system.
- Authorizes and bills credit cards.
- Maintains an audit trail of authorization and billing transactions.
- Stores encrypted credit card numbers for your customers.

You enter the same basic data for credit card payments, regardless of which PeopleSoft application you are using; the difference is where you enter it.

Note. Once credit numbers are entered, they are stored in an encrypted format. Pages used to enter credit card information such as entering credit card payment for a sales order or for the contact do not display the encrypted card number. Pages used to review the credit card information such as the Customer Summary using Quick Customer Create, display the encrypted number.

Entering and Submitting Credit Card Data in PeopleSoft Order Management

To enter and submit credit card data in PeopleSoft Order Management:

1. Enter an order with a payment method of credit card on the Order Entry Form page and click the Credit Card Data button to enter or modify the credit card information.
2. Authorize the credit card online while entering a sales order or place the order on hold and run the following two processes:
   a. Load CC Interface process (OM_CRCARD).
   b. CC Processing page (OM_CRC000).

   Note. In order for OM_CRCARD to load the pending credit card data to the interface table and OM_CRC000 to transmit for authorization/approval, a working interlink plug-in must be installed in your system.

   ---

3. Review failed credit card transactions and review authorization codes on the Pending CC Trans (pending credit card transaction) page. You can also re-authorize credit card transactions online if they were denied during sales order entry after running the Load CC Interface process.

   Note. When an online authorization is run and a pending transaction is approved, the authorized transaction will be deleted from the pending list and the order will be updated with the authorization information when the component is saved.

   ---

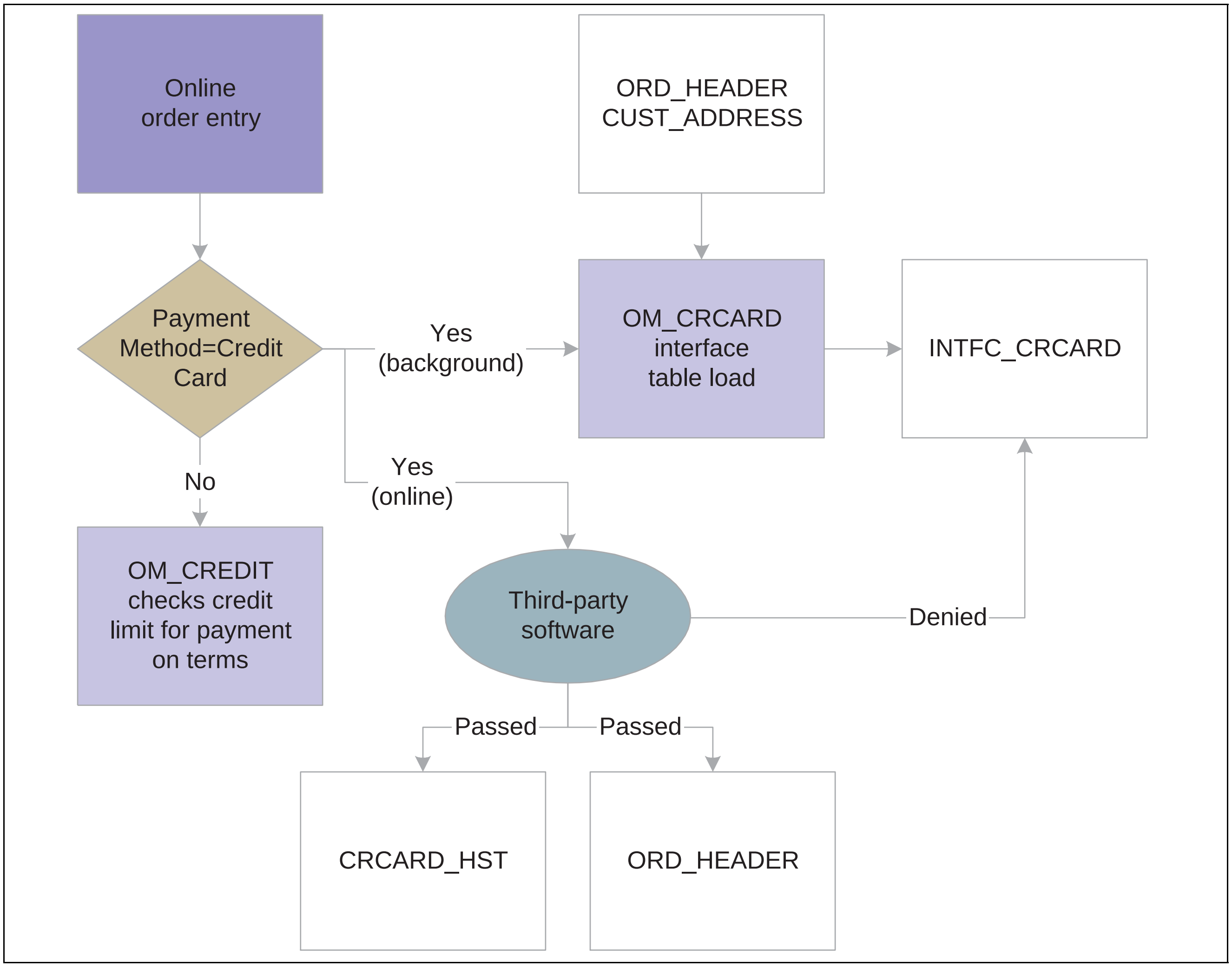
4. Review the credit card transaction history for the order on the Credit Card History page.
5. Run the OM Billing Interface process (OM_BILL).

   After the authorization is successful or you've changed the payment terms for the order, the order can be processed through the fulfillment cycle. Then run OM_BILL to pass the information to PeopleSoft Billing for the shipped orders. It populates the Billing Interface tables in PeopleSoft Billing, which the Billing Interface process (BIIF0001) uses to create invoices. If the amount increases, for example if shipping charges are added in PeopleSoft Inventory, Billing will reauthorize the amount when the invoice is finalized.

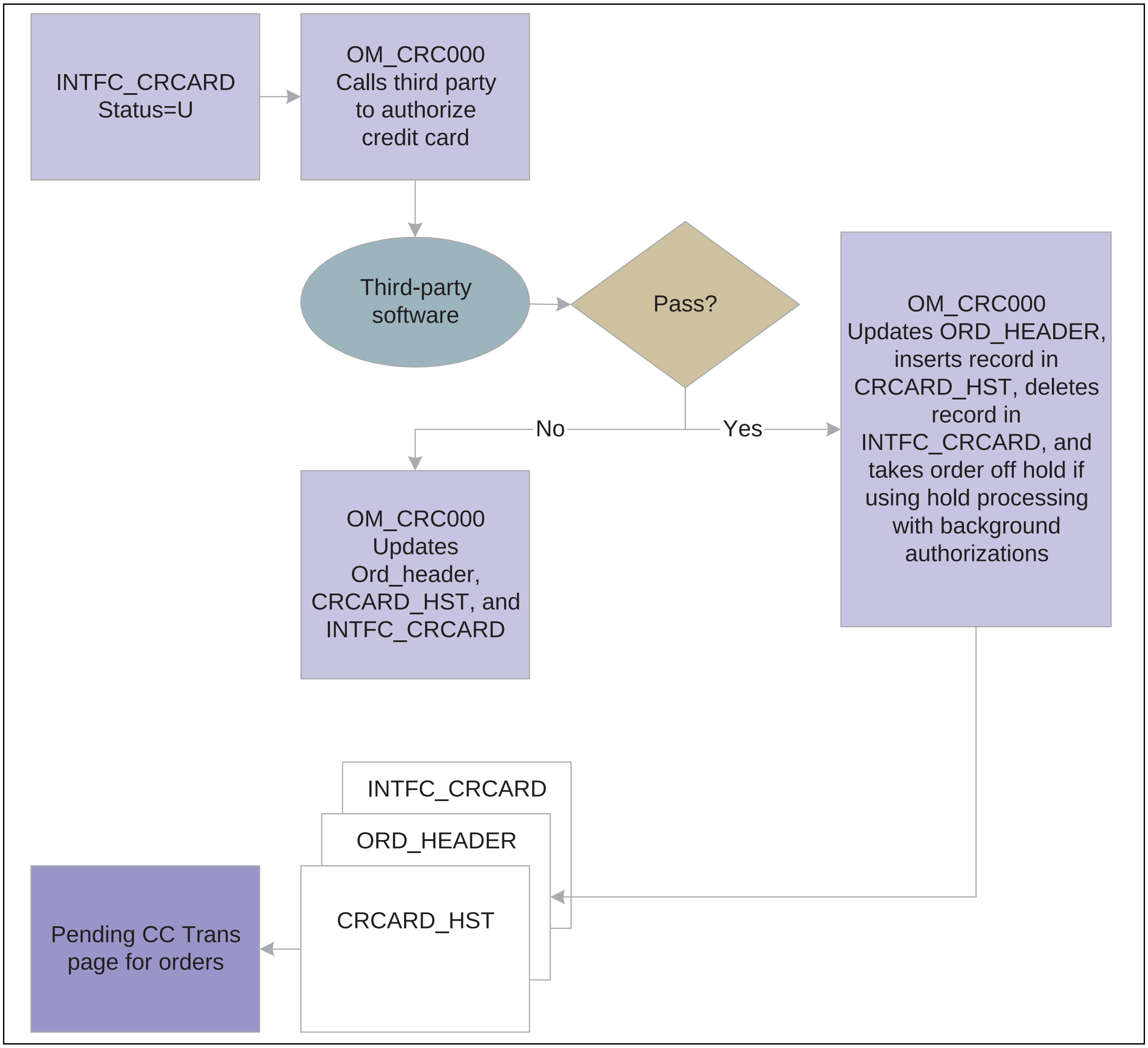
Note. Authorizing credit cards in PeopleSoft Order Management is optional. If you aren't performing authorizations, disable the hold associated with the credit card on the order.

PeopleSoft Order Management Credit Card Process Flow

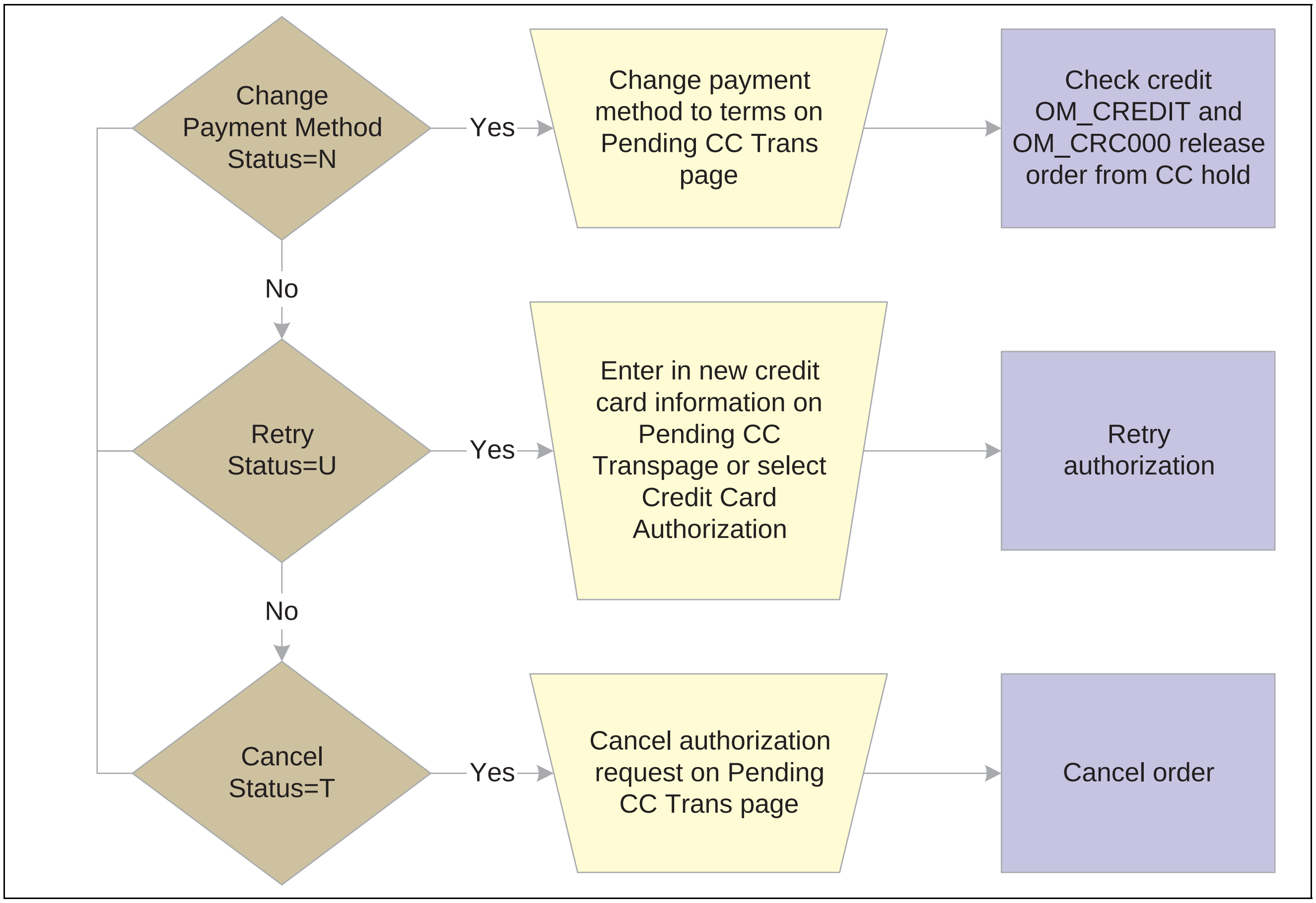
The following diagrams demonstrate the PeopleSoft Order Management credit card process flow:



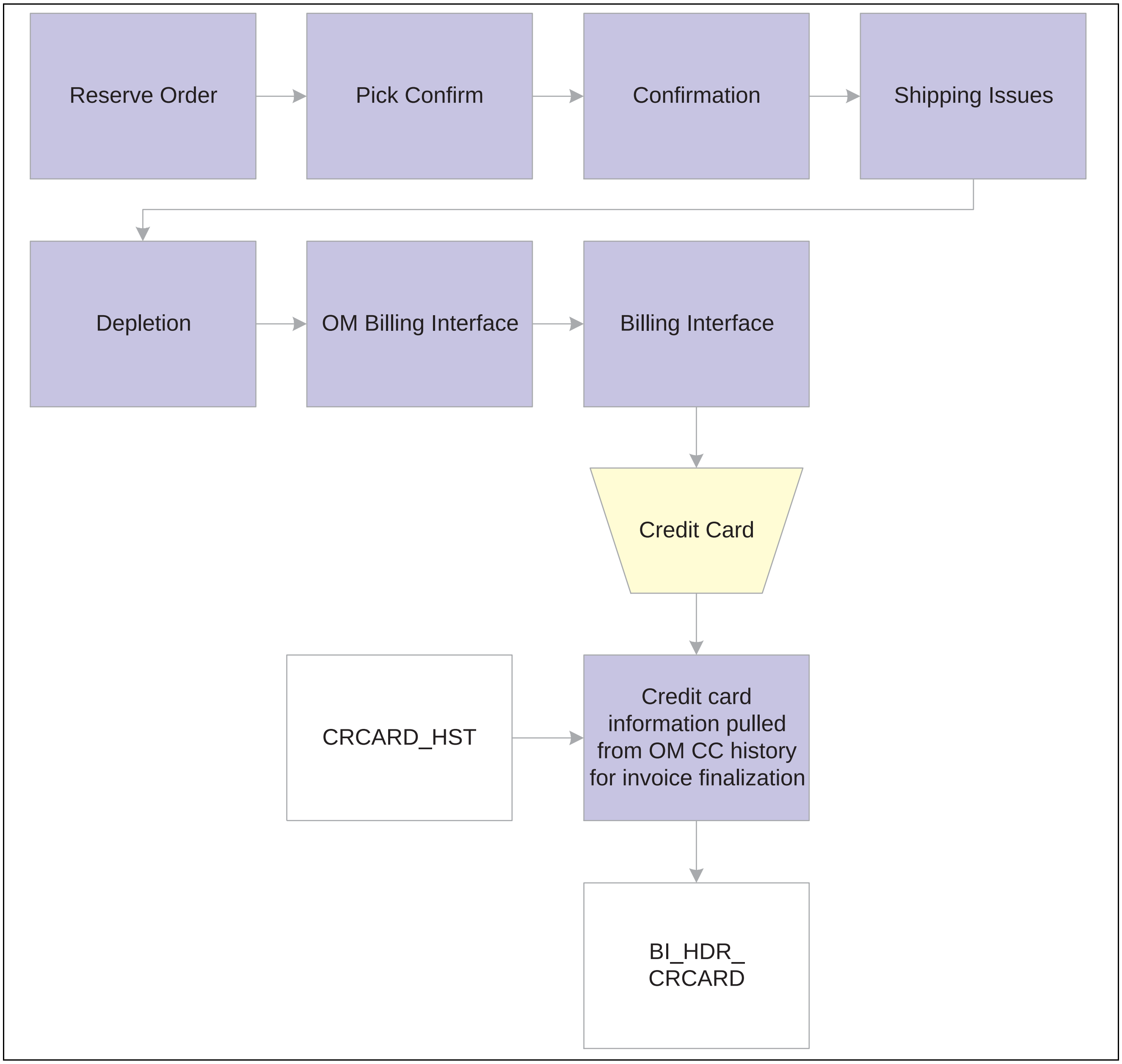
Creating credit card charges during online order entry in PeopleSoft Order Management



Submitting credit cards for background processing in PeopleSoft Order Management



Processing failed credit card authorizations in PeopleSoft Order Management



Processing orders through PeopleSoft Inventory and passing to PeopleSoft Billing

Processing Credit Card Data in PeopleSoft Billing

Once credit card data has been entered in Billing, you must run the following processes:

1. Run the Pre-Process and Finalization Process (BIIVC000).
2. Run the Process Credit Card Invoices (BICRC000) process.

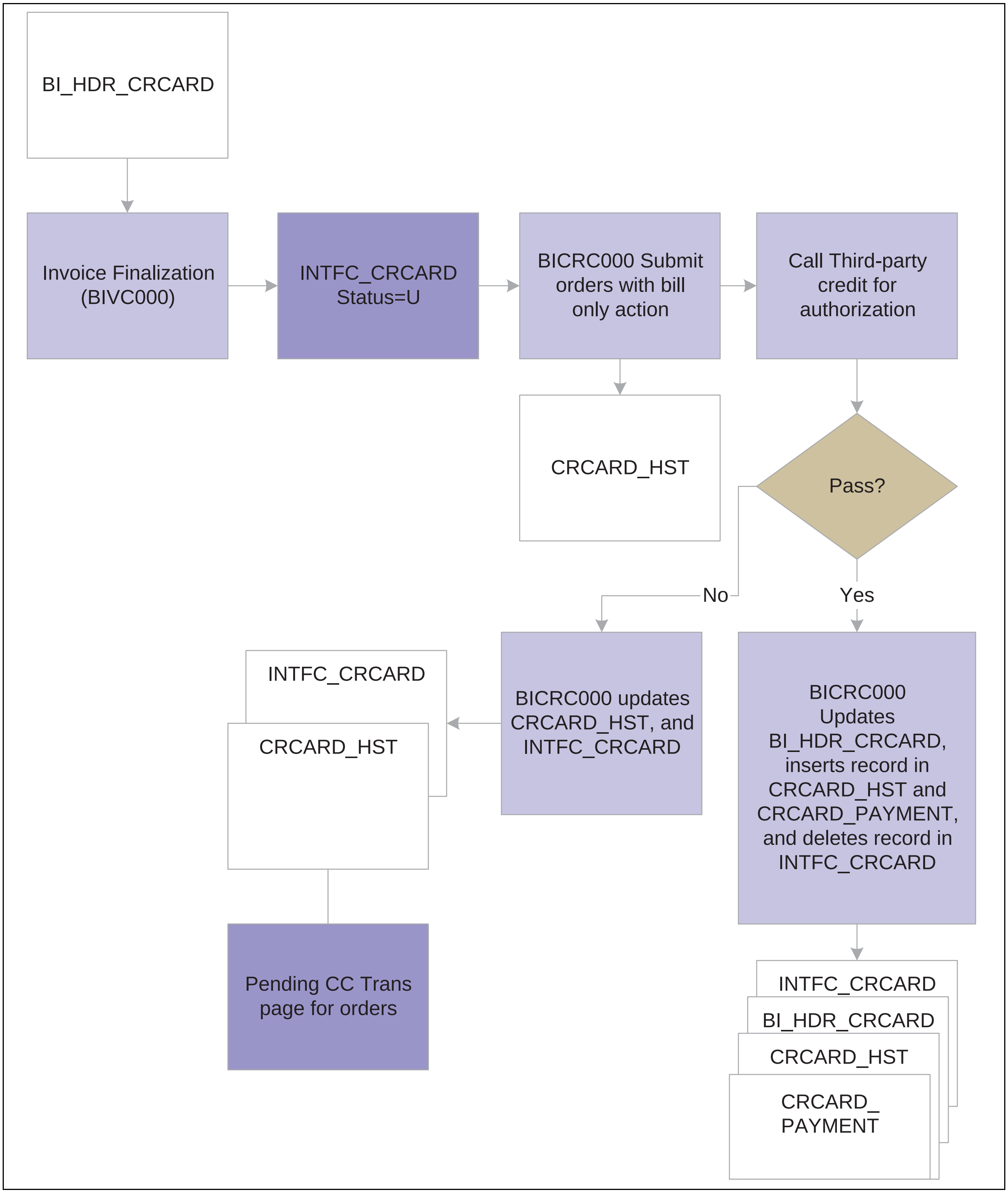
> **Note.** In order for BICRC000 to process pending credit card transactions, a working interlink plug-in must be installed in your system.

3. Use the Review Pending Cred Card Trans (review pending credit card transactions) (BI_INTFC_CRCARD1) page to review failed and pending credit card transactions.

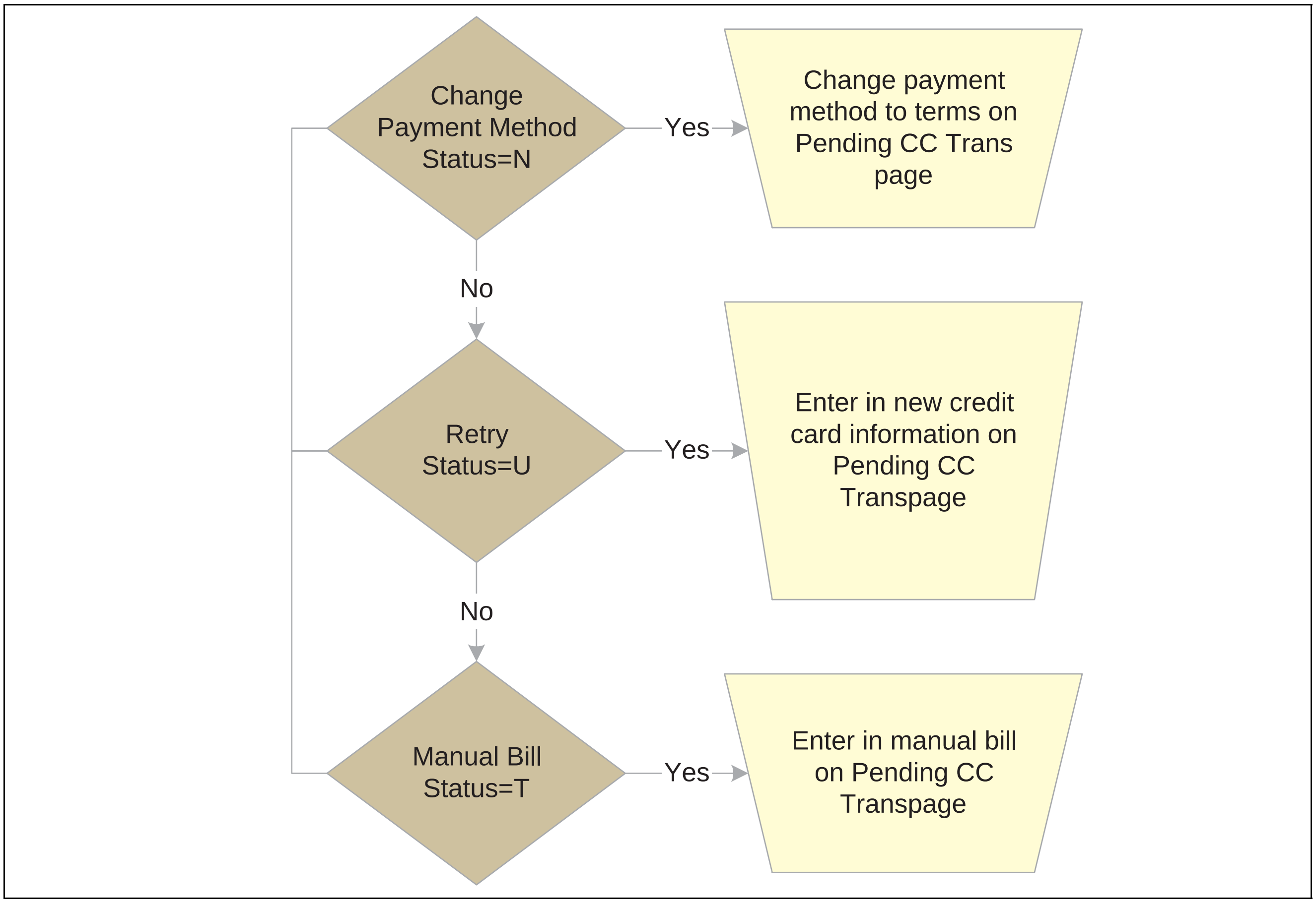
4. Use the Pending Credit Card Transactions - Credit Card Address page to correct and resubmit the credit card for billing, authorize the card manually, or remove the transaction from further credit card processing by electing to pay using a default payment terms.

PeopleSoft Billing Credit Card Process Flow

The following diagrams demonstrate the PeopleSoft Billing credit card process flow:



Authorizing and Billing Credit Cards in PeopleSoft Billing



Processing failed credit card authorizations in PeopleSoft Billing

See Also

PeopleSoft Enterprise Components, "Setting Up the Credit Card Interface"

Processing Credit Cards in PeopleSoft Receivables

After completing credit card setup, here's how you process credit card payment in PeopleSoft Receivables.

1. Enter information about the customer's credit card bank account.

   Use the Credit Card Bank Account page to tie the customer's payments to a bank account. The bank account must already be set up using PeopleSoft Treasury Management. Also, one of the collection methods for this account must be Credit Card on the Collection Methods page.

2. Review the customer's balance.

   The method you use to review the balance depends on whether you are processing credit card payments for a single item or whether you want to pay the entire balance for a business unit or customer.

   - If you want to process credit card payments for a single item, use the Maintain Items page to view partially paid items.
   - If you want to pay the entire balance for a business unit or customer, use the Item List page to display outstanding items and each balance that makes up the total balance of the business unit and customer ID you select.

3. Enter and transmit credit card data for the balance.
4. Verify that credit card payment is authorized.
5. Run the AR Credit Card process which creates a payment worksheet. The worksheet is automatically set to post if there are no errors.
6. Review the payment worksheet as needed.
7. Run the Receivable Update process (AR_UPDATE) to apply the credit card payments.

See Also

PeopleSoft Receivables 8.8 PeopleBook, "Defining Receivables Processing Options"

PeopleSoft Banks Setup and Processing 8.8 PeopleBook, "Setting Up Banks and Counterparties"

Common Elements Used in This Chapter

Authorization	Funds are reserved against a specified credit card. An authorization number is obtained for the current amount being authorized. No actual charges take place against the credit card.
Auth Date/Time and **Authorization Date /Time**	See CrCardAuth Dt (credit card authorization date).
Bill	Funds are charged to the credit card. All bill transactions must be preceded by an authorization. It is possible to issue both an authorization and a bill at the same time.
Credit	Funds are credited back to a specified credit card.
CrCardAuth Dt (credit card authorization date)	Reflects the date the transaction was authorized plus the expiration days. If a transaction is denied, no date appears. The authorization is only valid for the number of days you entered on the Credit Card Type page. The Return Code is a reason code defining why a transaction is denied. These fields are populated automatically after a successful processing call to the third-party credit card authorization and payment application.
Credit Card Auth Status (credit card authorization status)	The current state of authorization for the credit card transaction.
Credit Card Auth Code and **CrCdAuthCd** (credit card authorization code)	The approval code assigned to this transaction upon authorization or billing.
Credit Card First Name	If the name on the card includes a middle initial, include the middle initial after the first name in this field.
Credit Card Number	The system validates credit card numbers as you enter them. If you enter a number that doesn't match the parameters set up for the card type on the

	Credit Card Type page, you receive an error message and won't be able to save the page until you correct the error. The validation is: • The number of digits—you can't save a card number of 17 digits for a card type that requires 16. • The prefix of the credit card number—you can't save a card number with a prefix of 1234 for a card type that requires a prefix of 5678. • The card number is valid—you can't save a card number that is not a valid credit card number. The system does a check digit algorithm on the number you enter to ensure that it is valid for the credit card type you are entering.
Email Address	Third-party credit card authorization and payment applications often require an Email ID and Telephone number. If the customer doesn't have an email address or does not want to supply this information, then you must enter a dummy email address.
Request ID	A number assigned by the third-party credit card authorization and payment application to identify this processing transaction.
Message 1, Message 2, and **Message 3**	Display the processing history for the transaction. The prefix *ICS:* denotes a message that originates from the third-party credit card authorization and payment application. These messages appear automatically following an attempt to process this transaction by the third-party application. This information is written to the Credit Card History table. If you make change to payment terms, we recommend that you clear the messages and enter comments to maintain an audit trail for the transaction.
Sequence or **Seq. Nbr** (sequence number)	A unique identifier assigned to each line charge in the following tables: INTFC_CRCARD for PeopleSoft Order Management and Billing transactions. CRCARD_AR_HST for PeopleSoft Receivables transactions.

Credit Card Authorization Status Codes

The following authorization status codes are used throughout credit card processing in PeopleSoft Order Management, Billing and Receivables. The system may display the status code or the description of the status.

Status Code	Short Name, Long Name	Comments	Used In
U	Unproc/Ret Unprocessed/Retry	The transaction has not been processed or a previous authorization has failed and is being resubmitted for inclusion in the next CC Processing run.	OM, BI

Status Code	Short Name, Long Name	Comments	Used In
A	Auth Authorized	The transaction is approved and funds are reserved. You can obtain approvals through batch or manual credit card processing.	OM - batch and manual
C	Cred Credited	A credit has been authorized and processed for the transaction. The funds are credited back to the specified card.	BI only
D	Denied	The transaction has failed credit card processing and has been declined, or disallowed, by the organization issuing the credit card.	OM, BI, AR
B	Billed	The transaction is complete. The funds are charged to the credit card. All bill transactions must be preceded by an authorization.	BI
P	Auth/Bill Authorized and Billed	The transaction was successfully authorized.	BI, AR
M	Man Apprv Manually Approved/Settled	The transaction received verbal approval. Enter manual approvals on the Review Pending Cred Card Trans - Credit Card Address page in PeopleSoft Billing.	BI only

Status Code	Short Name, Long Name	Comments	Used In
N	Chg to Trm Change to Terms	The payment type for the transaction has been changed from Credit Card to Payment Terms. Changes to payment terms are made on the Pending CC Trans page in PeopleSoft Order Management and the Review Pending Cred Card Trans page in PeopleSoft Billing. The Process Credit Card Invoices process picks up the transaction the next time you run the process.	OM, BI
T	Cancel Ord Cancel Order	Indicates a canceled credit card order. The transaction is not subject to further processing. Cancellations are entered on the Pending Credit Card Trans page and on the sales Order Entry Form page.	OM only

Setting Up Credit Card Processing for PeopleSoft Applications

Before you begin accepting credit card charges from your customers, you must set up the following:

- The connection parameters for credit card processing calls to your third-party credit card authorization and payment application, using the Credit Card Interface Installation page.
- The credit cards that you will accept for payment, using the Credit Card Type page.
- Credit card processing options in PeopleSoft Order Management, if applicable.

See Also

Appendix A, "Installing the PeopleSoft Credit Card Interlink," page 267

PeopleSoft Enterprise Components, "Setting Up the Credit Card Interface"

PeopleSoft Order Management Credit Card Setup

Establish the following credit card processing options to process credit cards in PeopleSoft Order Management.

1. To authorize credit cards during online sales order entry, select the online credit card authorization option on the Order Entry Features page.

2. To automatically hold sales orders until your credit card provider authorizes the charge, select the appropriate hold code from the Credit Card Hold drop-down list box for the Order Management Business unit setup on the Credit Processing page.

   The order is placed on hold at the Header level until the credit card provider authorizes the credit card amount for the order.

   Note. The Process Thru Inv (process through inventory) option isn't available for credit card holds. Credit card orders aren't processed through PeopleSoft Inventory until an authorization is obtained from the third-party credit card authorization and payment application.

   ---

3. Select Credit Card in the Payment Method field on the Bill To Details section of the Order Entry Form page during sales order entry. You can also set up the payment method to default to the sales order.

   - For customers associated with an order group, on the Order Groups page.
   - For individual customers, on the General Information - Payment Options page.
   - If you are using buying agreements, on the Buying Agreement Header - Terms page.

4. Set up credit card information on the Contact Additional Info page.

   When you establish a primary credit card, it defaults to the sales order Credit Card Data page.

See Also

Chapter 5, "Maintaining Contacts," page 137

Chapter 2, "Maintaining General Customer Information," Entering Customer Payment Options and Payment Terms, page 54

PeopleSoft Order Management 8.8 PeopleBook, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features

PeopleSoft Order Management 8.8 PeopleBook, "Setting Up PeopleSoft Order Management Business Units," Establishing Credit Processing

PeopleSoft Order Management 8.8 PeopleBook, "Setting Up Your Order Processing Environment"

PeopleSoft Order Management 8.8 PeopleBook, "Creating Buying Agreements"

PeopleSoft Order Management 8.8 PeopleBook, "Maintaining Order Header and Line Information"

Processing Credit Cards in PeopleSoft Order Management

In this section, we discuss how to:

1. Enter credit card data.
2. Submit credit card charges for authorization online or in batch.
3. Change processing parameters for pending transactions.
4. Review pending credit card transactions.

Processing Replacement Orders created from an RMA

Replacement sales orders created from sales orders with a *Credit Card* payment type inherit credit card data from the original sales order if the RMA references a prior purchase selected from the Customer Shipment History page. If there is no sales order history for the return, the replacement sales order is created with default credit card information from the Credit Card Data page.

See Chapter 10, "Managing Returned Material," Populating RMA Lines From the Shipment History, page 250 and *PeopleSoft Billing 8.8 PeopleBook*, "Setting Up the Billing Interface," Using the Bill By Identifier with the Billing Interface.

Pages Used to Process Credit Cards in PeopleSoft Order Management

Page Name	Object Name	Navigation	Usage
Credit Card Data	ORDENT_HDR_CREDCRD	Select the Credit Card payment method then click the Credit Card Data link on the Order Entry Form page.	Enter or modify customer credit card information during sales order entry. Use to authorize, if using online authorizations.
Load Credit Card Interface	RUN_OM_CRCARD	Order Management, Quotes and Orders, Create Credit Card Trans, Load Credit Card Interface	Run the Load CC Interface process to load credit card information from the Ord_Header record into the INTFC_CRCARD staging table. Use this process to initiate the background authorization process and to move denied online credit card transactions to the Pending CC Trans (pending credit card transactions) so they can be re-authorized.
Credit Card Processing	RUN_OM_CRCARD	Order Management, Quotes and Orders, Create Credit Card Trans, Request Credit Card Process	Run the CC Processing process to pull credit card information from the INTFC_CRCARD staging table and call the Process Credit Card Invoices process.
Pending Credit Card Transactions	OM_INTFC_CRCARD1	Order Management, Quotes and Orders, Create Credit Card Trans, Identify Pending Transactions	Review the status of pending or failed credit card transactions, or navigate to additional pages to correct or reset credit card transactions. You can also re-authorize credit card transactions that were denied during sales order entry if using online authorizations.

Page Name	Object Name	Navigation	Usage
Credit Status	OM_INTFC_CRCARD2	Click the Credit Status link on the Pending CC Trans page for the transaction you wish to review.	Review or change credit card address information, review the results of any processing calls made to the third-party credit card authorization and payment application for a transaction, change the authorization status to resubmit the transaction, change the payment terms from the credit card to the default terms for this customer, or cancel the order.
Credit Card Data	Credit Card Data	Click the Credit Card Data link on the Pending Credit Card Trans page for the transaction you wish to review.	Review or modify credit card information for a transaction.
Credit Card Address	OM_INTFC_CRCARD4	Click the Credit Card Address link on the Credit Card Data page.	Review or modify address information for a transaction.
Credit Card History	OM_CRCARD_HST	Order Management, Quotes and Orders, Review Customer Information, Review Credit Card History	Review credit card transaction information for an order.

Entering Credit Card Data in PeopleSoft Order Management and Authorizing Credit Card Transactions Online

Access the Credit Card Data page.

When modifying the credit card information, note that:

- The primary credit card defaults from the Contact Additional Info page. This page validates the credit card number and verifies that the required information is filled in.
- If you are using the credit card number validation set up on the Credit Card Type page, the system checks the length and prefix of the credit card number and performs a digit check to ensure that the credit card number is valid. The Valid Credit Card table stores the information for credit card number validations. If the credit card number passes validation, the order is submitted for processing. Otherwise, an error message appears requiring you to enter the credit card information again. You can change the credit card information, change the payment method, or cancel the order. Once the system validates the information, you can save and create the order in your PeopleSoft system.
- Credit cards can be authorized online or in the background depending on how you set up your PeopleSoft Order Management business unit definition. If you selected:
  - Online authorizations on the Order Entry Features page, click the Authorize Credit Card link to authorize the credit card during online entry. If the authorization fails, the CSR can enter another credit card or change the payment terms.

- Credit Card Hold on the Credit Processing page, the order is placed on hold until the credit card can be authorized by the CC Processing process (OM_CRC000)..

Modify the credit card information on the Credit Card Data page; enter the required values for:

Clear Credit Card Info Click the button to erases current credit card information in the page.

Select Primary Card Click the button to populate the page with the customer-contact's primary credit card information established on the Contact Additional Info page.

Select Credit Card Click the link to enter a new credit card for this customer.

Telephone If the contact has only one number on file, this number populates the field automatically. If your customer has:

- Multiple telephone numbers, select one from the drop-down list box before saving the page.
- A business or home phone number on file, the business phone defaults first, and if there isn't a business phone, the home phone defaults.

Authorization Status The system updates the fields in this group box after you've entered the order lines and freight charges. The Amount field represents the total amount of goods, services, tax, and freight that will be transmitted for authorization to the credit card payment processing service.

The authorization information is populated automatically after you authorize the credit card online by clicking the Authorize Credit Card link or run the Process Credit Card Invoices process (OM_CRC000) for the order.

Authorize Credit Card Click this link if you are authorizing credit cards online. Online authorizations on the Order Entry Features page must be selected in order to use this option. The link is only available if the option is selected for the business unit. If you don't select this option before saving the order, you will receive a message reminding you that online authorization is turned on for the business unit. If you don't authorize the order, it will be placed on hold and the credit card will be authorized in the background if hold codes are set up. If you click the link after the order has been authorized, a message will display letting you know that the order has already been authorized. If the amount on the order has increased, you will be prompted to reauthorize the order. PeopleSoft Billing uses the information in the credit card history table to bill the customer as long as the authorization has not expired. If the authorization has expired, PeopleSoft billing will reauthorize the purchase. If the credit card is:

- Approved, the message *Credit card approved* displays.
- Denied, the message *Credit card denied* displays. The CSR can enter a new credit card by clicking the Clear Credit Card Info button and the Select Credit Card link.

Note. Manual authorizations are not allowed in PeopleSoft Order Management. If you are copying a sales order that was paid with a credit card, the Payment Type is copied, but you'll need to select or enter new credit card information on this page.

See Also

Chapter 5, “Maintaining Contacts,” page 137

Chapter 2, “Maintaining General Customer Information,” Entering Customer Payment Options and Payment Terms, page 54

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up PeopleSoft Order Management Business Units,” Establishing Order Entry Features

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up PeopleSoft Order Management Business Units,” Establishing Credit Processing

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up Your Order Processing Environment”

PeopleSoft Order Management 8.8 PeopleBook, “Maintaining Order Header and Line Information”

Chapter 6, “Processing Credit Cards,” Processing Credit Cards in PeopleSoft Billing, page 167

Submitting Credit Card Charges in PeopleSoft Order Management for Background Authorization Processing

When submitting credit card charges for third-party authorization and processing:

1. Access the Load Credit Card Interface page to initiate the Load CC Interface process.

   This process loads the credit card information from the ORD_HEADER table and address information from the CUST_ADDRESS table into the INTFC_CRCARD, the main staging table for the credit card authorization interface program to the third-party credit card authorization and payment application.

2. Access the Credit Card Processing page to initiate the Credit Card Processing process.

   The Credit Card Processing process takes the credit card information from the INTFC_CRCARD staging table and calls the Process Credit Card process. It also removes the hold that was applied when the order was created, assuming you have set up the Order Management Business Unit to do that.

Changing PeopleSoft Order Management Processing Parameters for a Pending Transaction

Access the Credit Status page. Use the radio buttons in the Actions group box to intercede in credit card processing:

Unprocessed/Retry	Sets the authorization status to *Unproc/Ret.* You can reauthorize the same credit card or enter a different credit card number. The CC Processing process picks up the transaction the next time you run the process and resubmits the credit card amount for batch authorization. If using online authorization, you can click the Authorize Credit Card link to re-authorize the failed transaction.
Change to Terms	Removes the transaction from credit card processing. You can change the payment method from credit card to payment terms. Once you change the order to payment terms, the system checks the credit limit and Receivables balance before the order is released.

Cancel Order The credit card amount for the order will not be re-authorized. The order must be canceled on the Order Entry Form page.

See Also

Chapter 6, “Processing Credit Cards,” Credit Card Authorization Status Codes, page 159

Reviewing and Reauthorizing Pending Credit Card Transactions in PeopleSoft Order Management

Access the Review Pending Cred Card Trans (review pending credit card transactions) page to:

- Re-authorize credit card transactions, if using online authorization.
- Review any failed credit card transactions.

  If the credit card authorization fails, the Process Credit Card Invoices process updates the CRCARD_HST table, and the entry remains in the INTFC_CRCARD staging table.

  Note. Only errors found during a transmission are written to the history table. If the Process Credit Card Invoices process detects a data error before transmission, no processing transmission is attempted for this transaction, and no log is created in the history table. Errors returned by a third-party credit card authorization and payment application are indicated by *ICS* in the return message. Failed credit card transaction messages that don’t contain the *ICS* identifier indicate that the record was not transmitted, because the system found data errors before transmission.

- Review the authorization codes.

  Click the Credit Status button to access the Credit Status page where you can change the payment method, resend the authorization, or cancel the order.

- Change the credit card number.

  Click the Credit Card Data button to access the Credit Card Data page.

Processing Credit Cards in PeopleSoft Billing

In this section, we discuss how to:

1. Enter credit card data.
2. Submit credit card charges for authorization and billing.
3. Review pending credit card transactions.
4. Change processing parameters for pending transactions.
5. View credit card transaction history.

Pages Used to Process Credit Cards in PeopleSoft Billing

Page Name	Object Name	Navigation	Usage
Process Credit Cards in PeopleSoft Billing	BI_HDR_CRCARD	Click the View Credit Card Information button on the Standard Billing - Header - Info 1 page.	Enter or modify customer credit card information.
Credit Card Address	BI_HDR_CRCARD2	Click the Credit Card Address button on the Header Info 1 - Credit Card Information page.	Enter customer credit card billing address information.
Credit Card Data	BI_HDR_CRCARD_INQ	Click the View Credit Card Pmt (view credit card payment) link on the Bill Summary Info Page. This button appears only when the bill is finalized and is to be paid by credit card.	Review credit card information.
Run Credit Card Processing	RUN_BI_CRCARD	Billing, Generate Invoices, Process Credit Cards, Request Credit Card Processing, Run Credit Card Processing	Run the Billing Credit Card Processing application engine process (BICRC000) to submit a credit card transaction for authorization and billing.
Pending CC Trans	BI_INTFC_CRCARD1	Billing, Generate Invoices, Process Credit Cards, Review Pending CC Transaction, Pending CC Trans	Review the status of pending or failed credit card transactions.
Credit Card Address	BI_INTFC_CRCARD2	Click the Credit Card Address button on the Review Pending Cred Card Trans page.	Review or modify credit card address information, review the results of failed processing calls to your third-party credit card authorization and payment application for this transaction, enter manual credit card authorizations, or change the authorization status of a transaction.
Credit Card Hist (credit card transaction history)	BI_CRCARD_HST	Billing, Generate Invoices, Process Credit Cards, Review CC Transaction History, Credit Card Hist	Review the most recent credit card transaction information available for an invoice.
Credit Card Address inquiry	CRCARD_HST_A_INQ	Click the Credit Card Address button on the BI Crcrd Hst page.	View address information for the transaction.

Entering Credit Card Data in PeopleSoft Billing

When you enter a bill with a payment method of credit card on the Header Info 1 page, the system reads the customer's default payment method based on the bill to customer ID. If the default payment method is credit card, the system marks this bill for credit card processing. If you don't want this bill charged to a credit card, change the payment method to something other than credit card.

Access the Header Info 1 - Credit Card Information page, and enter values for all required fields.

Credit Card Address	Click to access the Credit Card Address page to enter or edit customer credit card address information.

See Also

PeopleSoft Enterprise Components, "Setting Up the Credit Card Interface"

Appendix A, "Installing the PeopleSoft Credit Card Interlink," page 267

PeopleSoft Billing 8.8 PeopleBook, "Entering Bills Online," Entering Bill Header Information

Submitting Credit Card Charges in PeopleSoft Billing

When submitting credit card charges for third-party authorization and processing:

- Run the Pre-Process and Finalization process (BIIVC000).

  The Pay Method field on the Standard Billing - Header - Info 1 page flags the invoice for credit card processing by the Bill Finalization process. This process changes the invoice status of credit card bills to FNL (final) and populates the INTFC_CRCARD table.

- Run the Process Credit Card Invoices process (BICRC000). This process:

  - Picks up credit card bills with an authorization status of:

    Unproc/Retry (unprocessed/retry) in INTFC_CRCARD and sends them to your third-party credit card authorization and payment application for credit card authorization or billing, as needed.

    Manual Authorization and *Change to Terms.* For each of these, it will remove the pending transaction from INTFC_CRCARD, update BI_HDR_CRCARD, and insert a record into the credit card history table. For manual authorizations, BICRC000 inserts a record into the CRCARD_PAYMENT table.

  - Writes a record to the Cred Card Transaction History (credit card transaction history) table (CRCARD_HST) for each transaction it passes to your third-party credit card authorization and payment application.

  - Checks for an existing valid credit card authorization for the invoice. If the credit card authorization has expired or does not exist, the program authorizes and bills the credit card at the same time.

  - Updates records in INTFC_CRCARD for credit card payments that are denied for any reason.

  - If authorization is successful, the process:

    Updates BI_HDR_CRCARD with the relevant information.

    Removes the record from the INTFC_CRCARD.

    Inserts records into the CRCARD_PAYMENT table.

- Resume the PeopleSoft Billing business process flow of printing, currency conversion, pre-load, load to Receivables, and load to General Ledger for the invoice.

All of the invoice-related processes (print invoice, Load GL, Load AR, and Generate AP) include a step which checks the CRCARD_HST (credit card history) file for the credit card bill's authorization status before processing it further. If the authorization status is approved or change to terms, these processes update the bill's status to INV (invoice).

Note. For partial shipments, the first shipment is authorized at order entry. It can be billed without doing another authorization in PeopleSoft Billing as long as the authorized amount is greater than or equal to the billed amount. The second shipment requires another authorization for the amount of the second shipment.

See Also

PeopleSoft Billing 8.8 PeopleBook, "Generating Invoices," Running the Pro Forma, Finalize and Print, and Reprint Processes

PeopleSoft Billing 8.8 PeopleBook, "Entering Bills Online," Entering Bill Header Information

Reviewing Pending Credit Card Transactions

Pending credit card transactions are created by the Pre-Process and Finalization Process (BIIVC000) when you finalize credit card bills. The system sets the bill status of these transactions to *FNL* (final).

Access the Pending CC Trans page to review the status of failed or pending credit card transactions.

Credit Crd Address (credit card address)	Click to access the Credit Card Address page, where you can enter customer credit card address information and change the authorization status of a transaction.
Credit Crd Info (credit card information)	Click to access the Credit Card Information page, where you can enter or modify customer credit card information.
Retry All	Resets the status of all transactions to *Unproc/Ret* (unprocessed/retry).

Changing PeopleSoft Billing Processing Parameters for a Pending Transaction

Access the Credit Card Address page (BI_INTFC_CRCARD2) to correct and resubmit the credit card for billing, authorize and bill the card manually, or change the invoice to terms to remove the transaction from further credit card processing.

Enter any address changes. Use the radio buttons in the Actions group box to intercede in credit card processing:

Re-process	Sets the authorization status to *Unproc/Ret* (unprocessed/retry). The Process Credit Card Invoices application engine process (BICRC000) picks up the transaction the next time you run the process and resubmits the credit card amount for authorization.
Manual Charge	Sets the authorization status to *Man Appr* (manual approval). You must enter an authorization code in the CrCdAuthCd field. Use this option for those instances when you obtain verbal authorization for a credit card charge. The Process Credit Card Invoices application engine process (BICRC000) picks up the transaction the next time you run the process but makes no call to the third-party processor.

Change to Terms	Removes the transaction from credit card processing. Select this option to change the payment method from credit card to payment terms.

Note. If you authorize the card manually, or change the invoice to terms to remove the transaction from further credit card processing, you still need to run BICRC000 to process the transaction.

Viewing Credit Card Transaction History

Access the BI Crcrd Hst page; the fields are display-only.

If you obtained a manual authorization, the approval code you entered on the Review Pending Cred Card Trans - Credit Card Address page appears.

Note. There are two menu items in PeopleSoft Billing that display credit card processing history. The Cred Crd Transaction History page displays the historic data for credit card transactions completed within the current interface. The Prior Credit Card Transactions page displays transactions placed before PeopleSoft Release 8.

Processing Credit Cards in PeopleSoft Receivables

There are two methods of processing credit card transactions in PeopleSoft Receivables. To pay for a single item, use the Pay Balance Now link on the Maintain Items page. To pay the entire balance for a business unit or customer, use the Process Credit Card Payment option on the Apply Payments menu.

In this section, we discuss how to pay the entire balance for a business unit or customer, as follows:

- Review the customer’s balance.
- Enter and transmit credit card data.
- Verify that credit card payment is authorized.
- Run the AR Credit Card process

Pages Used to Process Credit Cards in PeopleSoft Receivables

Page Name	Object Name	Navigation	Usage
Item List	AR_ITEM_LIST	Accounts Receivable, Collections, Customer Information, Pay Customer Balance, Item List	View the outstanding items and their balances for the customer, business unit and currency you've selected.
Credit Card Data	AR_CRCARD_TRANS	Accounts Receivable, Collections, Customer Information, Pay Customer Balance, Credit Card Data	Enter and transmit information about the credit card.
Credit Card Address	AR_CRCARD_TRANS2	Click the Credit Card Address link on the Credit Card data page.	Enter address information for the transaction.
Credit Card History	AR_CRCARD_AR_HST	Accounts Receivable, Collections, Customer Information, Pay Customer Balance, Credit Card History	View details of specific credit card transactions. Verify that a credit card payment has been authorized.
Credit Card Address (inquiry)	CRCARD_HST_AR_INQ	Click the Credit Card Address link on the Credit Card History page.	View address information for the transaction.
Credit Card Payments (process)	CRCARD_REQUEST	Accounts Receivable, Payments, Apply Payments, Process Credit Card Payments, Credit Card Payments	Run the Receivables Credit Card process to create a credit card payment worksheet.

Reviewing the Customer's Balance

Access the Item List page. Check the outstanding balance.

Note. The Item List page displays items with the payment methods of check (CHK) or credit card (CC). It does not display items that have been paid by a credit card and have not been posted.

Entering and Transmitting Credit Card Data

Access the Credit Card Data page.

In order for the credit card data to be authorized, you must enter data in all the fields required by your third-party credit card authorization and payment application.

Amount The transaction amount defaults from the Maintain Items page or from the Item List page.

Credit Card Number The system validates the number by checking the number of digits, the prefix, and the card number itself.

Email ID and **Phone** Optional. Although you can transmit credit card data without this information, this information may be required by a third-party credit card authorization and payment application. If the customer doesn't have an email address or does not wish to supply this information, then enter a dummy email address.

Credit Card Address Click to access a page where you can enter the customer's bill to address.

Credit Card Options No Action saves the current information and retains it for future processing. Transmit saves the information and transmits it to a third-party credit card authorization and payment application.

Authorization Code, Authorization Date/Time, Message 1, Message 2, and **Message 3** When you select Transmit, the system populates these fields. The Authorization Code displays the approval code. Message 1, Message 2, and Message 3 display the processing history. A message with a prefix of *ICS* indicates that the message is from a third-party credit card authorization and payment application. This information is written to the Credit Card History table.

Verifying Credit Card Payment Authorization

Access the Credit Card History page. Check the results of processing by the third-party authorization and payment application.

Authorization Code, Authorization Date/Time, Message 1, Message 2, and **Message 3** When you select Transmit, the system populates these fields. The Authorization Code displays the approval code. Message 1, Message 2, and Message 3 display the processing history. A message with a prefix of *ICS* indicates that the message is from a third-party credit card authorization and payment application. This information is written to the Credit Card History table.

Request ID Assigned by the third-party authorization and payment application.

Running the Receivables Credit Card Process

Access the Credit Card payments page to run the Receivables Credit Card process. This process:

- Creates a virtual payment or check for every successful credit card transaction. The payments created have authorization code as payments IDs.
- Matches payments with the items they pay.
- Creates a payment worksheet automatically set to Post Later.

The next step is to use the payment worksheet to optionally review the credit card payments to the items and then run the Receivable Update (AR_UPDATE) process to apply the payments.

Note. The Receivables Credit Card process (AR_CRCARD) checks for outstanding authorized credit card payments entered in PeopleSoft Receivables, Billing, or Order Management. However, the items the credit card applies to must be in PeopleSoft Receivables.

CHAPTER 7

Managing Conversations

This chapter provides an overview of conversations and discusses how to:

- Set up conversations.
- Enter and review conversations.

Understanding Conversations

Conversation pages track ongoing conversations with customer contacts. For example, you can track invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific purchase order, invoice, contract, or receivables item. In addition, you can use the PeopleSoft notification feature to send an email to an interested party to announce that there is a new or existing conversation entry to review.

Use the conversations pages as needed to review and update past conversations or to record new ones. If you have ongoing contact or documentation that is related to the same subject or subject topic, you can create new entries for an existing conversation that shows the continued history of the discussion.

You can set up the conversation so that you review it after a specified number of days from the creation date, or you can have a supervisor review it. For review by a supervisor, the system automatically assigns the supervisor who is associated with the user profile of the person who created the entry.

You can also attach documents to a conversation, such as proof of delivery slips, bills of lading, spreadsheets, or text documents.

Setting Up Conversations

To set up conversations, use these components:

- Conversation Subject Topics (SUBJECT_TOPIC_TBL)
- Conversation Subjects (SUBJECT_TABLE)
- Follow Up Actions (FOLLOW_UP_TABLE)
- Keywords (KEYWORD_TABLE)

This section provides an overview of conversation setup and discusses how to establish conversation subjects.

Understanding Conversation Setup

Perform these tasks before entering conversations:

1. (Optional) Define subject topics on the Conversation Subject Topics page.

   Assigning subject topics enables you to search for conversations by subtopic. Subject topics are available based on the subject type to which you assign them.

2. (Optional) Define subjects and assign subtopics on the Conversation Subjects page.

   Assigning subjects enables you to search for conversations by using a subject.

3. (Optional) Define follow-up actions for conversations.

   When you define a conversation query by selecting a follow-up action, you limit the items that you can view to the items that are tagged for the specified follow-up. Create as many follow-up actions as you need to categorize the actions that result from conversations with customers.

   If you use the Condition Monitor process (AR_CNDMON) in PeopleSoft Receivables, you can create rules to generate actions on the customer action list and send an email notification to the action owners who are specified in the rules.

4. (Optional) Define keywords to search for conversations.

   When you enter a conversation, you can associate it with up to three keywords. Create as many keywords as you need to categorize all conversations with customers.

5. For PeopleSoft eBill Payment only, determine to whom you will be sending messages by subject within your organization.

   For each subject, assign a unique role, and for each role assign the appropriate users. Users need to have valid email addresses to receive messages.

See Also

Chapter 5, “Maintaining Contacts,” page 137

PeopleSoft Receivables 8.8 PeopleBook, “Setting Up Exception and Collection Processing”

Pages Used to Set Up Conversations

Page Name	Object Name	Navigation	Usage
Conversation Subject Topics	CONV_SUB_TOPIC_TBL	Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subject Topics	Define subtopics for conversation subjects.
Conversation Subjects	SUBJECT_TABLE	Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subjects	Define subjects for categorizing conversations.
Follow-Up Action	FOLLOW_UP_TABLE	• Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Follow-Up Actions, Follow-Up Action • Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Follow-Up Action	Define a follow-up action to assign to a conversation, such as calling the customer again.
Keyword	KEYWORD_TABLE	• Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Keywords, Keyword • Set Up Financials/Supply Chain, Product Related, Receivables, Options, Keyword	Define the keywords that you use for search criteria when you retrieve conversations.

Establishing Conversation Subjects

Access the Conversation Subjects page.

Subject Topic

Select a topic that further defines the subject. Topics enable you to organize conversation subjects in greater detail. The subject of an entry determines the topics that appear. You create topics on the Conversation Subject Topics page.

Role Name

Select the role of the person who is authorized to use the subject and to respond to customer emails that use the subject. You can assign a role name to a single individual or an entire group of individuals based on your organization needs. When an email is sent to a role name, every user assigned to the role receives the message. You use this option only with the Contact Us option in PeopleSoft eBill Payment.

Qualifier

Select the type of references with which this subject is associated. Options are *Buying Agreement*, *Contract*, *Document Number, Invoice Number, Item, Bill of Lading*, *Purchase Order Number, Payment ID, Quotation, RMA,* and *Sales Order.*

Entering and Reviewing Conversations

This section provides an overview of the conversation components, lists common elements, and discusses how to:

- Enter conversation entries.
- Associate conversations with references.
- Attach files to conversations.
- Send notifications of conversations.

Understanding the Conversation Components

PeopleSoft provides several components to access the conversation pages. Each component provides different search criteria to help you locate conversation entries. This table describes the components for each menu option:

Menu Option	Description
Update Conversations	Use to create new conversations and to update existing ones. This component enables you to search by customer, conversation date, status, and a reference linked to the conversation, such as an invoice, receivables item, or purchase order.
Associate Keywords	Use to review or update conversations. This component enables you to search by customer, conversation status, and the keyword that is assigned to the conversation.
Define Follow Up Actions	Use to review or update conversations. This component enables you to search by customer, conversation status, and a follow-up that is assigned to the conversation.
Select Conversation to Review	Use to review or update conversations. This component enables you to search by customer, conversation date, and status.
Need Supervisor Review	Use to review or update conversations. This component enables you to search by customer, conversation date, status, the supervisor review status, and the user ID of the individual who should review the conversation.

Common Elements Used in This Section

Status Select the current status for the conversation. Values are:

Closed: Select when you complete your dialog with the customer. This status is informational only. You can change a closed conversation.

New: The system automatically assigns this when you create a new conversation, before anyone reviews or responds to it.

Open: Select when you review or respond to a new conversation.

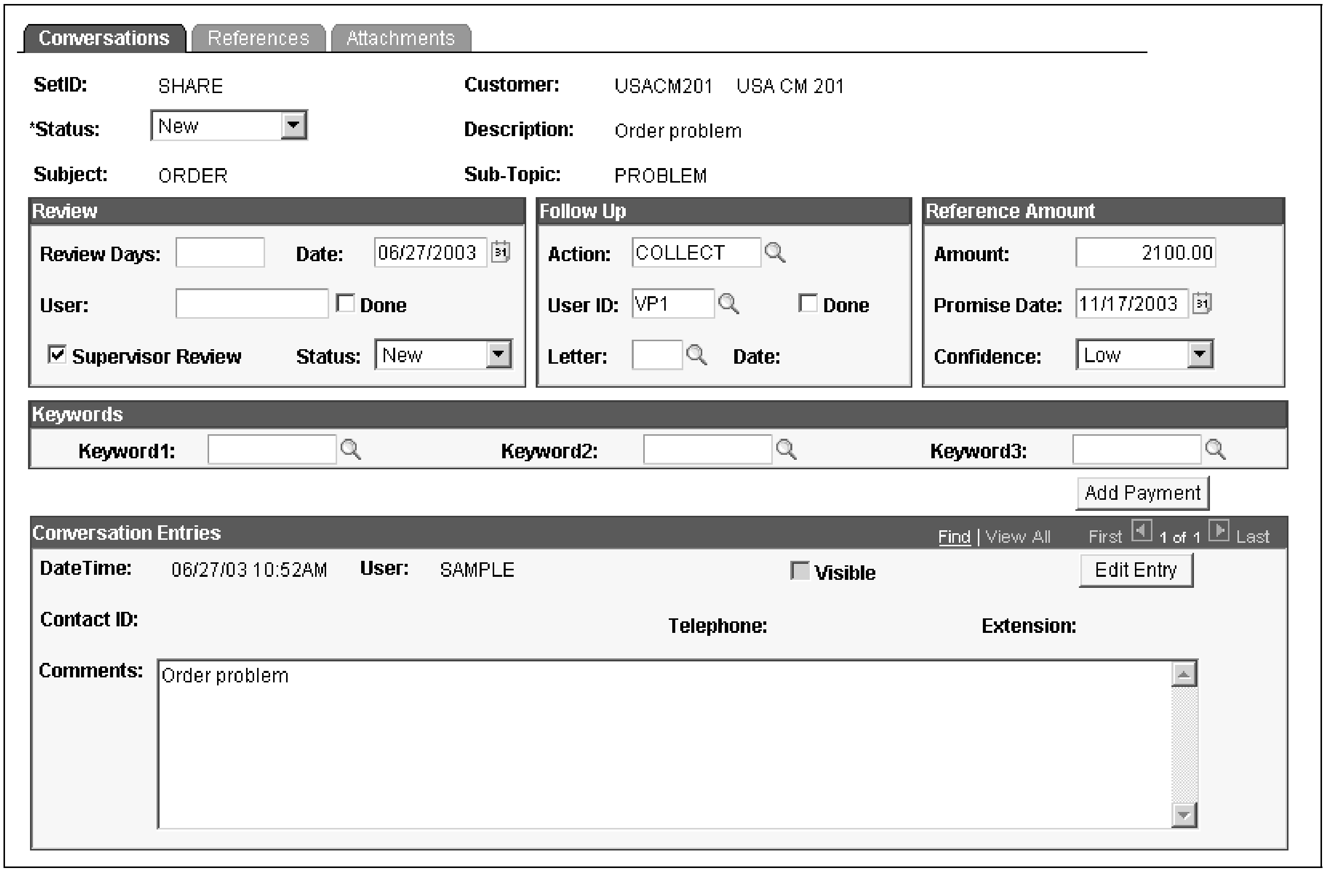
Date	Displays the date that you entered the conversation.

Pages Used to Enter and Review Conversations

Page Name	Object Name	Navigation	Usage
Conversations	CONVER_DATA1_SS	• Customers, Conversations, Update Conversations, Conversations • Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations • Numerous other navigation paths are available for this page.	Enter details for a conversation, including review information, cash forecast amount, keywords, and the customer contact. Enter multiple conversation entries for a conversation.
References	CONVER_DATA2_SS	• Customers, Conversations, Update Conversations, References • Accounts Receivable, Customer Interactions, Conversations, Review/Update Conversations, References • Numerous other navigation paths are available for this page.	Link a conversation with a reference, such as an invoice, purchase order, or receivables item.
Item Activity	ITEM_DATA2	Click the View Item Activity link on the References page.	Review or update details for a receivables item.
Attachments	CONVER_DATA5_SS	• Customers, Conversations, Update Conversations, Attachments • Accounts Receivable, Customer Interactions, Conversations, Review/Update Conversations, Attachments • Numerous other navigation paths are available for this page.	Add, view, or delete conversation attachments, such as Microsoft Word documents, Excel spreadsheets, and images.
Send Notification	PT_WF_NOTIFY	Click the Notify button on the Conversations, References, and Attachments pages.	Create an email notification with a link to the conversation.

Entering Conversations

Access the Conversations page.



Update Conversations - Conversation page

Attachments Exist — Click to access the Attachments page, where you can view an attached file. This link is available only if there are existing attachments for the conversation.

Subject and **Sub-Topic** — (Optional) Select a subject and subtopic from the available options that you set up on the Conversation Subject Topics page and the Conversation Subject page. This helps you identify the conversation when searching for conversations.

Review

Review Days and **Date** — Enter the number of days after the conversation date to review the conversation, or enter a specific review date. If you enter a number of days, the system updates the date; if you enter a date, the system calculates the number of days.

User — Displays an ID, which is your user ID by default, when you enter either a number of days or a date. You can change the user ID of the reviewer if necessary.

Done — Select when the review is complete.

Supervisor Review — Select to create an action for the individual whose user ID you entered in the User field. The Condition Monitor process creates the action the next time that you run the process and sends the user notification.

Status — Select a status for the review. Values are *New, Incomplete*, and *Reviewed.* This field is available only if you selected Supervisor Review.

Follow Up

Action

Select the type of follow-up action for the customer, such as *CALL* or *VERIFY.* When you press TAB to exit this field, the system populates the User ID field with your user ID, and the Done check box becomes available so that you can specify whether the task is complete. You define follow-up actions on the Follow-Up Action page.

If you have PeopleSoft Receivables, you can define rules for the Condition Monitor process to create an action on the customer action list for the follow-up action and to send a notification to the owner who is specified in the rule.

Letter

If you are responsible for receivable activities, you can follow up a conversation by mail. Select *F* for the letter code. The system marks it as done when it creates the letter. You create the letters by running the Follow Up Letters Extract process (AR_FOLLOWUP) and printing the Follow Up Letter Crystal report (AR33004).

See *PeopleSoft Receivables 8.8 PeopleBook,* “Generating Correspondence,” Generating and Printing Follow-Up Letters.

Date

Displays the date that you created the follow-up letter.

Reference Amount

Amount

Enter the amount associated with the referenced items for this conversation.

If you link items to a conversation, the system automatically populates the Amount field with the current total amount of the items and displays the item entry currency next to the amount field. The system does not populate the Amount field if the conversation already has a value in the Promise Date field. If the items are in different currencies, *** appears next to amount field and the Amount field is blank. You can change the amount only when all the items that are linked to the conversation are the same currency.

Note. You link items to conversations by selecting items on the Item List page and then selection either the *Tie To A New Conversation* or *Tie To The Last Conversation* in the Item Action field or by clicking Add a Conversation on the Item Maintenance component (ITEM_MAINTAIN). Alternatively, you link items to conversations, by entering items on the References page.

If you remove items from the References page, the system recalculates the amount as long as there is no promise date.

Promise Date

Enter the date by which you expect to receive payment. When a value is present in this field, the system no longer updates the Amount field if you change the referenced items.

Confidence

Select a confidence level for receiving the payment by the promise date. Values are *High, Medium,* and *Low.*

Keywords

Keyword1, Keyword2, Keyword3 Enter up to three keywords to categorize conversations for easier retrieval. You define keywords on the Keywords page.

Conversation Entries

Add conversation entries for each conversation that you have with a customer and for each issue that is related to a conversation.

Add Entry Click to add a new row to the Conversation Entries scroll area.

Contact ID Enter the customer contact information to record with whom you spoke. When you move out of the field, the system automatically populates the Telephone and Extension fields based on the information that you entered on the Contact Phone and Type page.

Visible Select if you want self-service users (customers, brokers, and salespeople) to see the conversation on the PeopleSoft Receivables self-service pages.

Comments Enter the text that you want to record for the conversation.

Edit Entry Click to edit existing comments.

Associating Conversations With References

Access the References page.

Update Conversations — References page

Include Closed Information Select to associate closed items in PeopleSoft Receivables with the conversation.

Qualifier Select the type of reference to link to the conversation. Depending on your selection, additional fields appear where you enter the reference information. Values are:

BA: Enter a buying agreement and prompt for a buying agreement ID.

BI: Enter an invoice and prompt for an invoice, business unit, and customer.

CT: Enter a contract and prompt for a contract number, business unit, and customer.

D: Enter a document number and prompt for a document number in the item ID field.

I: Enter an item ID and prompt for an item, business unit, and customer ID. Also enter an item line number if applicable.

L: Enter a bill of lading and prompt for a bill of lading number in the item ID field.

P: Enter a purchase order number and prompt for a purchase order number in the item ID field.

PY: Enter a payment ID and prompt for a payment ID in the item ID field and also prompt for the business unit and customer.

QU: Enter a quote and prompt for an order number, business unit, and customer.

RM: Enter an RMA and prompt for a RMA number, business unit, and customer.

SO: Enter a sales order and prompt for an order number, business unit, and customer.

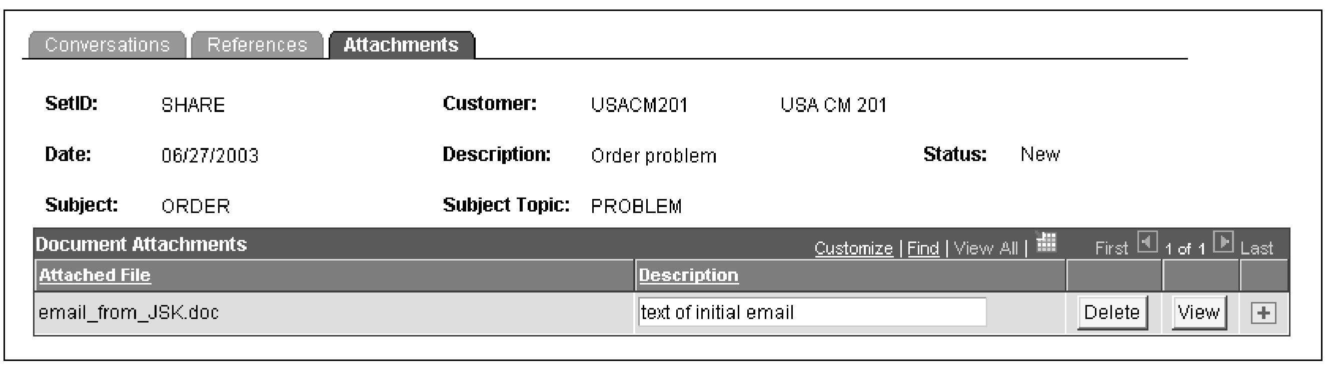
View Item Activity

Click to access the Item Maintenance component, where you view details for a PeopleSoft Receivables item. This link is available only if you select *I* for the qualifier.

Note. If you link items to conversations on the Item List page or on the Item Maintenance component and you have selected an item or multiple items, the system automatically populates the reference information.

Attaching Files to Conversations

Access the Attachments page.



Update Conversations — Attachments page

Attach

Click to attach a file to a conversation. After you select a file by using the Browse field, click Upload to display the file name in the Attached File field.

Enter a description for the file, if needed.

Delete

Click to remove a file attachment from the conversation.

View

Click to open the attached file.

Sending Notifications of Conversations

Access the Send Notification page.

To, CC (copy), and **BCC** (blind copy)	Enter the email addresses of the individuals to whom you want to send a uniform resource locator (URL) for the conversation. The URL provides a link to the conversation.
Message	Enter text for the email message.

CHAPTER 8

Setting Up Products

This chapter gives an overview of the product definition and tells you how to:

- Set up product group tables.
- Define products using the product definition.
- Define additional product attributes.
- Define product kits.
- Use product messages.

Understanding the Product Definition

Defining products, as well as product kits and services, begins in PeopleSoft Inventory when you establish item attributes. When you enter the item definition, you can elect to have the system add the item as a product in PeopleSoft Order Management. When the item definition is saved, the product ID, description, and standard unit of measure are copied to the Product Definition table in PeopleSoft Order Management.

Note. If the product use is "contracts only," an inventory item is not associated with the product. The product kit product also is not associated to an inventory item. These products are created directly in the product definition component.

After products have been created in PeopleSoft Inventory, use the pages in PeopleSoft Order Management to change or add product attributes.

You can share product information across multiple business units and access PeopleSoft Inventory data to determine the availability of stocked products. Product catalogs enable you to choose the products that best fit each customer's needs. You can also group products to facilitate pricing, sales analysis, and reporting. Products have your own product numbers or your customer's part numbers on sales orders.

PeopleSoft Order Management uses the product ID as a primary search key for the Product Master table. Once you have defined a product ID, you may access a link in the drop-down menu on any page that will invoke a product search.

Prerequisites

Perform the following product prerequisites options before you create products and product kits:

- Establish automatic numbering.
- Establish product group tables.
- Define standard and custom notes.
- Set up the item in PeopleSoft Inventory. Contracts only products do not require an Inventory item.
- Associate the item with a unit of measure and define its conversion rates. Contracts only products do not require item attributes.

Common Elements Used in This Chapter

Product ID The product ID defined on the Item Definition − General: Common page.

Setting up the Product Group Table

The section discusses how to set up product group tables.

To define the product group table, use the Product Group component. Use the PROD_GROUP_TBL_CI component interface to load data into the table for this component.

Pages Used to set up the Product Group Table

Page Name	Object Name	Navigation	Usage
Product Group Table	PROD_GROUP_TBL	Set Up Financials/Supply Chain, Common Definitions, Products, Product Group Table	Define product group codes.

Establishing the Product Group Table

To define the product group table, use the Product Group component.

Use the PRODUCT_GROUP_TBL_CI component interface to load data into the table for this component

Access the Product Group Table page.

You may also want to include products in product catalogs by groups instead of individually.

After establishing the product group table, link products with any number of product groups on the Product Group page.

Note. Only one contract product group can be associated with an individual product.

Global Select if you want all products included in this product group. If you select this option, a product is included in this group even if you haven’t specified its inclusion on the Product Group page.

VAT Default

Click to access the VAT Defaults Setup page. This option is available for only *VAT* product group types.

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

VAT Service Treatment Setup

Click to access the Services VAT Treatment Drivers Setup page. This option is available for only *VAT* product group types.

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

Establishing the Product Definition

To define products, use the Product Definition component.

Use the PROD_DEFN_CI component interface to load data into the table for this component.

Once you've set up product prerequisites and the items are defined, you can begin defining products using the Product Definition component. These pages are also available as inquiry pages.

To set up products:

1. Define the required attributes for the product ID at the setID level using the Product Definition - Definition page.
2. Optionally establish an image for the product on the Product Image page.
3. Establish margin and sales tax options on the Product Definition - Options page.
4. Establish project, export, drop-ship, cost element, and configuration options on the Product Definition - Options 2 page.
5. Establish competitor product information on the Product Definition - Competitor page.
6. Establish attributes for products used with PeopleSoft Contracts on the Contracts Options page.
7. Establish user defined fields on the Product Custom Info 1, Product Custom Info 2, and Product Customer Info 3 pages.

Pages Used to Establish the Product Definition

Page Name	Object Name	Navigation	Usage
Product Definition - Definition	PROD_DEFN	Products, Identify Product Details, Definition Products, Review Product Information, Definition	Define the product.

Page Name	Object Name	Navigation	Usage
Product Image	PROD_IMAGE	Click the View Project Image link on the Product Definition - Definition page.	Use to set up the product image.
Product Definition - Options	PROD_OPTIONS	Products, Identify Product Details, Definition, Options Products, Review Product Information, Definition, Options	Use to set up selling and sales tax criteria for a product. The margin information you enter here is used by the system to notify the operator during order entry of any deviation from the upper and lower margin restrictions specified for this product. Margin violation may place the order line on hold.
Product Definition - Options 2	PROD_OPTIONS2	Products, Identify Product Details, Definition, Options2 Products, Review Product Information, Definition, Options2	Use to add PeopleSoft Projects links, defaults, cost element for non-stock products, and configuration information.
Product Definition - Competitor	PROD_COMPTTRS	Products, Identify Product Details, Definition, Competitors Products, Review Product Information, Definition, Competitors	Use to keep track of your competitors' equivalent products by product number, as well as any alternate products your competitors may have. You can use this information for sales analysis and reporting.
Contracts Options	PROD_CONTRACTS	Products, Identify Product Details, Definition, Contracts Options	Use to establish product attributes for products used with PeopleSoft Contracts. **Note.** This page only appears if PeopleSoft Contracts is installed.
Product Custom Info 1	PROD_GEN_INFO1	Products, Identify Product Details, Definition, Product Custom Info1 Products, Review Product Information, Definition, General Info1	Use to create character-length alphanumeric fields.
Product Custom Info 2	PROD_GEN_INFO2	Products, Identify Product Details, Definition, Product Custom Info2 Products, Review Product Information, Definition, General Info2	Use to create additional character-length alphanumeric fields.

Page Name	Object Name	Navigation	Usage
Product Custom Info 3	PROD_GEN_INFO3	Products, Identify Product Details, Definition, Product Custom Info3 Products, Review Product Information, Definition, General Info3	Use to create additional character-length numeric fields

Establishing the Product Definition

Access the Product Definition - Definition page.

If you did not establish a product ID when you set up your item ID, you can create it on the Product Definition - Definition page. You can also create multiple product IDs for one item ID for greater marketing and reporting flexibility.

Associating Products with Items

If the product is not a kit, and you defined your product ID during item definition using the Item Definition − General: Common page, the Item ID associated with the product ID defaults. You can override this default. Associate multiple product IDs with a single inventory item to enhance marketing and sales tracking capabilities.

The following item information defined on Item Definition − General: Common page displays:

Standard UOM

The unit of measure that reflects the most common unit of measurement for the item.

Note. This field is not used for Contracts Only products.

Inventory Item

A check indicates that the item is defined as being associated with an item that may or may not actually be stocked in inventory.

Note. This field is not used for Contracts Only products.

Description

This field is required; however, you have the option of entering a different description than that of the Item associated with the product.

Long Description

This field is optional; however, you may enter an extended product description.

Defining Product Kits

Define product kits by selecting the Product Kit check box. The Item ID field is unavailable for entry once you’ve selected the Product Kit option. After identifying a product as a kit, establish its components on the Product Kit Summary page.

When you select the Product Kit option, the following fields display:

Configured

Indicates the kit is configured using PeopleSoft Product Configurator. You can use configured products or configured items within a configured kit, but you cannot use a configured kit within a configured kit.

Note. If the Product Use is ’Contracts Only,’ this field does not appear.

Price Kit at Top Level

Indicates the kit is priced at the top parent product ID level. When you select this option, you define the prices as you would for a regular product ID, using the Product Price page. Configured kits can only be priced at the top level.

Price Kit at Component Level

Indicates the kit is priced at the component level. When you select this option, you define the price for each component of the kit using the Product Kit Component Pricing page.

Entering General Product Information

Product Use

Select from the following options:

Note. If PeopleSoft Contracts is not installed, the field is hidden and defaults to General Use Excluding Contracts. If PeopleSoft Order Management is not installed and PeopleSoft Contracts is installed, the field is visible and will default to Contracts Only.

Note. The following rules apply to what type of component can be used with a product kit: General Use product kits can only contain General Use components, General Use Excluding Contracts product kits can only contain General Use or General Use Excluding Contracts components, Contracts Only product kits can only contain General Use or Contracts Only components.

Contracts Only: The product can only be used with contracts. No inventory item is related to this type of product.

General Use Excluding Contract: The product will not be used with contracts.

General Use: The product can be used anywhere in the system that prompts for a product ID.

Catalog Number, Model Number

If a product appears in another vendor’s catalog, you have the option of associating a product with either of these fields. They are informational only. The values in both fields print on the Product Master Report page report.

Status

The default for the product is *Active.*

Product Brand

Used to associate a product with a brand. They are defined on the Product Brand page.

Product Category

Used to associate a product with a category. They are defined on the Product Category page.

Physical Nature

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

Where Performed

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

View Product Image Use to add or view an image associated with the product.

VAT Default Click to access the VAT Defaults Setup page.

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

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

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

See Also

PeopleSoft Product Configurator 8.8 PeopleBook, "Using PeopleSoft Product Configurator," Creating Configured Product Sales Orders

PeopleSoft Order Management 8.8 PeopleBook, "Order Processing in a Value-Added Tax Environment"

Establishing Product Images

Access the Product Image page.

After you have set up the product image, you can view it by clicking the View Product Image link on the Product Definition page. You can also view the product image during sales order entry.

Default Image Name Specify the file name(s) for the image. You must include an '\' in front of the file name. Make sure that you have already defined an image directory, locally or on the web, on the Image Location page.

Alternative Image 1, Alternative Image 2 Use to establish alternative images.

Establishing Product Definition Options

Access the Product Definition - Options page.

Selling Options

Use either a percentage or a flat amount to establish the allowable margin range for a product entered on a sales order schedule after all discounts have been applied. Negative margins are acceptable. When creating buying agreements, order or quote lines, the system warns you if the net unit price isn't within the margins, and depending on your business unit settings, places the order schedule on hold.

Lower Margin %, Upper Margin % If you want the system to calculate the difference between the unit cost and net unit price in percentages, enter a value in these fields.

Lower Margin Amount, Upper Margin Amount If you want the system to calculate the difference between the unit cost and net unit price using a flat amount, select the appropriate Currency, and enter value in these fields.

Sales Tax Options

Tax Product Number

This is passed to your third-party tax provider and is matched against a table of rates or exceptions to find the correct tax rate for the product and ship to destination. You can use the Transaction Type and Transaction Sub Type to further qualify the tax product number.

Note. If the field is not populated for a new product, the product ID defaults to this field at save time.

See Also

PeopleSoft Order Management 8.8 PeopleBook, "Structuring Commissions," Methods for Calculating Commission Rates

Chapter 10, "Managing Returned Material," page 235

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, "Integrating to Sales and Use Tax Applications"

Establishing Additional Product Definitions

Access the Product Definition - Options2 page.

Project Cost Options

Project ID, Activity ID

You can associate a project code and activity with the product. This information defaults to the order or quotation schedule.

Other Attributes

Export License Required

Select if export shipments of this product require a license. There is currently no processing in PeopleSoft Order Management associated with this option.

Drop Ship

Select to indicate that this product is shipped directly from another vendor to your customer. This information defaults to the order schedule when this product is referenced and can be overridden.

Note. Product kits cannot have components that are drop shipped. They will not be picked up by PeopleSoft Purchasing. You can not add a component to a kit if it is marked as drop shipped. You will receive an error message and must remove the component from the kit before you can save the Kit Setup component. If you update the product definition of a kit component, do not select the drop ship flag. The warning will not be issued and PeopleSoft Purchasing will not pick up the component for fulfillment.

Demand Planning Item

The field is used by PeopleSoft Demand Planning. When the field is selected, the product will be used in forecasting by PeopleSoft Demand Planning.

Cost Element

Defined for stocked items when you set them up in PeopleSoft Inventory on the Item Definition − General: Common page. For drop-ship products and other products not stocked in PeopleSoft Inventory, you must select one on this page.

Cost elements are used to segregate portions of a product's cost. For purchased products, the cost element defined most likely represents material. For non-stock products it represents expenses. If the product is a non-tangible charge, such as consulting, the cost element may represent labor or expenses.

Note. Cost elements are required for PeopleSoft Inventory accounting.

Configuration Options

The fields are available for entry only if you have selected the Configured option on the Product Definition - Definition page.

Configuration Code Generation

Select to have the system dynamically create the configuration code for your configured kit. The configuration code on configured kits is informational during order entry. It is only formatted and displayed during order entry. The code will be based on configuration code template that you specify on the page.

Establishing Product Competitor Information

Access the Product Definition - Competitors page.

Competitor Code

Established on the Competitor Codes page. These fields are informational only and there is no processing associated with these fields. You can also add the Competitor Product Number and a Description.

Establishing Product Contract Options

Access the Product Definition - Contracts Options page.

Note. This page only displays if PeopleSoft Contracts is installed.

The following table shows which price types can be used with each revenue method that are selected on this page.

Price Type	Revenue Recognition Method
Amount or Percent	Milestone, Percent Complete, Apportionment, Billing Manages Revenue
Rate	As Incurred
Recurring	Billing Manages Revenue

Price Type

The price type that you select for a product determines the details that you can define for that product and the billing and revenue recognition methods with which you can associate the product. Select from the following options: *Amount, Percentage, Rate,* or *Recurring.*

Revenue Method

Defines the criteria that must be met before revenue can be recognized. Select from the following options:

Apportionment: Recognize a fixed amount of revenue over a predefined period of time.

As Incurred: Manage revenue on an as needed basis manually or using scheduled processes. This is the only method used for rate-based contract lines.

Billing Manages Revenue: Have PeopleSoft Billing, not PeopleSoft Contracts, manage the revenue for a contract line. Only fixed-fee and recurring contract lines can use this method. You must always use this method with recurring price types.

Milestone: Recognize a fixed amount of revenue spread over time and triggered as each milestone is met.

Percent Complete: recognize revenue based on a manually entered percentage of completion.

Third Party Flag

Select this check box to designate that this is a product or service provided by a third-party. This check box is informational only-no processing logic is keyed from this selection.

Renewable

Select this check box to designate this product as renewable. Only products with a price type of Amount or Percentage can be selected as renewable.

Percentage

Enter the percentage and select whether it is either a:*%* (percent) *of Total Contract Amount* or *%* (percent) *of Total Contract Lines.*

Note. The percentage can be any amount. The Percentage field and the % of field apply to products with a price type of percent.

Templates

You can select revenue and bill plan templates to automate the creation of revenue and billing plans. You can select a bill plan detail template ID to override the billing defaults that are defined for a contract's billing business unit and contract header. You can select a renewal plan template to automate the creation of renewal plans.

Creating User-Defined Product Fields

PeopleSoft Order Management delivers a wide variety of options for defining your product attributes; however, your business may have additional requirements. You can use the Prod Custom Info (product custom information) pages to establish user-defined fields to be stored in the Product Master table.

Each of the Prod Custom Info pages contains fields of various sizes and types: from 1 to 30 characters long in alphanumeric, numeric with decimal places, or numeric without decimals formats. You use the PeopleTools Application Designer to modify the field labels on the page, and you must provide the appropriate code changes in order for PeopleSoft to process these fields.

To establish user-defined product fields:

1. Determine the usage requirements, and select the appropriate field on one of the Product Custom Info pages.
2. Modify the field label using Application Designer in PeopleTools.

3. Make the necessary code changes.

Product Custom Info 1 Page

Access the Product Definition - Product Custom Info 1 page.

Prod Char30 A (product character 30), Prod Char30 B (product character 30), Prod Char30 C (product character 30), Prod Char30 D (product character 30)	A − D alphanumeric fields, up to 30 characters in length.
Prod Char 1 A (product character 1), Prod Char 1 B (product character 1), Prod Char 1 C (product character 1), Prod Char 1 D (product character 1)	A − D alphanumeric fields, 1 character in length.

Product Custom 2 Page

Access the Product Definition - Product Custom 2 page.

Prod Char 10 A (product character 10), Prod Char 10 B (product character 10), Prod Char 10 C (product character 10), Prod Char 10 D (product character 10)	A-D alphanumeric fields, up to 10 characters in length.
Prod Char 2 (product character 2)	Alphanumeric fields, up to 2 characters in length.
Prod Char 4 (product character 4)	Alphanumeric fields, up to 4 characters in length.
Prod Char 6 (product character 6)	Alphanumeric fields, up to 6 characters in length.
Prod Char 8 (product character 8)	Alphanumeric fields, up to 8 characters in length.

Product Custom 3 Page

Access the Product Definition - Product Custom 3 page.

Prod N12.3 A (product number 12.3), Prod N12.3 B (product number 12.3), Prod N12.3 C (product number 12.3), Prod N12.3 D (product number 12.3)	A-D numeric fields, up to 12 integers and 3 decimal places in length.
Prod Nbr 15 A (product number 15), Prod Nbr 15 B (product number 15), Prod Nbr 15 C (product number 15), Prod Nbr 15 D (product number 15)	A-D numeric fields, up to 15 integers in length.

See Also

PeopleSoft PeopleTools PeopleBook: Application Designer

Establishing Additional Product Attributes

To define alternates, catalogs, groups, messages, notes, prices, specifications, and units of measure for products, use the Product Alternates, Product Catalogs, Product Groups, Product Messages, Product Notes, Product Price, Product Specifications, and Product Unit of Measure components.

Use the PROD_ALT_CI, PROD_GROUP_CI, PROD_MSG_CI, PROD_NOTE_CI, PROD_SPECS_CI, PROD_UOM_CI component interfaces to load data into the tables for these components.

After you've set up the product definition, perform the following to establish additional product attributes.

1. Establish ordering parameters and PeopleSoft Order Management-specific units of measure for the product ID using the Product Attributes by UOM page.
2. Establish the list price and manufacturers suggested retail price (MSRP) for the product using the Product Price page.
3. Optional. Enable substitutions on the Alternates page when a product is unavailable to fulfill an order.
4. Optional. Attach multimedia files to a product using the Attachments page.
5. Optional. Assign messages to product IDs using the Messages page.
6. Optional. Assign notes to product IDs using the Notes page.
7. Optional. Assign products to groups on the Product Group page.
8. Optional. Create product catalogs using the Product Catalogs page.
9. Optional. If you're using product catalogs, run the Refresh Catalog Prompt Table process to keep product catalogs and product catalogs assigned to customers in sync.

PeopleSoft Order Management delivers inquiry pages that make it easy for you view product information and to provide separate access to a group of users, perhaps salespeople, that should be limited to display-only access to product information. See your PeopleTools documentation for more information about structuring this type of security.

The inquiry pages are generally duplicates of their associated update pages, except that they are in a display-only format. Exceptions to this standard are located in the table below.

Pages Used to Define Additional Product Attributes

Page Name	Object Name	Navigation	Usage
Product Attributes by UOM	PROD_UOM	Products, Identify Product Details, Attributes by UOM	Use to restrict the units of measure available for use in PeopleSoft Order Management, to define minimum and maximum order quantities, valid order increments, and minimum selling prices. You must also use this page to assign a unit of measure for product kit component pricing.
Product Price	PROD_PRICE	Products, Identify Product Details, Assign List Price	Use to differentiate pricing among Inventory business units, to effective-date prices for stocked and non-stock items, and to price product kits at the top parent product ID level.
Alternates	PROD_ALT	Products, Identify Product Details, Alternates Order Management, Quotes and Orders, Review Product Information, Alternates	Use the Alternates page to set up product alternates.
Attachments	PROD_ATT	Products, Identify Product Details, Attachments Order Management, Quotes and Orders, Review Product Information, Attachments Products, Review Product Information, Attachments	Use to enter the file names of multimedia attachments.
Messages	PROD_MSG	Products, Identify Product Details, Messages Order Management, Quotes and Orders, Review Product Information, Messages Products, Review Product Information, Messages	Use to choose messages you want to attach to a product.

Page Name	Object Name	Navigation	Usage
Notes	PROD_NOTE	Products, Identify Product Details, Notes Order Management, Quotes and Orders, Review Product Information, Notes Products, Review Product Information, Notes	Use to attach a standard or custom note to a product.
Product Group	PROD_GROUP	Products, Identify Product Details, Assign Product Group	Use to link products with any number of product groups.
Product Catalogs	PRODCTLG_TBL	Products, Identify Product Details, Catalogs	Use to create product catalogs.
Refresh Catalog Prompt Table	RUN_OMS2000	Products, Request Processes, Refresh Catalog Prompt Table	Use to initiate the Refresh Catalog Prompt Table process. Each time you add or modify product catalog information, you should run the process to keep this temporary table up to date.
Product Aliases by Product	PROD_CUST_ALIAS2	Products, Review Product Information, Aliases	Use to display information about the comparable customer part numbers for your products established on the General Information - Product Aliases page.
Product Specifications	PROD_SPECS	Products, Identify Product Details, Specifications Products, Review Product Information, Specifications	Use to enter detailed product specifications for display.
Copy Product Specifications	PROD_SPECS_COPY	Click the Copy Product Specifications link on the Product Specifications page.	Use to copy product specifications from one product profile to another.

Establishing Product Attributes by Unit of Measure

Access the Product Attributes by UOM page.

When you create an item in PeopleSoft Inventory, you associate it with valid units of measure for stocking, shipping, and ordering on the Units of Measure page. The ordering units of measure (UOMs) you define there are used in PeopleSoft Inventory for material stock requests, and in PeopleSoft Order Management. These are the only UOMs that can be referenced on sales orders and quotes. But there may be ordering UOMs that you want to exclude from PeopleSoft Order Management.

You can restrict the units of measure available for use in PeopleSoft Order Management and define product attributes by unit of measure.

Standard Unit of Measure Defined for the item on the Item Definition − General: Common page.

Note. This field is not used for Contracts Only products.

Initialize UOM link Displays all the ordering units of measure established for the product.

UOM (unit of measure) Select any valid designations from the list. For example, if you can enter material stock requests for widgets in eaches, cases, and pallets, but only sell them in eaches and cases, you would not want to select the *PL* (pallet) unit of measure.

Default Select one of the UOMs that appears whenever the product is referenced on quotes, sales orders, price sets, return material authorizations, and sales buying agreements.

Conversion Rate Defaults from the UOM table in PeopleSoft Inventory. It is the factor used to convert the Standard Unit of Measure into the UOM you are referencing. For example, if a *CS* (case) contains six *EA* (eaches), and eaches is the standard unit of measure, the Conversion Rate for *CS* is six.

Note. This field is not used for Contracts Only products.

Minimum Order Quantity, Maximum Order Quantity The system checks the values in the fields during order and quotation entry. If these limits are violated, the system warns you, and depending on your business unit settings, places the order line on hold.

Increment Use the field if a product can be sold only in specific increments. For example, if a product can be sold only in increments of 3 cases, the system checks the entered quantity on the order line to make sure it is in multiples of 3. The Increment check applies only to the line, not the schedule.

Minimum Selling Price The amount is checked during line entry to make sure price adjustments do not take the unit price for a product in its selling unit of measure below the minimum established price. If price adjustments take a product below its minimum selling price, the system warns you and asks you if you want to replace the unit price with the minimum selling price. If you do not choose the minimum selling price, the order line may be placed on hold depending on your business unit settings.

Currency Select to set up minimum selling price thresholds for each unit of measure by currency code.

Establishing Product Prices

You manage list pricing a bit differently for stocked products and non-stock products. Pricing for both stocked and non-stock products is effective-dated, enabling you to track pricing history and establish new prices that will take effect at designated dates in the future. But pricing for stocked products, unlike non-stock and contract products, is based on Inventory business units (ship from warehouses) so that you can differentiate pricing for each of your warehouses. Different fields are available on the Product Price page for stocked and non-stock products.

Note. You can also establish price lists associated with business objects as part of your pricing system design.

The following diagrams show how the price is determined on an order line if using list prices and standard discounts.

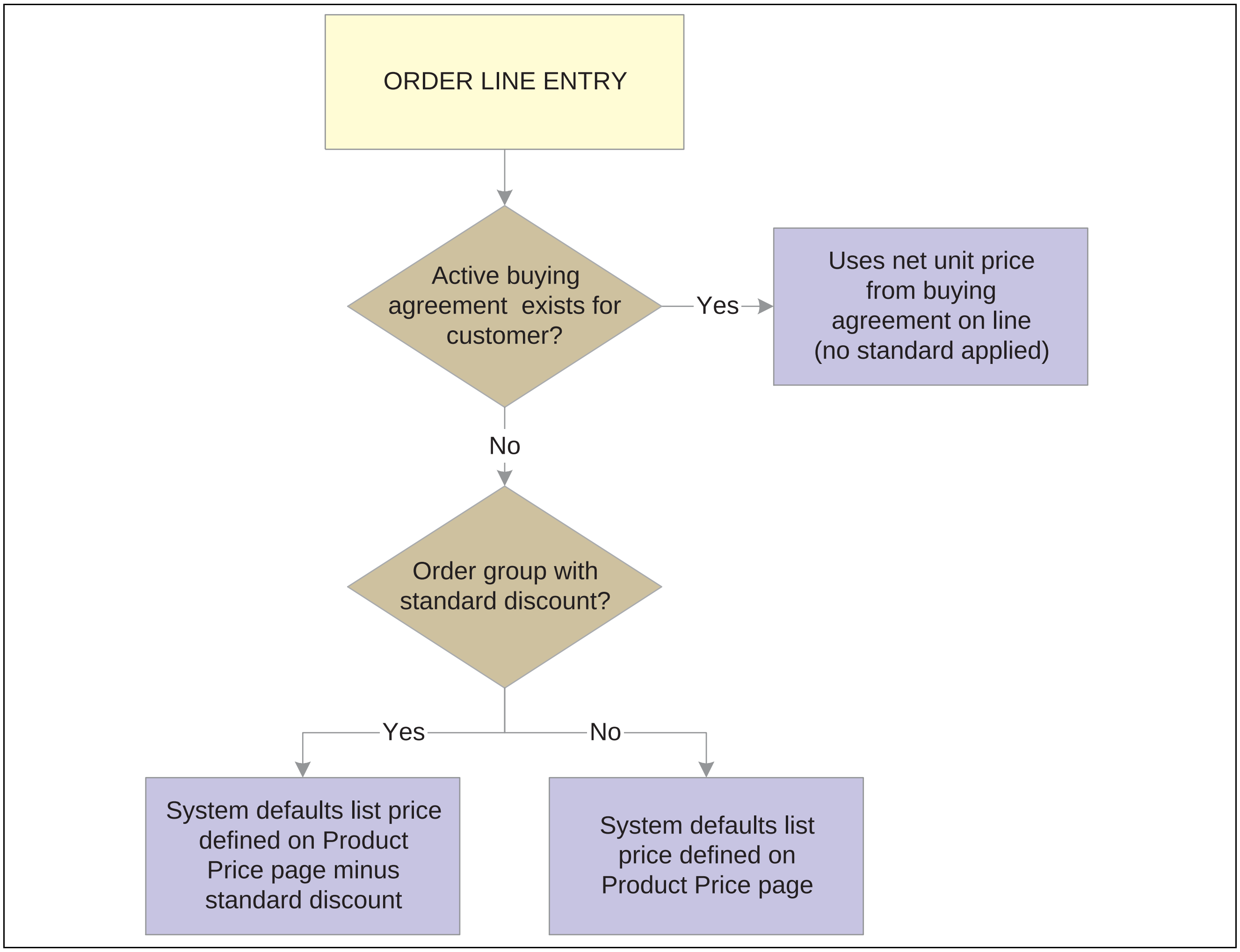


Diagram of a pricing structure using list prices and standard discounts

To use more complicated pricing criteria, you can set up price rules and arbitration plans.

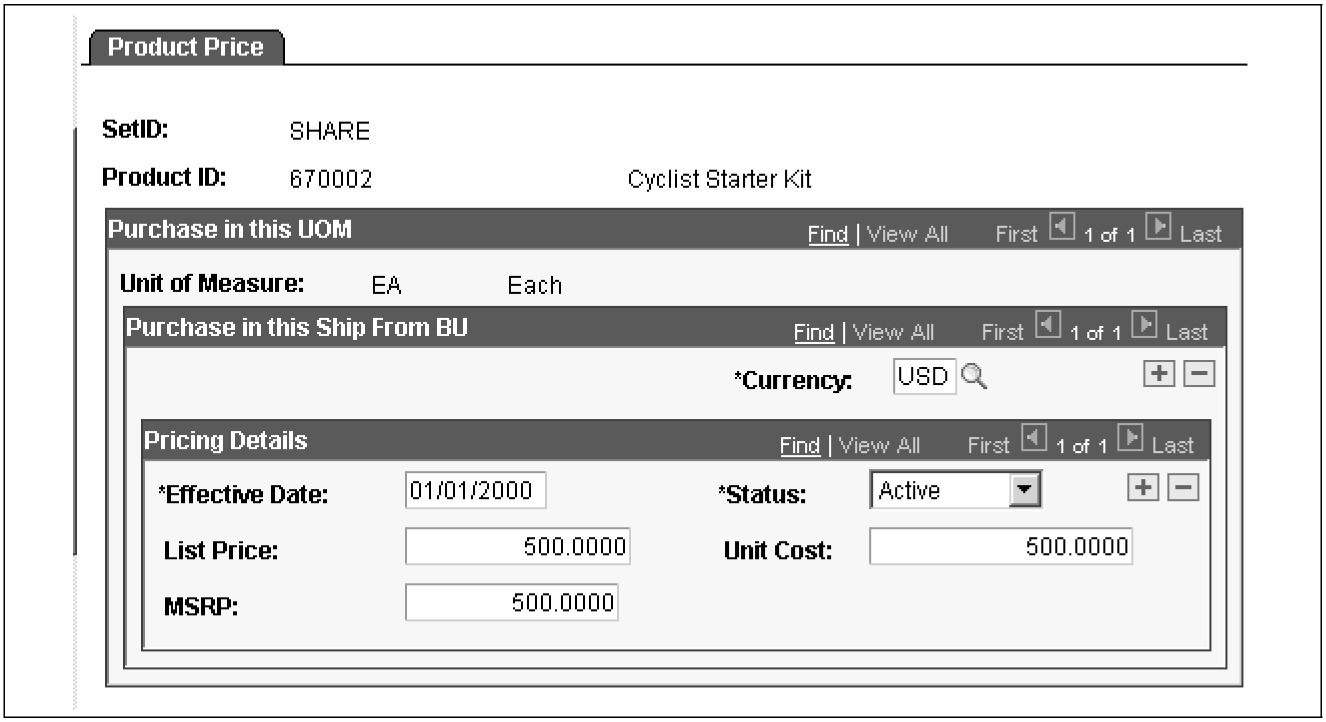
See *PeopleSoft Enterprise Pricer 8.8 PeopleBook*, "Implementing PeopleSoft Enterprise Pricer," Understanding PeopleSoft Enterprise Pricer.

Based on your selection on the Product Definition - Definition page, product kits can be priced at two levels:

- Top parent product ID level
- Component level

You assign a list price to the kit at the top level using the Product Price page, but use the Product Kit Component Pricing page to associate prices with a kit's components.

Access the Product Price page.



Product Price page

Certain fields on this page will display and others will not be visible depending on the type of product that you are pricing.

Product Types	Active Fields That Display	Fields That Aren't Visible
Stocked products	Inventory Business Unit, List Price	Unit Cost
Non-stock products, contracts only product.	List Price, Unit Cost	Inventory Business Unit
Product kits (priced at top level)	List Price, Unit Cost	Inventory Business Unit
Product kits (priced at component level)	List Price and Unit Cost are visible, but unavailable for entry.	Inventory Business Unit

Pricing Stocked Products

Unit of Measure For each, you can set up different Inventory Business Unit pricing.

Inventory Business Unit For each, you can enter a different Effective Date and associated List Price.

Note. You must define list prices for each Inventory business unit that stocks a product or you cannot take advantage of the pricing capabilities of PeopleSoft Order Management. If you do not define list prices, you will need to manually enter the selling price on the sales order line or schedule.

Currency Enter a currency for each Inventory Business Unit. If the system doesn't find a base price in the transaction currency while entering a sales order for example, the system will attempt to find a price in the Order Management base unit currency.

MSRP (manufacturer's suggested retail price) Optionally enter for the product. This field is not used by any processing or algorithms in PeopleSoft Order Management at this time.

Pricing Non-Stock Products

Unit Cost This field is displayed and the Inventory Business Unit field is hidden. Define the unit cost for non-stock products on this page. The unit cost is subtracted from the selling price to determine the product's margin.

Pricing Product Kits Priced at the Top Level

List Price or a Unit Cost Enter either field. This value will be used as the starting price when price formulas are applied.

Pricing Product Kits Priced at the Component Level

Product kit components are priced using the Product Kit Component Pricing page, therefore, the fields here are display-only.

Kit Click the link to access the Kit Component Prices page where you can view price details for a product kit's components.

Establishing Product Alternates

Access the Alternates page.

You can identify alternative products that can replace the product ordered. You can substitute alternative products on order lines under the following conditions:

- You have set up one or more alternatives for a product on the Alternates page.
- The sold to customer permits substitutions. You indicate this option on the General Information - Sold To Options page. This option defaults to the sold to section of the Order Entry Form page of the sales order and quote forms and must be selected for the order in order to select product alternates.
- The order date is within the start and end dates for the alternate product.
- The alternate does not have an associated message with the action of *Reject.* If the product alternate has a message with an action of *Hold,* a hold indicator appears next to the alternate product number when the list of alternates displays. You can select the Message link from the drop-down menu during order entry to see any messages associated with the product alternates listed.
- The alternate is an active product.

When you choose an alternate on the order line, the system brings the product ID of the alternate into the Product ID field on the order line and then places the original product requested into a field on the order line called Original Product Ordered. This enables you to print both product IDs on order acknowledgments and other documents.

By selecting the Allow Product Substitutions option the sold to section of the Order Entry Form page during order entry, you can also enable substitutions to occur during the Inventory fulfillment picking process.

See *PeopleSoft Managing Items 8.8 PeopleBook*, “Working With Items,” Fulfilling Orders With Substitute Items.

Priority

Use to establish the order in which alternates are listed, starting with the one you want to see first.

Interchangeable

If two products are completely interchangeable, set one up as the product alternate for the other and select the option. The system automatically adds the product alternate record for the reverse entry. For example, if you set product 10002 as an alternate for product 10001 and indicate that they are interchangeable, product 10001 automatically becomes an alternate for product 10002.

Establishing Product Attachments

Access the Attachments page.

When you assign an attachment, the Attachment link is activated on the orders or quotations referencing the product.

File Extension

Select the file extension for the media to attach. Define the file extension, the location of the application executable file, and the location of the actual file on the File Locations page.

Document ID

Enter a name for the document excluding the file extension. It will be filled in based on your selection in the File Extension field.

After you have attached media to a product, you can view the attachment by clicking the Get Attachment button to the left of the File Extension field.

Establishing Product Messages

Access the Messages page.

After assigning a message to a product, the message displays in the Message Board section of the order or quotation .

Message

Select a valid code to attach a standard message to the product. The text of the message displays after you tab out of the field.

Action

If there is an action associated with the message, it also displays. In the case of a HOLD action, the Hold Code appears as well.

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Introduction to Sales Order Entry,” Viewing Order, Customer, and Product Information with the Message Board

Establishing Product Notes

Access the Notes page.

Notes print on some of the selected documents such as acknowledgments or quotations when you attach them to a product that is referenced on a sales order or quote. There are two types of notes: standard and custom. The first is predefined and the second is used to address unique situations. The page is display-only for standard notes.

After assigning a note to a product, the note displays in the product section of the Messages and Notes area of the order or quotation.

Classification

Select from the following:

Standard: Use to attach a note already set up in the system on the Standard Notes page. Select a Standard Note Code from the available options and the rest of the fields established for the standard note code display.

Custom: Use to create a unique note. Select a Note Type and enter the note in the Text field.

Search Key Words

Use to create a report that lists all products with associated notes that contain certain key words with our reporting tools. The page is display-only for standard notes.

Print On Document

Choose the print locations for notes in the group box. Notes can print on the following documents without additional configuration*: Invoice, Bill of Lading, Order Acknowledgement, Picking Plan,* and *Quotation.*

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Introduction to Sales Order Entry,” Viewing Order, Customer, and Product Information with the Message Board

Establishing Product Groups

Access the Product Group page. Remember that product group codes must first be set up on the Product Group Table page.

A single product can belong to one or more product groups within each group type. However, only one contract product group and only one tax group can be associated with an individual product.

Group Type

Select from the following:

- *Acct* (accounting)
- *Buy Agrmnt*(buying agreement)
- *Cntrct* (contract)
- *Fcst* (forecast)
- *Freight*
- *Pricing*
- *Prod Ctlgs*(product catalogs)
- *Reporting*
- *Tax*

- *Trnspt*(transportation)
- *VAT*

Primary Report, Primary Pricing Group

Use to indicate a single primary reporting product group when associating multiple groups with the *Reporting* and *Pricing* group type.

In the case of reporting, statistics would be distorted if a product were to appear on the report under every reporting group the product is linked to.

In the case of pricing, the system uses the group you designate as the primary pricing product group when using price maintenance to download pricing data to an Excel spreadsheet, make changes to product prices, and upload the new prices to update PeopleSoft tables. You can only update the price of a product as part of a single product group, the one displayed in bold on the spreadsheet. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

See Also

Chapter 8, "Setting Up Products," Setting up the Product Group Table, page 188

Establishing Product Catalogs

By attaching product catalogs to a sold to customer, you limit the products they can buy. You can create two types of catalogs:

- Inclusive catalogs that contain all the products you want made available to a customer
- Exclusive catalogs that contain the products you want to withhold from your customer.

For example, if you have a customer (customer ID 50001) that purchases all your products *except* for repair parts and promotional products, you can create an exclusive catalog containing those items. When you attach it to customer 50001, your order entry clerks can access all your products when they are working on an order for this customer, except for the products in this exclusive catalog.

On the other hand, customer 60002 *only* buys repair parts from you. Create an inclusive catalog that contains repair parts and attach it to this customer. When your clerks enter an order for customer 60002, the only products available to them are your repair parts.

Note. If you have a product set up on an exclusive and inclusive catalog that is linked to the same customer, the inclusive catalog will be ignored.

Access the product Catalogs page to set up the catalogs. Later, you can specify which catalogs you want made available to each customer on the General Information - Product Catalog page

Note. You can include a product group in a catalog only if you have designated it as a *Product Catalog* group type on the Product Group page.

Establishing Product Specifications

Access the Product Specifications page.

Sequence

Enter order in which you want each product specification type to appear. You cannot duplicate sequence numbers on a web page.

Note. The sequence of the product specifications cannot be changed, therefore you might want to leave spaces between sequence numbers. For example, you could give four product specification types the numbers 10, 20, 30, and 40. Then, if you added three new product specification types between the types at sequence numbers 10 and 20, you could give those new types the sequence numbers 12, 15, and 17 without changing the original numbers. This facilitates priority list organization and updating.

Type

In the field, identify the product type of the component described on this page. This component can be any part of the whole product.

Use as

You can modify the look and functionality of the Description by selecting a option:

Text: Your descriptive entry will be displayed as plain text.

URL: You can include an internet or intranet link in your description. URLs must first be defined using the URL Maintenance Catalog page in PeopleTools Utilities.

HTML: You can modify the look of your description using HTML tags.

Concatenate next line

Select the option to allow the text that you enter in the Description field to be displayed on the same line. This is especially useful when using URLs within regular text.

Note. Product kit components and quantities are displayed in a note following the product specifications (if any are defined for the kit). Kit component information includes the individual product ID, the product description, the quantity per order, and quantity per kit.

Running the Refresh Catalog Prompt Table Process

To facilitate PeopleSoft Order Management's multi-platform capabilities, the system uses a temporary table to list products in product catalogs. The Refresh Catalog Prompt Table process keeps this temporary table up to date.

Warning! Each time you modify or add products to a catalog and each time you add or remove a catalog from a customer, you must run the Refresh Catalog Prompt Table process or your changes will not appear in the related prompt tables.

The Product Catalog Refresh Process (OMS2000) creates two tables:

- PRODCTLG_CSTLST contains all the catalogs a customer is assigned to.
- PRODCTLG_PLST contains all the products included in the catalog.

The Product Catalog Refresh (OMS2000) processes all product and customer catalogs that have a current effective date and active status. Historic and future catalogs are not added to the table unless you select the Include Catalog History check box on the run control page. The process rebuilds the tables each time it is run.

If you have a catalog that is:

- An *Exclusive* catalog, the process inserts all the products that are not defined in the catalog into the table. .
- An *Inclusive* catalog, only those products on the catalog are added to the table.

The Refresh Catalog Prompt Table process goes through the following steps to create the PRODCTLG_CSTLST and PRODCTLG_PLST tables.

1. The system selects all the sold-to customers that are linked to any valid catalogs and inserts those customer IDs into the PRODCTLG_CSTLST along with some information from the catalog "header" table, PRODCTLG_TBL.
2. The system begins six product related selection steps and inserts rows into the PRODCTLG_PLST table.
   a. The system selects all the products that are part of product groups specified in valid catalogs with an Inclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to "I".
   b. The system selects all the products that are specified in valid catalogs with an Inclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to “I".
   c. The system selects all the products that are specified in valid catalogs with an Exclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to "E".
   d. The system selects all the remaining products in the Product Definition table (PROD_ITEM) that were not specified for each catalog in step c and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to "I".
   e. The system selects all the products that are part of product groups specified in valid catalogs with an Exclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to "E".
   f. The system selects all the remaining products in the Product Definition table (PROD_ITEM) that were not specified for each catalog in step “e” and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to "I".

The rows added to the PRODCTLG_PLST table in steps c and e with the INCL_EXCL_TYPE flag set to "E" are used by the online prompt table, PRODCTLG_LST_VW, to eliminate Product IDs that are specified in both an inclusive and exclusive Product Catalog for the same sold to customer. The prompt table is refreshed automatically by the database when the Refresh Catalog Prompt Table process is completed.

The number of rows initially deleted and the number of rows added in each step is reported in the SQR.log file found in the SQR output directory.

Access the Refresh Catalog Prompt Table process page.

Select the Include Catalog History check box if you want historic and future catalogs added to the PRODCTLG_CSTLST and PRODCTLG_PLST tables.

Defining Product Kits

To define product kits and kit components, use the Product Kit and Product Kit Components components.

Use the PRODKIT_COMPS_PRC_CI component interface to load data into the table for this component.

A product kit consists of a fixed set of components that are sold as a unit. A product kit is not a stocked inventory item, however its components may or may not be. The fixed set of components are not required to ship together unless specified in the kit definition.

The product kits referred to in this discussion are not *configured* product kits; product kit components are fixed, while configured product kits include a variable list of components that provide make-to-order functionality.

Follow the same steps to define product kits as you follow to define products (as outlined in the previous sections), with the following exceptions.

1. Define the required attributes for the parent product ID using the Product Definition component.

   See Chapter 8, "Setting Up Products," Establishing the Product Definition, page 189.

2. Apply pricing to either the parent or components of the product kit.

Pages Used to Define Product Kits

Page Name	Object Name	Navigation	Usage
Product Definition - Definition	PROD_DEFN	Products, Identify Product Details, Definition Products, Review Product Information, Definition	Define the product.
Product Attributes by UOM	PROD_UOM	Products, Identify Product Details, Attributes by UOM	Use to restrict the units of measure available for use in PeopleSoft Order Management, to define minimum and maximum order quantities, valid order increments, and minimum selling prices. You must also use this page to assign a unit of measure for product kit component pricing.
Product Kit Summary	PRODKIT_SUMMARY	Products, Identify Product Details, Kit Setup Products, Review Product Information, Product Kit Order Management, Quotes and Orders, Review Product Information, Product Kits	Use to define the components of a product kit.

Page Name	Object Name	Navigation	Usage
Notes	PROD_NOTE	Products, Identify Product Details, Notes Order Management, Quotes and Orders, Review Product Information, Notes Products, Review Product Information, Notes Click the Maintain Text link on the Product Kit Summary page.	Use to add a note to a product kit.
Kit Component Text Popup	PRODCOMP_TEXT	Click the View Related Links button on the Product Kit Summary page and select Text Entry.	Use the Kit Component Text page to add a comment to each component level product.
Documents to Print Exploded Kit	PRODKIT_EXPL_KIT	Select the Print Text link on the Product Kit Summary page.	Use the Documents to Print Exploded Kit page to select the documents on which to print component details for a product kit. **Note.** To print the exploded kit components for any of the listed options, you must configure the system.
Product Kit Component Pricing	PRODKIT_COMPS_PRC	Products, Identify Product Details, Price Kit Component Pricing	Use to enter price and date information for each product kit component priced at the component level.
Kit Component Prices	KIT_COMP_PRICE	Click the Kit link on the Product Price page.	Use to view price details for a product kit component that is priced at the component level.
Component Pricing process	RUN_OM_COMPRC	Products, Request Processes, Update Kit Component Pricing	Use to update the system tables with product kit component price changes to effective dates.
Where Used Product Component inquiry	PRODKIT_WHEREUSED	Products, Review Product Information, Where Used Product Component	Use to find out which product kits contain a specific component.

Creating Product Kits Using the Product Definition

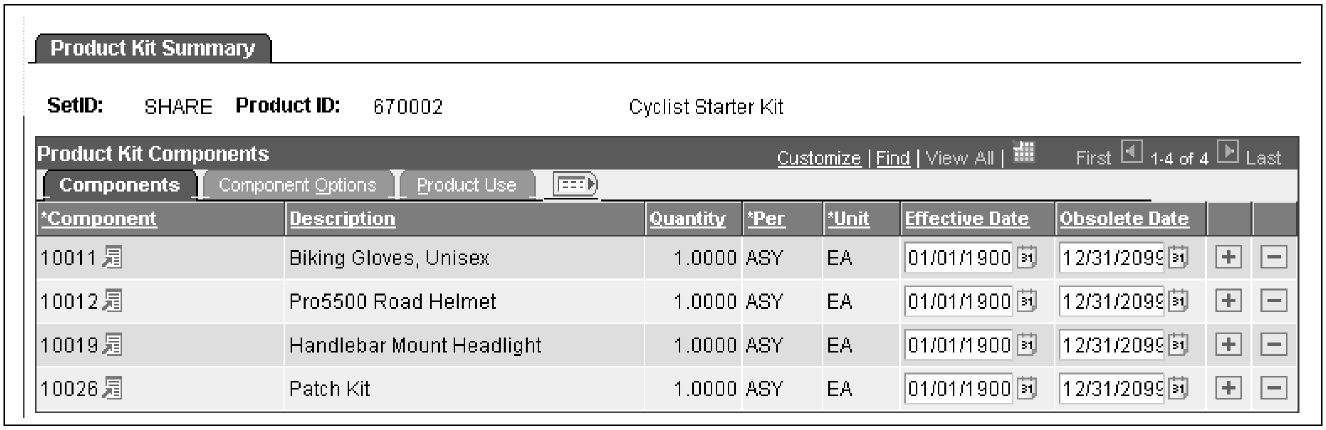
Select the Product Kit option on the Product Definition - Definition page to identify the product ID as the parent product. Kit pricing option fields appear. You may elect to price your product kits by their components or by their top parent product ID level.

See Also

Chapter 8, "Setting Up Products," Establishing the Product Definition, page 189

Assigning Components to the Product Kit

Access the Product Kit Summary page to define the components that make up a product kit.



Product Kit Summary page

Product Kit Component Prices link	Click to transfer to the Product Kit Component Pricing page in correction mode. The link is available only if the kit is priced by component.

Components

Component	You can enter both stocked and non-stock products in the field as long as the non-stock product is not a product kit. In other words, you cannot attach a product kit as a component of another product kit.
Per	Identifies whether the number of units selected in the Quantity field is by *ASY* (assembly) or by *ORD* (order). *ASY* is the default. If 10 product kits were ordered as an example , a quantity of two assembled components would require 20 components whereas two ordered components would require 2 components.
Unit	Select a unit of measure for the product component. If there is only one valid unit of measure for the component, that value defaults and the field is unavailable for entry. You must have previously defined the units of measure on the Product Attributes by UOM page.
Effective Date	The date the component is considered part of the product kit.
Obsolete Date	The last day that the component will be included in the product kit. The obsolete date defaults to *December 31, 2099.* The system uses the scheduled shipment date to determine what components are valid in the product kit.

Note. Once you have established the components of a kit, you cannot change anything in the kit structure except the Obsolete Date, OK to Ship Without, and VAT %. If you want to change a component's attributes, you must indicate that the component is obsolete and then add a new row for the component with its current attributes. Similarly, you cannot delete a component from the kit structure, you must indicate that it is obsolete.

Component Options

OK to Ship Without	Select if the product kit can ship without this component. This sets the optional or required flags in the PeopleSoft Inventory tables.

Note. Every product kit must have at least one component that is required to ship.

VAT % If you have enabled VAT, you have the option of entering the percent of the total kit value that each component represents. The total for all kit components must be 100 percent. You will not be able to save the page unless the VAT % totals *0* or *100*.

Contract Price Percent The price of the components should add up to 100 percent. Product kits added to a contract are always priced at the top level. That price is allocated down to the products associated to the kit using the contract price percentage.

Note. This field is used only by PeopleSoft Contracts.

Product Use

This tab displays only if PeopleSoft Contracts is installed.

The following table displays the valid configurations for components and product kits based on the Product Use option.

Component	Product Kit with Product Use = General Use	Product Kit with Product Use = General Use Excluding Contracts	Product Kit with Product Use = Contracts Only
Product Use = General Use	Allowed	Allowed	Allowed
Product Use = General Use Excluding Contracts	Not Allowed	Allowed	Not Allowed
Product Use = Contracts Only	Not Allowed	Not Allowed	Allowed

Product Use Displays from your selection on the Product Definition page.

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Order Processing in a Value-Added Tax Environment,” Understanding How Product Kits are Invoiced in a VAT Environment

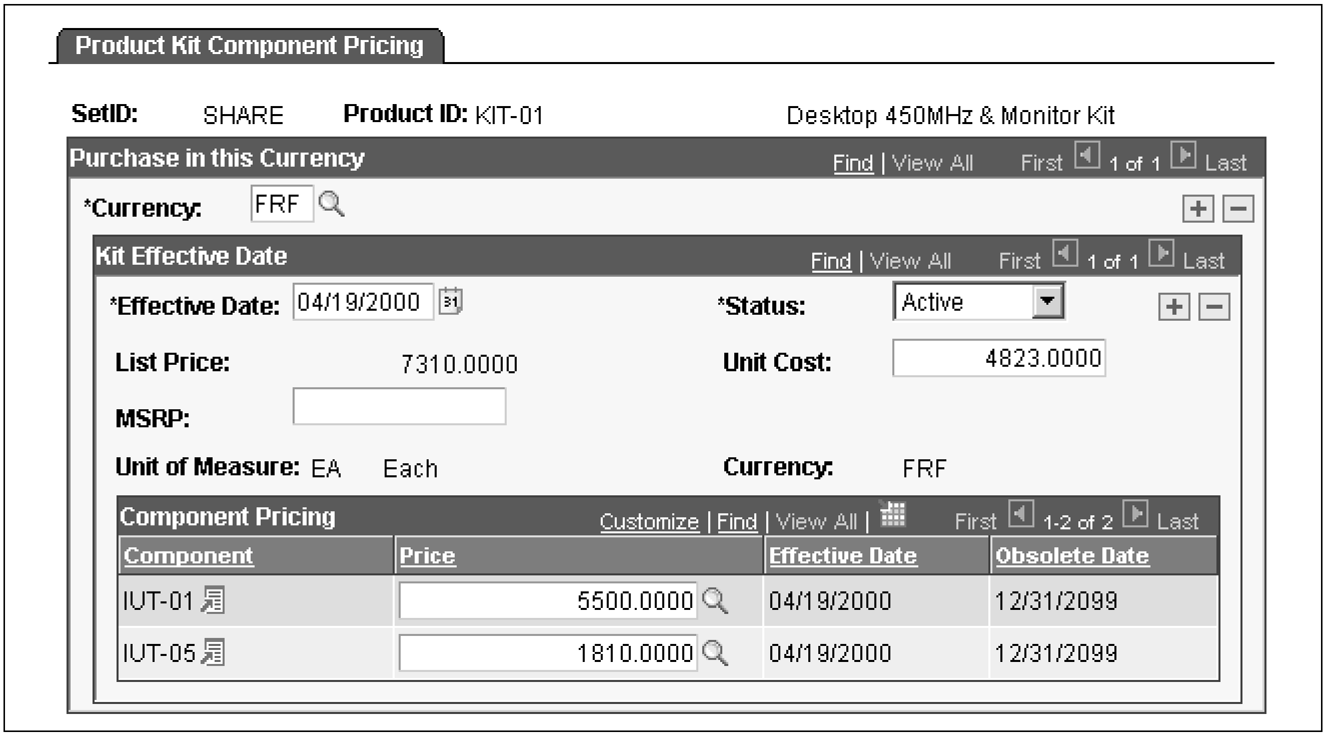
Applying Prices to Product Kits

Depending on whether you are pricing the product kit at the top or component level, do the following:

- If you selected the Price Kit at Top Level option on the Product Definition - Definition page, define price information for the entire kit using the Product Price page.
- If you selected the Price Kit at Component Level option, enter price information for each component included in the kit using the Product Kit Component Pricing page.

  You must first select the Price Kit At Component Level option on the Product Definition - Definition page and associate component product IDs with the parent product ID using the Product Kit Summary page.

Access the Product Kit Component Pricing page.



Product Kit Component Pricing page

Applying Pricing Attributes to the Entire Kit

List Price

Displays the current total of the values entered in the Product Kit Component Price column.

Note. Values outside of the effective date range are not included in the total.

Applying Pricing Attributes to Each Component

Pricing information for the components that make up the product kit display in a grid:

Component

The component ID defined for the product kit on the Product Kit Summary page.

Product Kit Component Price

You can manually enter a price for this component ID, or click the button to the right of the field to access the Lookup Product Kit Component Price page where you can select a previously defined price for the component by Inventory business unit. The current prices in this column equal the total value in the List Price field.

Note. You must run the Run Component Pricing process to update the system tables with any changes made to effective dates for the component price.

Effective Date, Obsolete Date

These fields display for the component from the Product Kit Summary page; you cannot change them on this page.

Using Product Messages

To define product messages, use the Product Messages component.

This section provides an overview and discusses how to:

- View product error messages.
- Correct product error messages.

Understanding Product Messages

PeopleSoft delivers the following product messages:

Message	Description
Product	An inbound or outbound message for product data.
Product Availability	An outbound message for product availability
Product Group	An inbound or outbound message for product group data.

If both PeopleSoft CRM and SCM are installed, we recommend the following:

- Synchronize the product table by performing a Full Batch Publish to the subscribing system.

Note. If you are the master system of record, it is not recommended to perform a full subscribe on your master files while in production.

- Provide updates to the subscribing system with the incremental messages.
- Products should be maintained on PeopleSoft SCM and published to CRM.
- Effective-dated messages should be placed in a separate effective-dated message channel.

See Also

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, "Managing PeopleSoft Supply Chain Management Integration Points"

PeopleSoft Enterprise Integration PeopleBook, "Establishing Publish Rules Using the Publish Utility"

PeopleSoft Enterprise Integration PeopleBook, "Assigning Batch Publish Rules"

PeopleSoft Enterprise Integration PeopleBook, "Using the Publish Utility"

EIP Catalog: http://www.peoplesoft.com/corp/en/products/technology/oif/index.asp

Understanding Product Error Correction

If there are errors while subscribing to product data coming in from another system, the faulty data remains in staging tables and you can correct it online from the Summary Errors page. Correct errors for the following types of data:

- Product Definition (PROD_DEFN).
- Product Groups (PROD_GROUP).
- Product Kit (PRODKIT).
- Product Kit Component Price (PRODKIT_COMPS_PRC).
- Product Attributes by UOM (PROD_UOM).
- Product Price (PROD_PRICE).
- Product Specifications (PROD_SPECS).

For each type of product error, there are two types of error pages.

- The first error page type displays all the data errors that you need to correct; the fields in error are the only ones available for data entry.
- The second error page type lists specific data errors and explains the nature of any violations in depth.

Many errors can occur when the business unit is incorrect. This is because many of the edits are dependent on setID. When the business unit is not valid, the system cannot derive a setID. Even though the data (other than business unit) appears correct, an error may be generated because of an invalid business unit. Correcting the business unit will often resolve other edit errors.

All edits are case sensitive. Some fields are shown on the error pages as uppercase, even though the data in the database is lowercase. In this case, the data must be saved, and as long as the uppercase value is valid, the error should be resolved.

Perform the following steps to correct product errors.

1. Use the Summary Errors page to view all the product-related errors for a particular EIP Control ID.

   Navigate to individual pages to correct the errors. As errors are corrected, you will no longer be able to view them from the Product Summary Errors page.

2. After correcting the errors, use the Product Load page to load the product data into production tables.

   Note. The errors must be corrected before they can be loaded into the production tables.

Pages Used to Correct Product Message Errors

Page Name	Object Name	Navigation	Usage
Summary Errors	OM_EIP_PRODUCTS	Products, Identify Product Details, Error Summary Queue, Product Summary Errors	Navigate to the individual error pages.
Error Detail	OM_EIP_PROD_ERR	Select the Error Detail tab on any of the individual Error pages.	View the nature of the product error violation(s).
Product Definition Errors - Product Errors	PROD_ITEM_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product definition errors.

Page Name	Object Name	Navigation	Usage
Product Currency Errors - Product Item Currency	PRODITEMCURR_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product currency errors.
Product Competitor Errors - Product Competition	PRODCOMPTTRS_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product competitor errors.
Product Specification Type Errors - Product Specification Type	PRODSPECSTYP_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product specification type errors.
Product Specification Errors - Specification Error	PROD_SPECS_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product specification errors.
Product Group Errors - Product Group	PROD_PGRPLNK_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product group errors.
Product Kit Errors - Product Kit	PRODKITCOMPS_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product kit errors.
Kit Component Price Errors - Kit Comp Price	KIT_COMPSPRC_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product kit component price errors.
Product UOM Errors - Product UOM	PROD_UOM_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product UOM errors.
Product UOM by Currency Errors - UOM by Currency	PROD_UOMCURR_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product UOM currency errors.
Product Price by BU Errors - Price by BU	PROD_PRICEBU_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product price by business unit errors.
Product Price Errors - Product Price	PROD_PRICE_MD	Click the Product Error Detail button on the Summary Errors page.	View and correct product price errors.
Product Load	RUN_OM_LOAD_PROD	Products, Process, Request Processes, Validate Product Load	Use to load rows from staging tables to production tables after correcting the errors.

Viewing Product Summary Errors

Access the Summary Errors page.

Product Error Detail Use the button to move to the error page for each error.

Data Maintenance Use the link to move to the Data Definition Maintenance page to view the status of the transaction. Once errors are corrected, the status changes from *Error* to *Reprocess* and they will no longer display on the Product Summary Errors page.

Running the Product Load Process

Access the Product Load page.

Transaction Type Select the *PRODUCTMST* (product master) option.

Run Click to run the OM Load Product (product load from stage) process (OM_LOAD_PROD) to load the row from a staging table to a production table in order to publish product information.

CHAPTER 9

Updating List Prices

This section describes how to:

- Run the Product Cost Extract process (OM_NVS_COST).
- Update list prices.
- Set up and maintain Price Maintenance.

Using the Product Cost Extract Process

The Product Cost Extract process (OM_NVS_COST) retrieves list prices and associated inventoried item costs. If the product is non-inventoried, the cost is retrieved from the product price table (PROD_PRICE).

Note. The process must be run before product list prices can be updated using the list price maintenance functionality.

Depending on the cost method used for the product's item cost, the costs are retrieved from separate tables. The following table outlines where item costs are stored. If the item is non-costed, any product ID associated with that item will not be downloaded.

Cost Method	Table where data is stored
Actual	CM_ACTUAL_COST
Periodic	CM_PERDAVG_COST
Perpetual	CM_PERPAVG_COST
Standard	CM_PRODCOST
Retroactive Perpetual Average	CM_PERRAVG_COST

The Product Cost Extract stores the product list price and cost information in the OM_NVS_COST table. The extract performs a unit of measure and a currency conversion. Cost data is stored in a standard unit of measure for that item. The products can have ordering units of measure that are different than the stocking units of measure. Cost data is adjusted according to the unit of measure conversion rate. You can determine an item's orderable unit of measure/conversion rate by querying view INV_ORDR_UOM_VW or you can view the item Unit of Measure page. In addition, products can be ordered in multiple currencies different than the item's cost, which is stored in the inventory business units base currency. To have cost data that is meaningful, it is converted to the product list price currency. The product list price currency is stored in the PROD_PRICE table, or you can view it on the Product Price page.

For a product ID and its associated costs to be downloaded, the following relationships must be present:

1. The product ID must have a product list price specified, and the price must fall within the Product Price As of Date supplied on the Refresh Product Cost Extract page.
2. If the product ID is associated with an item, that item must have a cost specified, and the cost must fall within the Product Cost Effective Date supplied on the Refresh Product Cost Extract page.

   Note. The only cost records that will invoke a download are periodic, perpetual, actual, standard, and retroactive perpetual average. Non-costed products will not be downloaded.

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3. If the product ID is not associated with an item, then the product ID must have a product price with both a list price and unit cost specified, and it must fall within the Product Price As of Date supplied in the Refresh Product Cost Extract page.

Example

Product 10001 has five active price records with the following effective dates:

1. 1/01/2001
2. 1/01/2002
3. 7/01/2002
4. 1/01/2004
5. 7/01/2004

The current date is 8/1/2003, and it defaults. The system exports the price with the maximum effective date that is less than or equal to the Product Price As Of Date. In this case, it would be price number 3 (7/01/2002). If you want to export price number 4 (1/01/2004), you must change the Product Price As Of Date to any value between 1/012004 and 6/30/2004.

Note. You will never be able to export prices in the first and second scenario, because the selected date must be greater than or equal to the current date.

Pages Used to Run the Product Cost Extract

Page Name	Object Name	Navigation	Usage
Refresh Product Cost Extract	RUN_OM_NVS_COST	Products, Request Processes, Product Cost Extract	Use to establish the selection criteria and the effective dates for exporting cost data and the currency and unit of measure conversions. These are needed to support product prices in multiple currencies and orderable units of measure when using price maintenance.

Running the Product Cost Extract

Access the Refresh Product Cost Extract page.

Rate Type

Established on the Market Rates Type page.

Currency Effective Date

The current date defaults. This will determine what currency values to use when converting cost prices from their default value to the currency of the product list prices.

Product Price As Of Date

The current date defaults. You must select a date that is greater than or equal to the current date. Only prices with a status of *Active* may be exported. You can maintain several sets of list prices in your system keyed by effective date.

Note. List prices will not be downloaded if an item cost and its associated product price record do not exist. In the case of a non stock item, only a product price record must exist. The most common reasons for a nonexistent record are incorrect selection criteria, or the record was not established in the database.

Product Cost Effective Date

Select the date to use as the effective date for the new updated prices. The comparison of product cost to product price is a critical consideration when you update price information. If you are updating prices that will take effect at a future date, it is important to have them compared to commensurate cost information. Consider this example:

The current date is 8/08/03. You want to download the current list prices as the basis for the calculation of new prices that will become effective on 1/01/04. To determine what those prices will be, you want to compare them to the product cost as of 1/01/03. You will enter a Product Cost Effective Date of 1/01/03. The system downloads current price information along with the product cost in effect on 1/01/03.

Note. The system uploads rows with changes in the price, cost (non-inventory products only), MSRP (Manufacturers Suggested Retail Price), and effective date. But because the minimum New Eff. Date (new effective date) allowed on the price maintenance spreadsheet is the current date plus one day, selecting the current date as the Product Cost Effective date requires a new effective date for any rows in the spreadsheet you want uploaded.

Run	Click the button after establishing selection criteria. After the cost extract has run successfully, download price lists to nVision using the Product Price Maintenance page.

Updating List Prices

Use the price maintenance feature to make mass changes to all your products list prices or to specific product groups.

Note. Keep in mind that you can alter prices on the Product Price page between the export and import of pricing data. Those changes will be overridden when new pricing information is imported from Microsoft Excel.

Perform the following steps to update product prices using price maintenance.

Note. Product price maintenance requires that you use portal navigation and the PeopleSoft windows client.

1. Use the portal navigation for the following steps:
   a. Run the Product Cost Extract process.
   b. Use the Product Price Maintenance page to select the products to update.
2. From the PeopleSoft windows client, select nVision. The Personal PS/nVision Home Page Report displays on the screen.
   a. Click Open Layout from the Personal PS/nVision Home Page Report and select the OMPRC.XNV file for list prices. A Microsoft Excel page displays that includes the Price Maintenance toolbar.
   b. Select the Download button on the Price Maintenance toolbar to display the product price information in Microsoft Excel.
   c. After making changes, select the Upload button on the Price Maintenance toolbar to mark the rows that were changed.
3. From the portal navigation, run the Product Price Import process to complete the upload.

The following section discusses how to:

- Use product price maintenance.
- Update list prices in Microsoft Excel.
- Filter data.
- Use mass maintenance.

- Reset data.
- Customize display options.
- Print list price changes.
- Display list price changes in a chart format.
- Upload list price data.

Common Elements Used in This Chapter

Apply To Apply changes to the Visible data on the spreadsheet (if you entered filtering criteria), to the Hidden rows (the complementary records that are hidden if you applied a filter criteria), or to All records in the spreadsheet.

Note. You can view only 30-50 rows of the spreadsheet at one time. Visible refers to rows listed on the spreadsheet and not rows that are visible on the current screen. If you download 1,000 list prices and apply a filter that selects 300 of those 1,000 records, 300 records are visible.

Pages Used to Update Product List Pricing

Page Name	Object Name	Navigation	Usage
Product Price Maintenance	OM_PRC_NVS_PNL	Products, Request Processes, List Price Maintenance, Product Price Maintenance	Use to establish the selection criteria and the effective dates for exporting price and cost data.
Product Prices Import	RUN_OMS8000	Products, Request Processes, Product Prices Import	Use to complete the new price upload process.

Performing Product Price Maintenance

Access the Product Price Maintenance page.

All Inventory BUs (all Inventory business units) Choose to update the prices for products in all your warehouses. The system downloads price information for non-inventory products, such as services and product kits, in addition to those products stocked in warehouses.

Select Inventory BU (business unit) If you choose to run the process for individual business units, enter or use the Search button to select them.

Select Pricing Product Group Use to further restrict the data downloaded by specifying a product group after choosing the option. The only groups available are those designated as *Pricing* product groups. Select All Products to include products assigned to product groups as well as those that are not.

Note. Products may belong to multiple pricing product groups. You can only update the price of the product as part of a single product group−the one displayed in bold on the spreadsheet. The system uses the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

Product Price As Of Date, Product Cost Effective Date

Defaults in from the last run on the Product Cost Extract process. If you need list prices or costs as of a later date, you must re-run the process.

Note. The system uploads rows with changes in the price, cost (non-inventory products only), MSRP (Manufacturers Suggested Retail Price), and effective date. But because the minimum New Eff. Date (new effective date) allowed on the price maintenance spreadsheet is the current date plus one day, selecting the current date as the Product Cost Effective date requires a new effective date for any rows in the spreadsheet you want uploaded.

Note. After saving the page, access nVision from the PeopleSoft windows client.

Updating List Price and Cost Information in Microsoft Excel

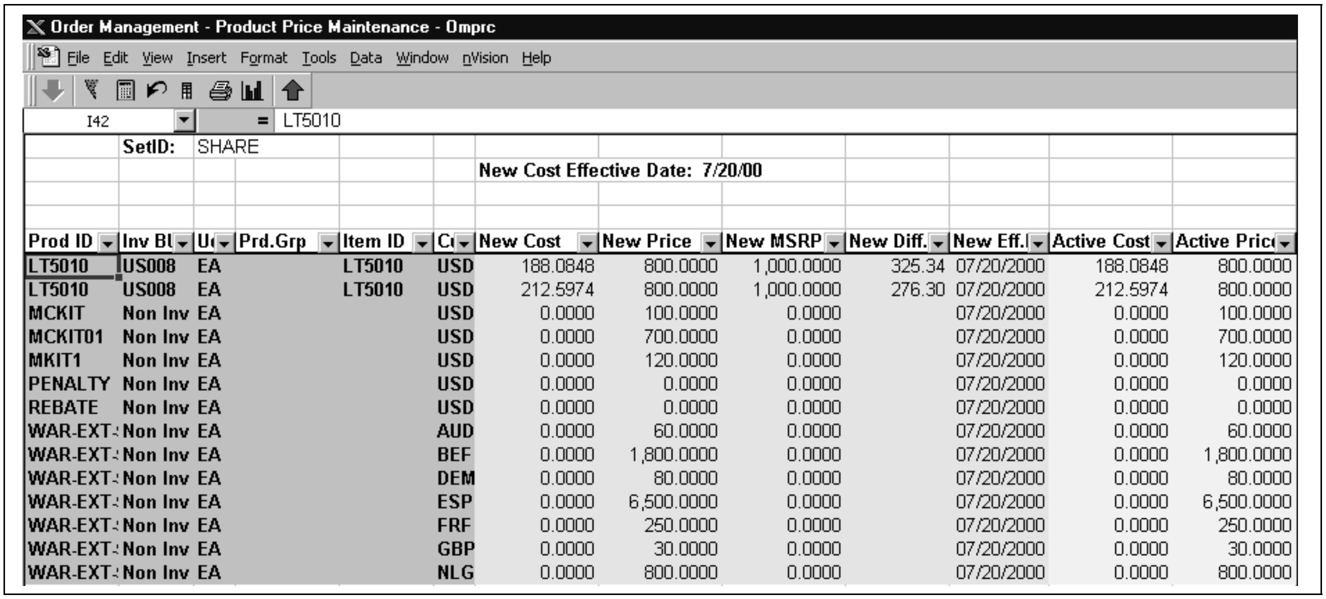
After logging on to nVision from the PeopleSoft windows client, a Microsoft Excel page displays that includes the Price Maintenance toolbar. Click the Download button to display the information in the spreadsheet.

The Calculator button is the only other button that acts directly on the data in the spreadsheet−the other buttons open dialog boxes where you will make additional selections.

You are limited to one list price maintenance spreadsheet on your hard drive. If you have an existing spreadsheet from a previous maintenance session, the system prompts you to decide if you want to override it with the current download.

You can access the price maintenance spreadsheet you have been working on by opening it directly in Microsoft Excel. Downloaded information displays in Microsoft Excel in three sections on the spreadsheet delineated by different column colors:

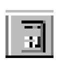
- Key fields that identify the product display in gray columns.
- Editable fields−New Cost, New Price, New MSRP, and New Eff. Date (new effective date)−display in light green columns. All other cells on the spreadsheet are locked.
- Current price and cost information display in beige columns.



Prod ID	Inv Bl	U	Prd.Grp	Item ID	C	New Cost	New Price	New MSRP	New Diff.	New Eff.I	Active Cost	Active Pric
LT5010	US008	EA		LT5010	USD	188.0848	800.0000	1,000.0000	325.34	07/20/2000	188.0848	800.0000
LT5010	US008	EA		LT5010	USD	212.5974	800.0000	1,000.0000	276.30	07/20/2000	212.5974	800.0000
MCKIT	Non Inv	EA			USD	0.0000	100.0000	0.0000		07/20/2000	0.0000	100.0000
MCKIT01	Non Inv	EA			USD	0.0000	700.0000	0.0000		07/20/2000	0.0000	700.0000
MKIT1	Non Inv	EA			USD	0.0000	120.0000	0.0000		07/20/2000	0.0000	120.0000
PENALTY	Non Inv	EA			USD	0.0000	0.0000	0.0000		07/20/2000	0.0000	0.0000
REBATE	Non Inv	EA			USD	0.0000	0.0000	0.0000		07/20/2000	0.0000	0.0000
WAR-EXT-	Non Inv	EA			AUD	0.0000	60.0000	0.0000		07/20/2000	0.0000	60.0000
WAR-EXT-	Non Inv	EA			BEF	0.0000	1,800.0000	0.0000		07/20/2000	0.0000	1,800.0000
WAR-EXT-	Non Inv	EA			DEM	0.0000	80.0000	0.0000		07/20/2000	0.0000	80.0000
WAR-EXT-	Non Inv	EA			ESP	0.0000	6,500.0000	0.0000		07/20/2000	0.0000	6,500.0000
WAR-EXT-	Non Inv	EA			FRF	0.0000	250.0000	0.0000		07/20/2000	0.0000	250.0000
WAR-EXT-	Non Inv	EA			GBP	0.0000	30.0000	0.0000		07/20/2000	0.0000	30.0000
WAR-EXT-	Non Inv	EA			NLG	0.0000	800.0000	0.0000		07/20/2000	0.0000	800.0000

Product Price Maintenance spreadsheet

Use the Download button to display product information in the spreadsheet.



Use the Calculator button to toggle between the two displays using the Price Maintenance toolbar. Differences are not uploaded, but the display does impact the mass maintenance changes available when your changes are based on the differences values.

Key Field Columns

Prod ID, Prd, Grp (product ID), (product group)

A product may be included in more than one product group. If this is the case, and you have downloaded data that encompasses more than one group, the product will appear multiple times on the spreadsheet. The only data changes that are uploaded are those made in rows where the key fields are displayed in bold. The system bolds the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

Inv BU (inventory business unit)

If the product is not stocked in a warehouse (a service or product kit, for example), the value in the column will be *Non Inv* (non-inventory) and the Item ID field will be blank.

Editable Columns

These are the editable columns affected by pricing, costing, and effective date changes. The data in these columns will be uploaded to update PeopleSoft tables. You can edit each cell individually or apply Mass Maintenance.

New Cost

The spreadsheet displays only information for inventory products that are actual, periodic, perpetual, standard-costed, retroactive perpetual average, and non-inventory products. This column will not contain a value for other products. The system retrieves product costs for standard-costed stocked products from PeopleSoft Inventory and the cost cannot be changed here. Unit costs for non-stocked products are established on the Product Price page in PeopleSoft Order Management, where you can update the cost. The data displayed prior to your changes reflects the costs as of the Product Cost Effective Date selected on the Product Price Maintenance page.

Note. Stocked products that are not costed in PeopleSoft Inventory are not downloaded.

New Price

Matches the Active Price values until you make changes. These prices are those that are active on the Product Price As Of Date selected in Product Price Maintenance changes.

New Eff. Date (new effective date)

Matches the Product Cost Effective Date selected on the Product Price Maintenance page until you make changes. In order to prevent inconsistent pricing for the current date, the minimum new effective date value allowed for uploaded rows is the current date plus one day.

Note. If you selected the current date as the Product Cost Effective date on the Product Price Maintenance page, change the New Eff. Date here for any rows you want uploaded.

New Diff. (new difference), Diff. abs. (difference percent)

The column displays the difference between the New Cost and the New Price as an absolute amount (New Diff.=New Price-New Cost) or as a percentage (New Diff.= (price - cost) / cost * 100).

Current Price and Cost Information Columns

Active Cost, Active Price, Diff % (difference percent), MSRP (Manufacturer's Suggested Retail Price) and Eff. Date (effective date) reflect the status of the data at download. They are available for comparison, but you cannot change the values in these columns. The toggle between the two differences affects both the New Diff. column and the Diff % column.

Filtering Data

The spreadsheet provides auto filtering for all columns. This enables you to choose criteria in one or more columns that limits the product rows displayed to a subset of those downloaded. After choosing a subset of the data, apply changes just to that subset. This enables you to apply different adjustments to separate subsets of the downloaded data.

Choose filtering parameters by clicking the arrow in the heading row for a column and selecting a value from the drop-down list. When filtering criteria are in effect, the color of the arrow changes from black to blue.

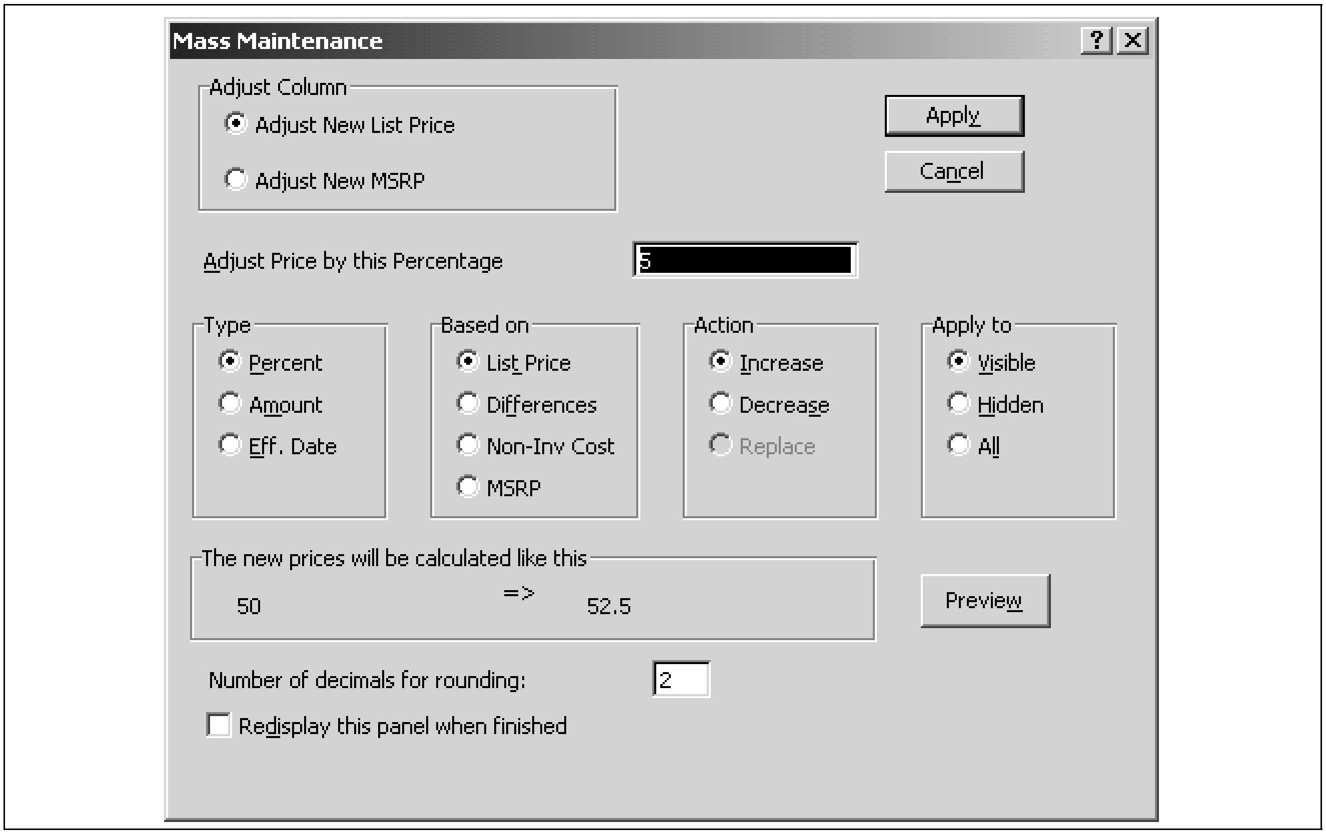
In addition to all the values in the column, there are five additional options to change for each column.

- *(All):* After applying filters, this value resets the column to display all the data from the download.
- *Top 10:* This is a standard Microsoft Excel filtering option that is not used in price maintenance.
- *Custom*: Choose to set a particular range for column values.
- *Blanks*: Displays only those rows without a value.

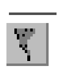
- *Non-Blanks*: Displays only those rows with a value.

Using List Price Mass Maintenance

Use mass maintenance to apply changes to multiple products in the editable columns.



Mass Maintenance - List Price dialog box



Click the Mass Maintenance button to display the Mass Maintenance dialog box.

Type

Your selection options and the label of the first field change depending on the of change you are making. Options are unavailable when the selection criteria does not apply. You can make a Percent change, an Amount change, or a change in the Eff. Date.

Based On

The change can be based on the: List Price (New Price column), Differences between the cost and list price (New Diff. column), Non-Inv Cost (New Cost column for non-inventory products only), and MSRP (New MSRP column).

Note. The display mode for differences on the spreadsheet affects the selection criteria for changes Based on differences. If differences are displayed as percentages, the Type must be Percent. If differences are displayed as absolute amounts, the Type must be Amount.

Preview

Click the button to see an example of the current change before you apply it to your data. Keep in mind that prices are not limited to positive values.

Number of decimals for rounding

When a pricing change is applied, it's possible to alter the number of decimals the system uses in rounding to the new price or cost by changing the value in the field. Values are 0 to *4*. You can round to a different number of decimals without changing any other data. Just keep the default of *0* in the first field in the dialog box and alter the Number of decimals for rounding.

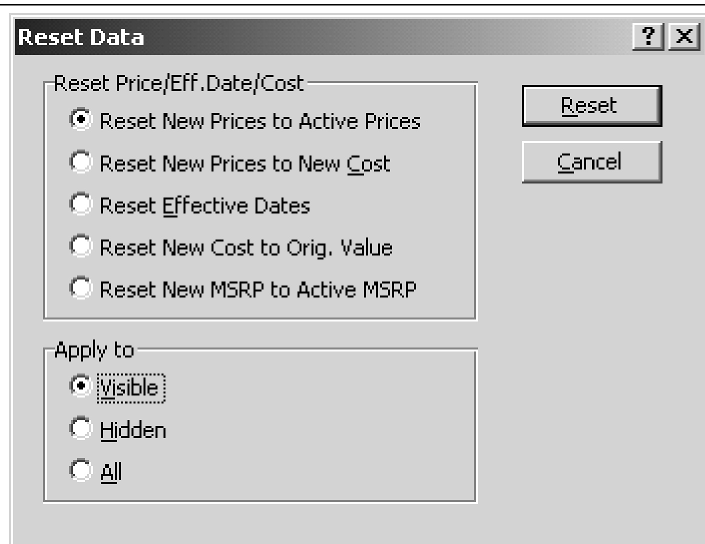
Note. The default value that displays in the Number of decimals for rounding field is determined by the settings on your computer. To change the default, select Control Page, Regional Settings, Currency.

Redisplay this page when finished

Select the option to apply several changes to the spreadsheet.

Resetting List Price Data

Use to reset the data to the original data from the download.



Reset Data dialog box

,

Use the Reset Data button on the Price Maintenance toolbar to reset the columns to the original settings from the download. You can apply resets selectively using the filtering function.

Reset New Prices to Active Prices

Resets values in the New Price column to those displayed at download. These are the same values as those in the Active Price column.

Reset New Prices to New Cost

Resets values in the New price column to match the values in the New Cost column.

Reset Effective Dates

Resets values in New Eff. Date column to those displayed at download.

Reset New Cost to Orig. Value (reset new cost to original value)

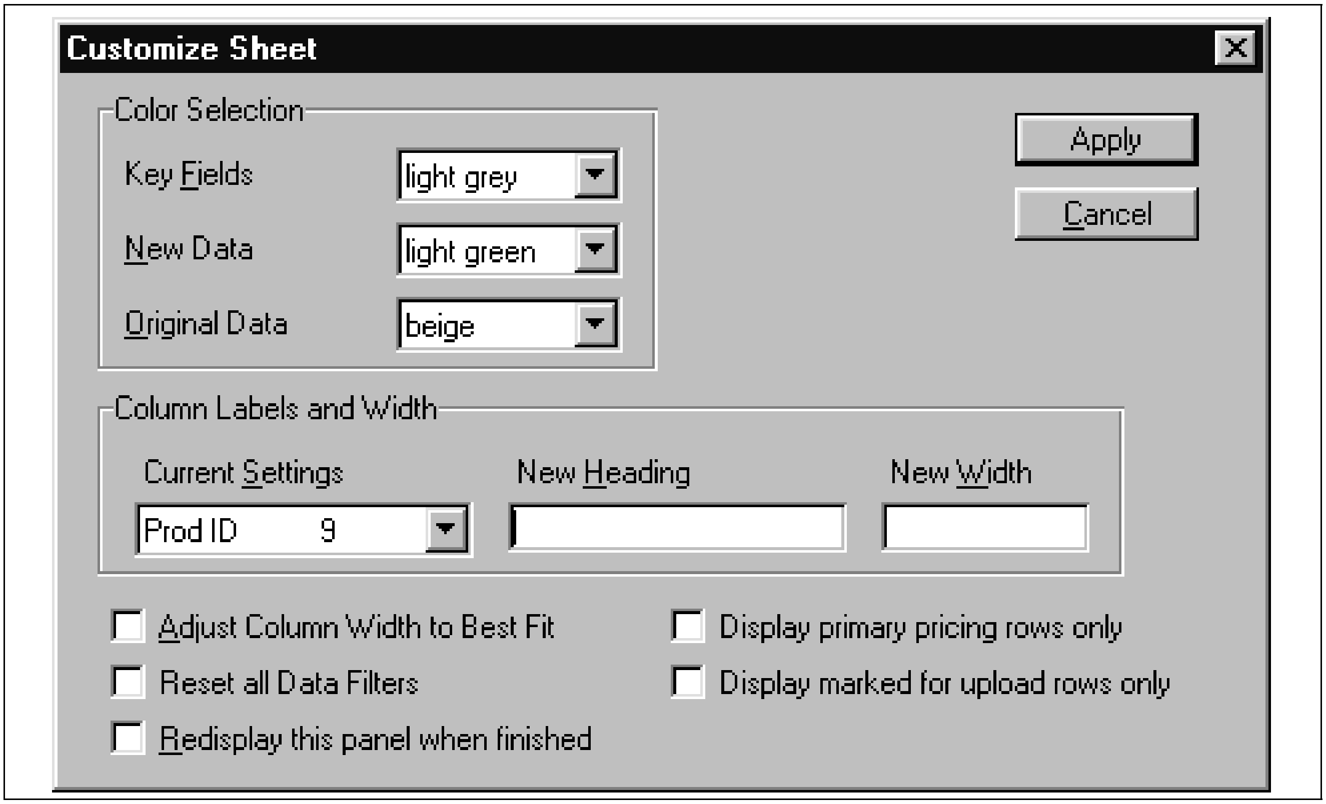
Resets the values in the New Cost column for non-inventory products to those displayed at download. These values may not match those in the Active cost column because the Product Price As Of Date may be different from the Product Cost Effective Date.

Reset New MSRP to Active MSRP

Resets values in the New MSRP column to those displayed at download. These are the same values as those in the Active MSRP column.

Customizing Display Options

Display the Customize Sheet dialog box.



Customize Sheet dialog box

Click the Customize Sheet toolbar button and check the:

Reset all Data Filters option to reset the spreadsheet to display all the data you downloaded.

Display primary pricing rows only option to display only the bold rows on the spreadsheet.

Customize Sheet option to display the Customize Sheet dialog box. You cannot format cells on the spreadsheet using the normal formatting options in Microsoft Excel because of security features.

Display marked for upload option to display only those rows that will be uploaded.

Current Settings

Select each column from the drop-down list box, and enter a New Heading and or a New Width If you prefer different headings or column widths.

Adjust Column Width to Best Fit

Select the option to set column widths to display the values entered and override any manually entered column widths.

Reset all Data Filters	Select the option to display all the downloaded data by selecting the option if you have restricted the display of spreadsheet rows using the filtering option on one or more columns.
Display primary pricing rows only	Select the option if you want to display only the bold rows on the spreadsheet. To display all rows, clear this option.
Display marked for upload rows only	Select the option to display only those rows that have been changed. To display all rows, clear this option.
Redisplay this page when finished	Select the option if making changes to the heading or width of a number of columns.
Apply	Click the button to apply changes to each column one at a time.

Printing List Price Data Changes

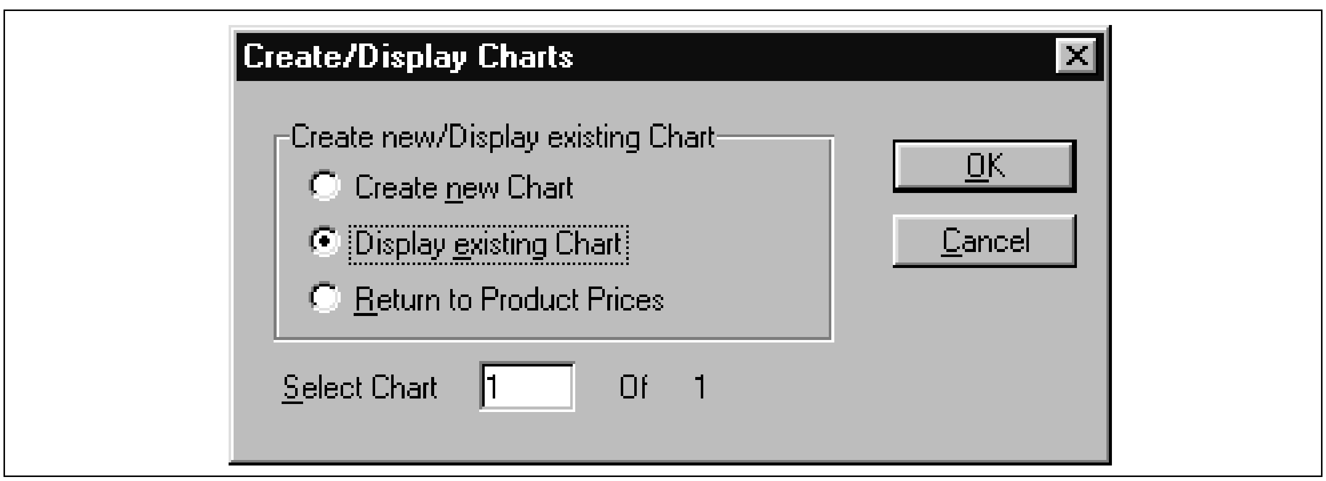
Use to print the spreadsheet. The system includes auto-filter settings and prints only the rows that have been changed.

Use the Print button to print the spreadsheet data.

Displaying List Price Data in Chart Format

Use to create graphical charts of the list prices.

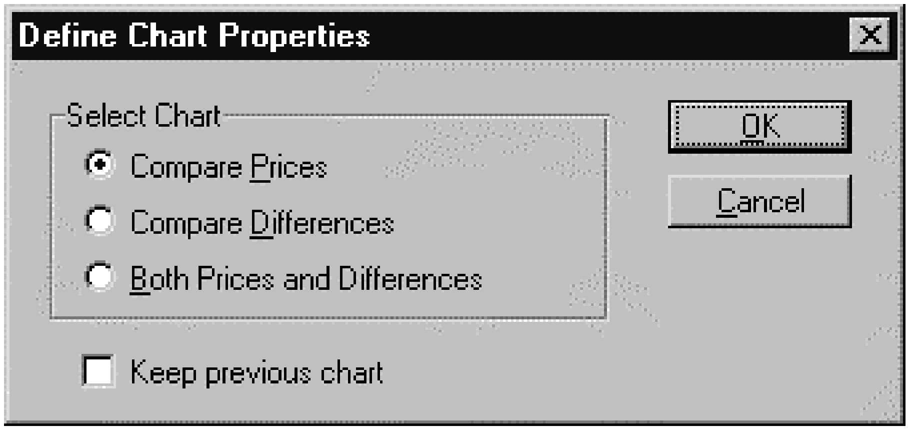
To change the display properties of the chart, use the standard Microsoft Excel menu Format options.



Create/Display Charts dialog box

Use the Chart button to create charts based on prices, differences, or both.

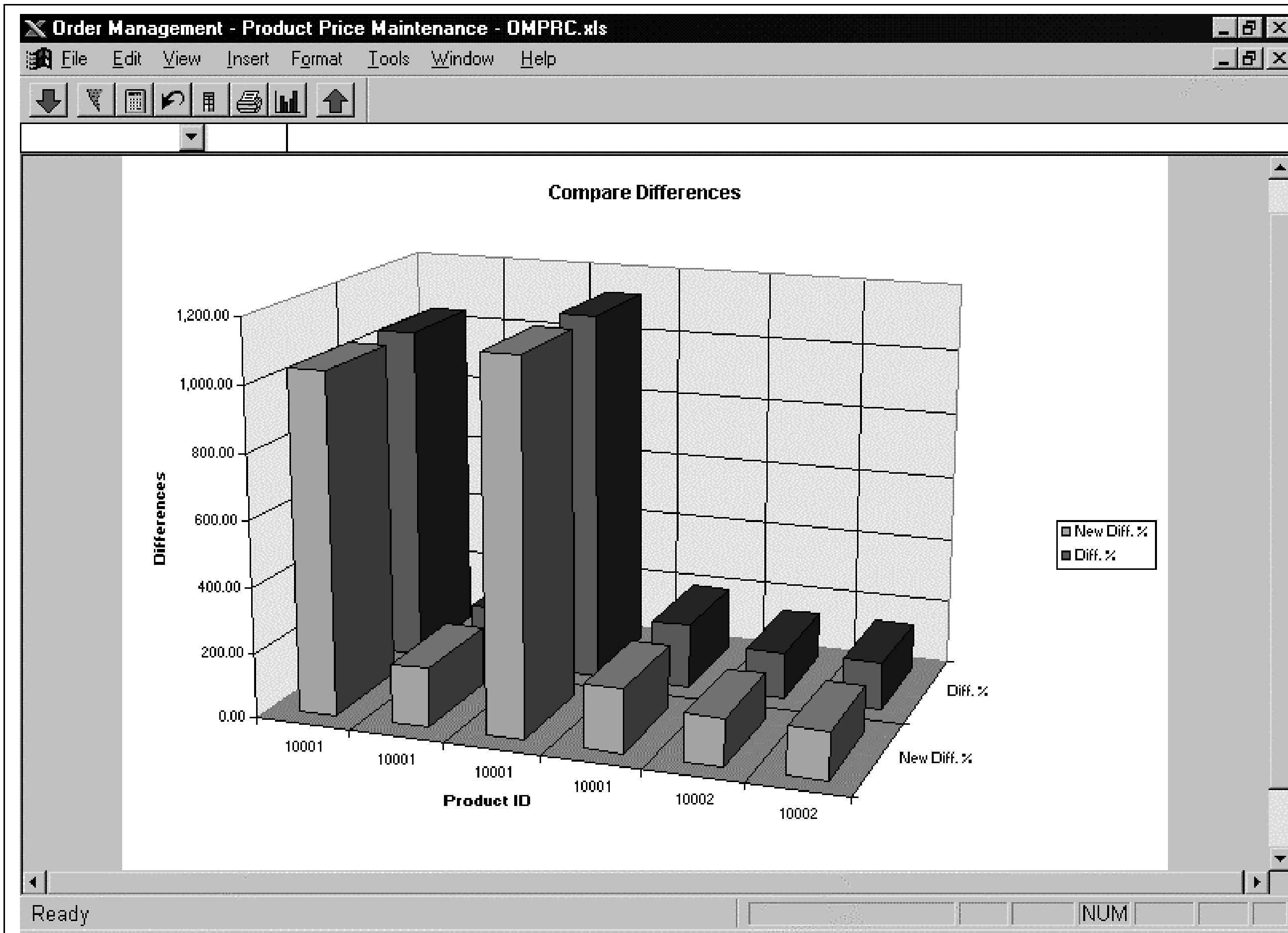
Create new Chart	Select to define the type of chart you want to create.



Define Chart Properties dialog box

Keep previous chart If you do not select this option, the previous chart will be replaced.

OK The chart you have selected displays.



Example of a Price Differences chart

Return to Product Prices Select after selecting the Chart button on the price maintenance toolbar to return to the spreadsheet.

Uploading Product Pricing Data from Microsoft Excel

The system uploads only rows with changes (where the key fields appear in bold) in the New Price, New Cost (non-inventory products only), New MSRP, and New Eff. Date columns.

If you changed the new effective date, the system inserts a new row in the product price table. This would be comparable to entering a new row in the product price table for the price by inventory business unit with a new effective date. When the effective date of the spreadsheet row is unchanged, but you have altered the price, the current row in the product price table is updated.

Note. Keep in mind that at download the New Eff. Date column is populated with the Product Cost Effective Date you selected on the Product Price Maintenance page. Because the minimum new effective date allowed for upload is the current date plus one day, selecting the current date as the Product Cost Effective Date requires that you change the new effective date for all rows you want to upload.

To update PeopleSoft tables with new list price data:

Updating PeopleSoft tables with new data is a two-step process.

1. Click the Upload button on the price maintenance toolbar.

   The spreadsheet is copied to the nVision/Instances directory on your hard-drive as both an .xls and a .dat file. The .dat file is the input file for the Product Prices Import process.

   When you click the Upload button, the system marks all the rows you have altered. The marked rows appear in italic.

2. Run the Product Prices Import process to merge the changes into the system tables. Note that if you made changes online after downloading to nVision but before uploading your nVision changes, the upload will override any changes made online.

Leaving Microsoft Excel Without Completing the Upload Process

If you decide not to update PeopleSoft tables with the new pricing information in the current spreadsheet, you have two options:

1. Leave Microsoft Excel by clicking the Upload button, but do not run the Product Prices Import process.
2. Select File, Close within Microsoft Excel. If you use this alternative, the spreadsheet is saved on your hard disk, but the data file for upload is not created. You may continue making changes to the spreadsheet at a later time by reopening the file in Microsoft Excel. A message will remind you that a new data download might be required.

Note. We recommend that you download the most recent data available. Use the reopen option only in exceptional cases.

Price Maintenance Setup and Technical Information

An .XNV file that contains specific information for the nVision link determines the spreadsheet layout for the price maintenance worksheet. When you download data from PeopleSoft Order Management, the .XNV file acts as a template for the .XLS file that's created. To change the layout of the template, be sure to make changes in the .XNV file. Changes in the .XLS file apply only to a single download.

Note. In order for price maintenance to function properly, use a nVision report under business unit US001. US001 is part of the system data delivered with the system.

INI File in the OMPRC.XNV File

All reference data, such as report ID and business unit, is contained in the INI file found in the OMPPRC.XNV file. Sections that are open for changes are highlighted. Everything else is protected and should not be changed. Additional details about the INI file are included in the OMPRC.XNV file.

Note. Important! If you delete business unit US001, change the INI tab in order for price maintenance to function properly.

The system administrator should confirm that the configuration settings match the settings in the INI file.

Security

The price maintenance function is password protected. All relevant key fields are protected to ensure the successful exchange of information from the spreadsheet to the PeopleSoft tables. No new rows may be added or existing records deleted in the spreadsheet.

Protection mode may be set to *N* (No) in the INI file by unprotecting the INI file and changing the entry for General Settings, ProtectSheet to *N*. Be sure that in production mode, protection is enabled.

The password (value: “password”) is stored in the macro (.XLM) and is not accessible if you run the .XNV file with a compiled version (.XLA).

Workstation Setup

Because you perform price maintenance on a client workstation, all users who will be using this functionality must have the following setup in place on their workstations.

1. Microsoft Excel 97 (or higher) for Windows 95 (or higher).

   If you run an earlier version of Microsoft Excel, you may get the error message “Named argument not found."
2. Microsoft Excel layouts OMPRC.XNV and the compiled version OMPRC.XLA.
3. Configuration settings that match the settings in the INI file.

Your system administrator should confirm these settings.

CHAPTER 10

Managing Returned Material

This chapter provides an overview of returned material management and discusses how to:

- Establish return type codes and restocking fees.
- Manage returned material for sales orders.
- Override returned material address information.
- Associate notes and attachments with returned material headers and lines.
- Manage returned material for material stock requests.
- Manage returned material from third-party systems.

Understanding Returned Material Management

Using the RMA Form (returned material authorization) component, you can manage returns for sales orders and material stock requests. To process returns for sales orders, use the RMA Form component in the Customer Returns menu. For material stock requests, use the RMA Form component in the Inventory menu.

Understanding Returned Material for Sales Orders

Before you begin setting up return processing options for sales orders, revisit your business unit structure. This section provides examples of business unit setup for RMA (returned material authorization) processing and an RMA process flow diagram to help you decide on a business unit structure to process returns for your company.

You can create replacement sales orders or issue credit requests automatically, either immediately or when you receive the returned goods. You can set up charges for which the customer must pay as either a flat amount for restocking fees or as a percentage of the value of the goods returned; do so on the Restock Fees page. On the Return Type Codes page, set up the processing options for the different types of returns. For example, for an RMA replacement order, you can have the replacement order sent out before the customer returns the item. You can also use Order Groups to default order information for replacement sales orders. You can view information for the replacement sales orders on the Replace Sales Orders page.

After you set up RMA processing options, enter returned material information on the RMA Form (returned material authorization form) pages. There are three primary pages—RMA Form (PeopleSoft Order Management component), RMA Line, and Revenue Distribution Accounts.

Note. Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

To populate the RMA Form page, select shipped lines on the Customer Shipment History page. If the product is ship serial, serial numbered or lot controlled, you can select the specific serial number or lot returned from the Serial/Lot Selection page (Serial ID) or the Serial/Lot Selection page (Lot ID). From Review RMA Information, you can view shipment history by header, line, and schedule.

Set up attachments and notes with your RMAs to further help you communicate information about the returns. This chapter reviews associating attachments and standard or custom notes on the RMA Header Notes/Attachments (returned material authorization header notes and attachments) page. You can also use attachments and notes with RMA line information.

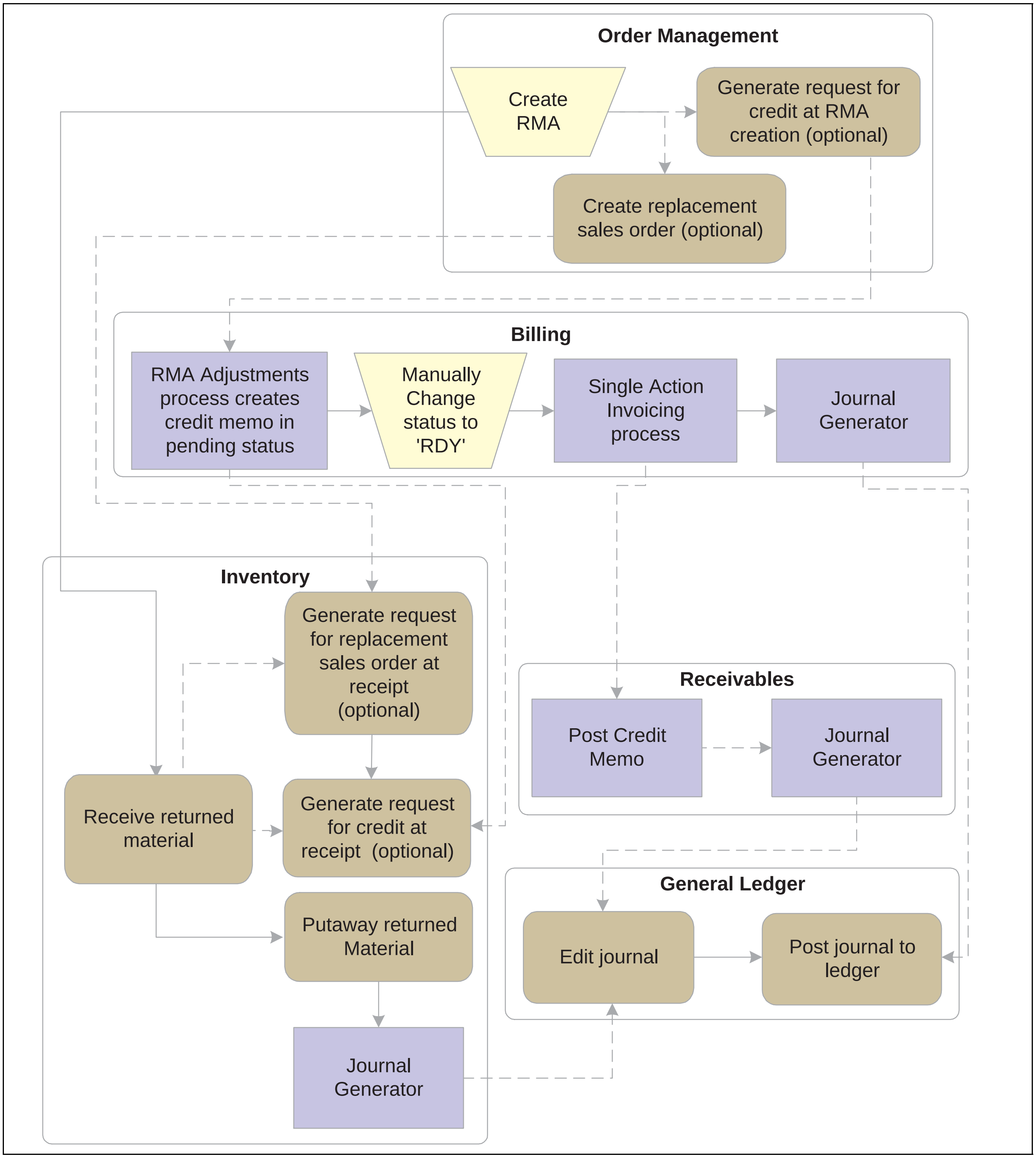
PeopleSoft delivers three standard reports to help manage RMA activity. Use the Print RMA page to generate RMA acknowledgments to send to customers. You can view RMAs and overdue RMAs after setting up the RMA Register page and Overdue RMAs page, respectively.

This section discusses:

- RMA process flow.
- Business unit setup for RMA processing.
- Business unit defaults for returned material.
- RMA defaults.
- Order groups with RMAs.

RMA Process Flow

This diagram shows the process flow for returned materials:



RMA process flow

Note. You run Journal Generator from either PeopleSoft Billing or Receivables, not both.

You must have PeopleSoft Order Management installed to request credit upon returned material receipt in PeopleSoft Inventory.

Business Unit Setup for RMA Processing

If you have a separate facility for processing returns, it may make sense to set up the facility as a separate Order Management business unit for the entry of RMAs that is distinct from the business unit for entering sales orders.

Because you can bill by Inventory business unit instead of Order Management business unit, you must make the correct Billing business unit links if you want sales order activity and returns to be recorded in the same Billing business unit. Link the Inventory business unit and the Order Management RMA business unit to the same Billing business unit.

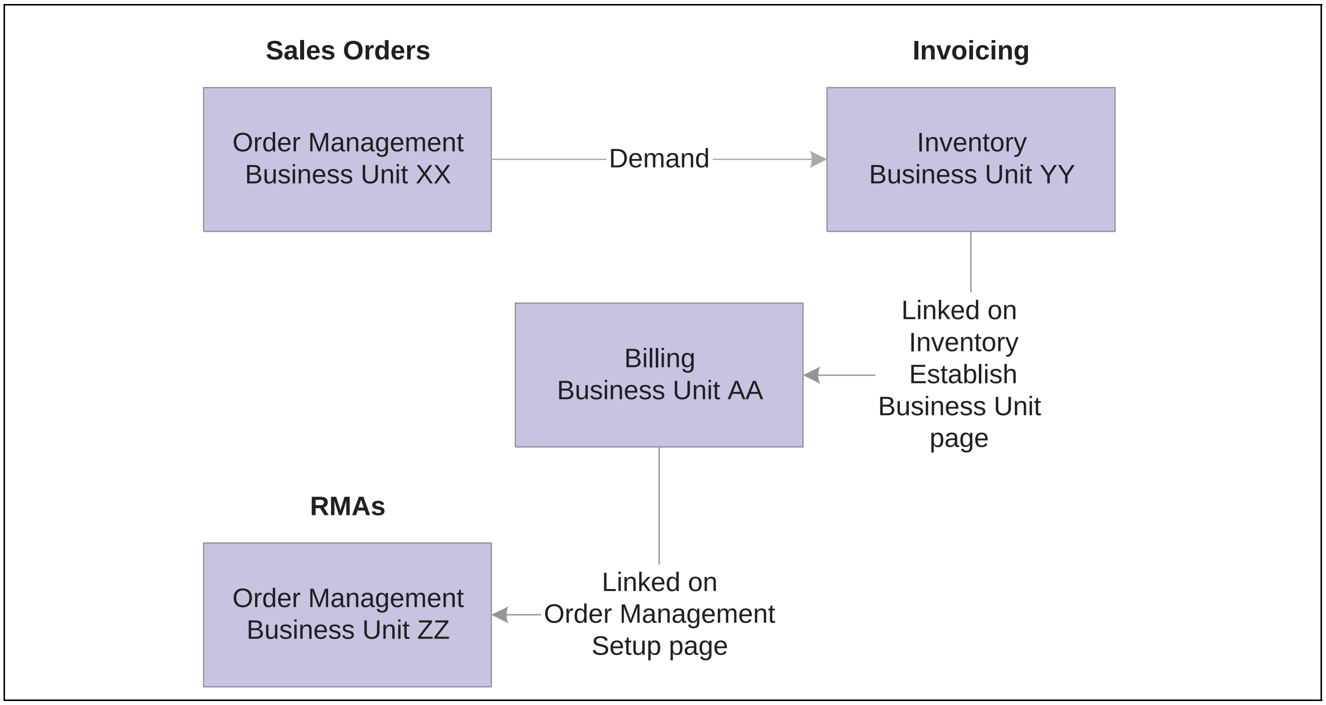
Example 1

You create sales orders in Order Management business unit *XX* but have chosen to bill sales activity by Inventory business unit *YY*. To do this, you associated Inventory business unit *YY* with Billing business unit *AA* on the Inventory Definition - Business Unit Definition page. It is not necessary to link Order Management business unit *XX* to Billing business unit *AA*—if you do, the system still uses the Inventory business unit billing defaults that you record on the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.

You have a separate location (Order Management business unit *ZZ*) where you enter RMAs, sell spare parts, and perform other service-related activities. You must link business unit *ZZ* with Billing business unit *AA*.

Keep in mind that the RMA adjustments process in PeopleSoft Billing uses the restock product ID, bill type ID, and bill source ID that you record on the Accounting and Billing page. Therefore, you must link the Order Management business unit where you are entering RMAs to a Billing business unit on the Order Management Definition - Order Management Setup page . If you are billing by Inventory business unit and select the Inventory business unit in the RMA Adjustments Billing Source field on the Accounting and Billing page, you’ll use the restock ID for the Inventory business unit. Similarly, if you are billing by Order Management business unit and you select the Order Management business unit in the RMA Adjustments Billing Source field on the Accounting and Billing page, you’ll use the restock ID for the Order Management business unit.

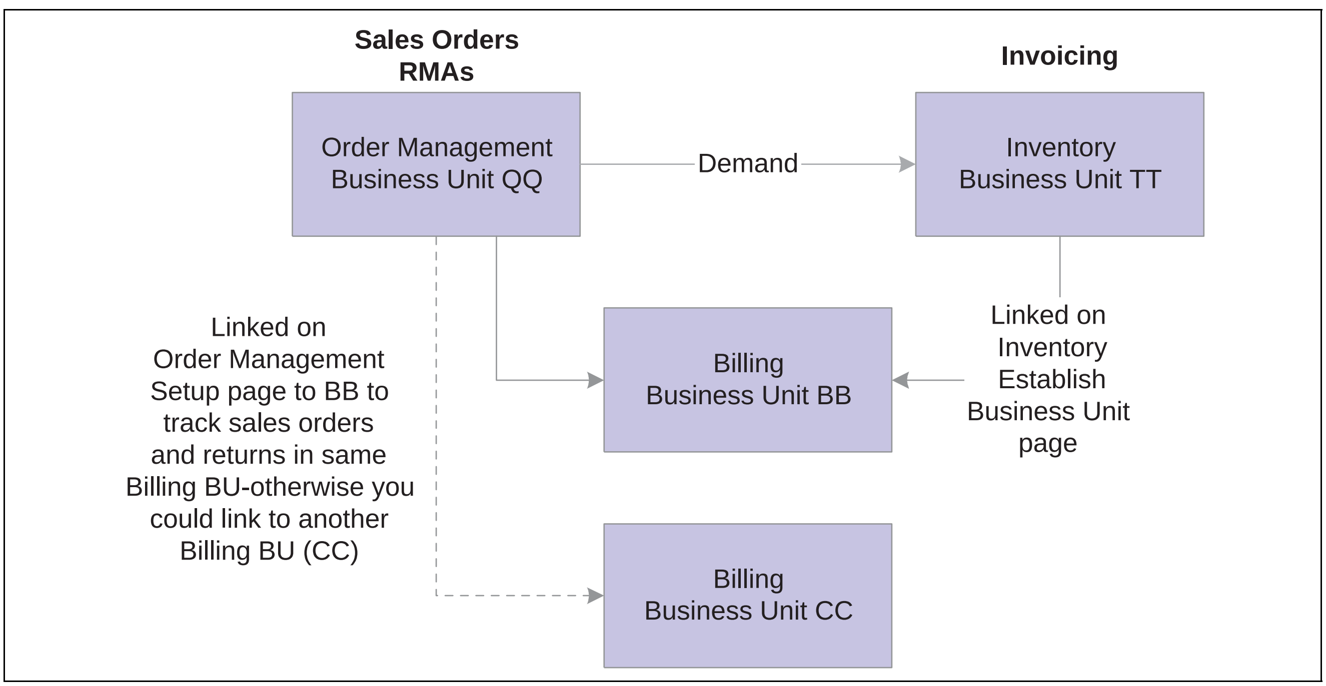
Note. If the RMA Adjustments Billing Source field is set to “No RMAs,” you will not be able to enter RMAs in the Order Management Business Unit.



Billing RMA activity by Order Management Business Unit

Example 2

You enter sales orders and RMAs in the same Order Management business unit *QQ*, but you bill your sales activity by Inventory business unit *TT*. You linked Inventory business unit *TT* to Billing business unit *BB*. You must also link Order Management business unit *QQ* to a Billing business unit; use *BB* to track sales orders and return transactions in the same Billing business unit.



Billing RMA activity by Inventory Business Unit

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up PeopleSoft Order Management Business Units”

Business Unit Defaults for Returned Material

This section discusses defining business unit defaults for returned material.

You can establish processing criteria for returned material at the business unit level that defaults into all of the RMAs that are issued for the selected business unit. Define this information on the Shipping and Returns page in the Order Management Definition component.

Select a return type code and order group that apply to the majority of returned material for the Order Management business unit.

Identify a Return To IBU (Return to Inventory business unit) if you use a central area for receiving and inspecting returned material.

The Ship History for RMAs (Months) field value determines the default date range for the customer’s shipment history that is available for populating RMA lines.

See Also

PeopleSoft Inventory 8.8 PeopleBook, “Receiving and Putting Away Stock,” Staging Interunit Transfer and RMA Receipts

RMA Defaults

This table lists the default logic for RMA distribution codes:

What	Defaults From
Manual RMA Line	RMA line distribution set Return to Inventory business unit RMA business unit
RMA Line from Shipping History	RMA line distribution set Sales order schedule
Credit Memo Restocking Fee	RMA line distribution set (using restock product ID) Business unit that corresponds to the RMA business unit Billing Adjustment Source

This table lists the default logic for return to Inventory business units:

What	Defaults From
Header	Order Management RMA business unit Sold to customer distribution network code
Manual RMA Line	RMA header Order Management RMA business unit Sold to customer distribution network code
RMA Line from Shipping History	RMA header Order Management RMA business unit Schedule Ship from Inventory business unit

Order Groups With RMAs

This section discusses how to use order groups with RMAs.

Order groups link order terms that default into sales orders and quotes when you select an order group code. You can define order groups that apply exclusively to the replacement sales orders that are created for returned material. One possible RMA-specific order group would define *no charge* terms for replacement orders. Use the Order Groups page to define an order group for RMAs.

To define a no-charge order group for RMAs, select the code that you set up as a no-charge terms code for the payment terms. For example, you may set up *NOCHG* payment terms in PeopleSoft Receivables on the Defining Payment Terms PeopleSoft Receivables page. In addition, you may enter a standard discount of 100 percent, which will be applied to all of the lines on the replacement sales order. This will render all lines on the sales order chargeable at zero.

Use the Order Group Terms page to include shipping criteria that applies to replacement orders.

The ship via, carrier ID, and freight terms code that you select default to the replacement sales order.

You may choose a carrier in the Carrier ID field that has a shorter transit lead time than your normal shipments. Freight charges that customers pay for regular orders could be waived for replacement orders by selecting a different freight terms code for this order group. Or you might place a higher priority on replacement orders by selecting an appropriate priority code.

See Also

PeopleSoft Order Management 8.8 PeopleBook, “Setting Up Your Order Processing Environment,” Establishing Order Groups

Establishing Return Type Codes and Restocking Fees

To define return type codes and restocking fees, use the Return Type Codes and Restock Fees components.

This section discusses how to:

- Define return type codes.
- Define restocking fees.

Pages Used to Define Return Type Codes and Restocking Fees

Page Name	Object Name	Navigation	Usage
Return Type Codes	RMA_RETURN_TYPE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Return Type Codes	Define the actions that returned goods initiate.
Restock Fees	RMA_RSTK_SET	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Restock Fees by Reason, Restock Fees	Define restocking fees.

Defining Return Type Codes

Access the Return Type Codes page.

Material returns necessitate a variety of follow-up actions depending on the reason for the return and the condition of the returned goods. You may want to immediately replace the order if the product has been damaged in shipment or credit your customer for goods that were sent in error.

Sales Order Action

You can have RMAs automatically initiate creation of a replacement sales order for the goods that are being returned. To determine if the RMAs referencing the return type will initiate the replacement sales order process, select a sales order action:

Replace Prior to Receipt: A replacement sales order is automatically created upon completion of the RMA if the RMA line is saved with a status of *Open.* The order is created for the same product, unit of measure (UOM), and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable. The UOM that is returned must be a valid sales UOM.

Replace After Receipt: A replacement sales order is automatically created upon receipt of the returned goods. The order is created for the same product, UOM, and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable. The UOM returned must be a valid sales UOM.

Unknown: When you enter the RMA, you haven't decided what the sales order action should be. You can change the action later.

No Action: The returned goods will not be replaced—no replacement sales order is created.

Order Group

Select an order group to associate with the replacement sales order if you choose to have one created. The standard discount that is associated with the order group, if one exists, will be used as the price of the replacement goods. If you select *Unknown* or *No Action,* this field is unavailable. You can use order groups to create a no-charge replacement order.

Note. For the replacement order to be priced, click the Calculate Price button from the order header, line, or schedule or save the order.

Credit Action

RMAs can also initiate the creation of a credit memo for the customer who is returning merchandise. Select an action for this return type—all RMAs that reference this return type will handle returned material credits in the manner that you indicate here:

Issue Credit Now: The system generates a credit memo upon completion of the RMA, if the RMA line is saved with a status of *Open.*

Issue Credit Upon Receipt: The system generates a credit memo upon receipt of the returned goods.

Unknown: When you enter the RMA, you haven't decided whether credit should be requested. You can change the credit action later.

No Action: The customer will not be credited at any time for the returned goods.

Unknown: When you enter the RMA, you haven't decided what the credit action should be. You can change the action later.

Ship Via, Carrier ID, and **Freight Terms Code**

The values that you select are the defaults that an RMA uses when it references the return type code.

See Also

Chapter 10, "Managing Returned Material," Order Groups With RMAs, page 241

Chapter 8, "Setting Up Products," Establishing Product Attributes by Unit of Measure, page 200

Defining Restocking Fees

Access the Restock Fees page.

In addition to issuing a credit memo or replacing returned goods, you may want to charge customers for their returns' restocking fees. The restocking fees—either a flat amount per return or a percentage of the returned material selling price—are associated with a reason code in a one-to-one relationship. You can determine which customers are normally charged restocking fees on the General Information - Sold To Options page.

Reason Code

You must already define reason codes with a *Returned Material Authorization* type on the Reason Code page.

Start Date

Enter the date on which the restock fees first become effective. You can apply multiple fees per reason code for a given period.

Percent/Amount Type

You can charge a flat amount for a returned quantity or base restocking fees on a percent of the returned material's value. Enter the appropriate value in the field to the right of the Percent option.

Currency Code

If you select Amount, you can select a currency code.

Total Flag	Select to have the flat amount or percentage of the restocking fee applied against the total order, not the fee applied to each RMA line individually. You can apply only one total order restocking fee per RMA. Restocking fees are passed to PeopleSoft Billing, where the system adjusts the credit memo by the amount of the restocking charges.

Note. You must associate an Order Management business unit with a Billing business unit (on the Order Management Definition - Order Management Setup page) and define a restocking product ID (on the Accounting and Billing page) for PeopleSoft Billing to process restocking fees. If you are returning to an Inventory business unit and have the business unit definition set up, the system uses the defaults from the Inventory business unit.

See Also

Chapter 10, "Managing Returned Material," Defining Return Type Codes, page 242

Managing Returned Material for Sales Orders

PeopleSoft Order Management provides a quick entry format to process RMAs for sales orders.

Note. Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

This section discusses how to:

- Enter RMAs.
- Populate RMA lines from shipment history.
- Select serial IDs.
- Select lot IDs.
- Enter or change RMA lines.
- Use level serial and lot IDs.
- Select revenue accounts.

Pages Used to Process RMAs for Sales Orders

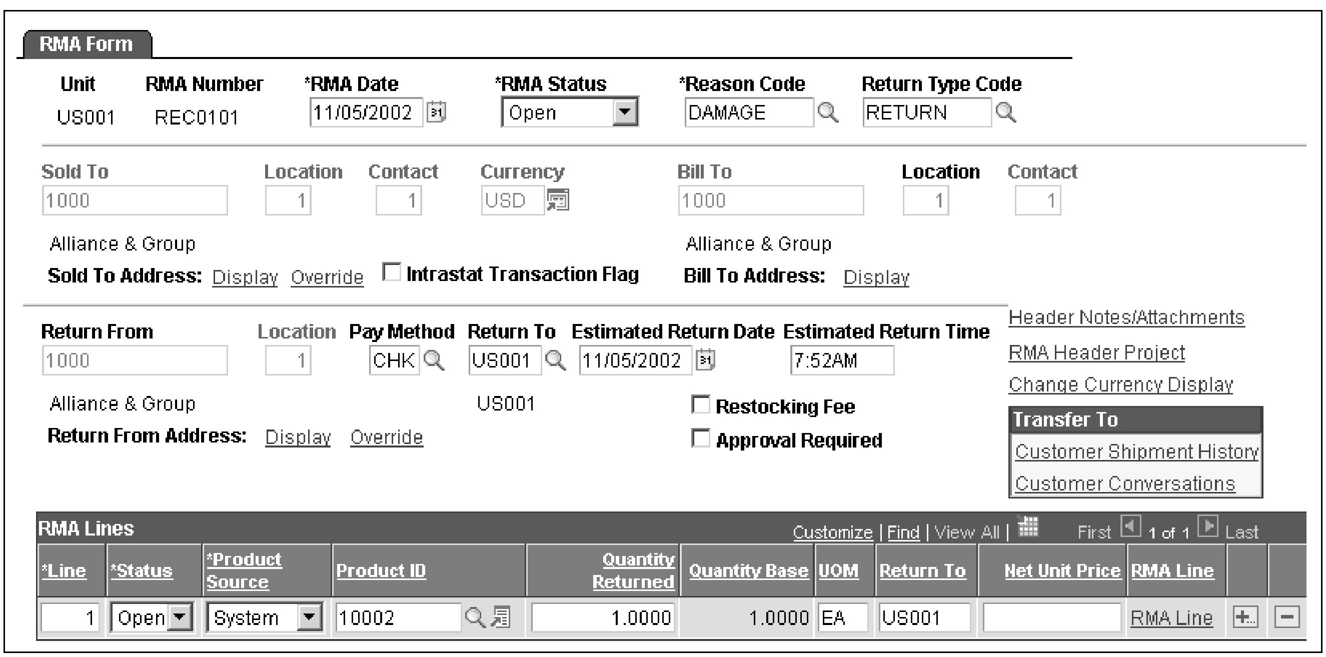
Page Name	Object Name	Navigation	Usage
RMA Form	RMA_FORM2	Customer Returns, Create/Update RMA, RMA Form	Capture return information from a customer and assign an RMA ID to the order.

Page Name	Object Name	Navigation	Usage
Customer Shipment History	RMA_CUST_SHIP_HIST	Customer Returns, Review RMA Information, Customer Shipment History Click the Customer Shipment History link on the RMA Form page.	Review shipment history and select order lines to populate the RMA lines.
Serial/Lot Selection	RMA_SHPHS_SERIALOM	 Click the Serial Number Selection button next to the order number on the Customer Shipment History page.	Select the serial number that is being returned.
Serial/Lot Selection	RMA_SHPHS_LOTOM	Click the Serial/Lot Selection link on the Customer Shipment History page.	Select the lot and serial IDs that are being returned.
Conversations	CONVER_DATA1_SS	Click the Customer Conversations link on the RMA Form page.	Add or view conversations for the customer. See *PeopleSoft Customers and Orders PeopleBook*, "Managing Conversations"
RMA Line	RMA_LINE	Click the RMA Line link on the RMA Form page.	Enter or change RMA line details.
Configuration Code Entry	RMA_LINE_CONFIG	Click the Select Configuration Code link on the RMA Line page.	Display the configuration code for a product. See *PeopleSoft Product Configurator PeopleBook*, "Using PeopleSoft Product Configurator," Configured Product Returns
RMA Serial/Lot IDs (returned material authorization serial and lot IDs)	RMA_SERIAL_LOT	Click the Serials/Lots link on the RMA Line page.	View, delete, or change serial and lot IDs for a line.
Replace Sales Orders	RMA_LINE4	Click the View Replacement Sales Orders link on the RMA Line page.	View the replacement sales orders that are generated from the RMA when the RMA is either entered or received.
Revenue Distribution Accounts	RMA_LINE3	Click the Revenue Distribution Accounts link on the RMA Form page.	Select revenue accounts for the RMA.
RMA Header Projects (returned material authorization header projects)	RMA_HDR_PROJ	Select *RMA Header Project* on the RMA Form page.	View or enter information for PeopleSoft Projects at the header level.

Page Name	Object Name	Navigation	Usage
RMA Line Projects (returned material authorization line projects)	RMA_LINE_PROJ	Click the RMA Line Project link on the RMA Line page.	Enter information for PeopleSoft Projects at the line level.
OM Shipment History (Header)	ORD_SHIP_HDR_VW	Customer Returns, Review RMA Information, OM Shipment History-Header	View shipment history at the header level.
OM Shipment History (Line)	ORD_SHIP_LINE_VW	Customer Returns, Review RMA Information, OM Shipment History-Line	View shipment history at the line level.
Shipments by Schedule	ORD_SHIP_SCHED_VW	Customer Returns, Review RMA Information, OM Shipment History-Schedule	View shipment history at the schedule level.
Return Material Authorization	RUN_OMS3000	Customer Returns, Reports, RMA, Return Material Authorization	Specify parameters for the Return Material Authorization report. You have the option to include canceled order lines in the report run.
RMA Register	RUN_OMS7100	Customer Returns, Reports, RMA Register	Specify parameters for the RMA Register report.
Overdue RMAs	RUN_OMS7110	Customer Returns, Reports, Overdue RMAs	Specify parameters for the Overdue RMAs report.

Entering RMAs for Sales Orders

Access the RMA Form page.



RMA Form page

Note. You can assign an RMA number in Add mode—for example, to use the same number as the original sales order—or have the system automatically assign a number.

RMA Date Displays the current date, but you can change this value.

RMA Status Select a value:

Pending: RMA is not complete. Goods that are referenced on RMAs that have a status of *Pending* cannot be received, and replacement sales orders and credit memos cannot be created until the status is changed to *Open.* This is the default value.

Open: RMA is complete and ready for processing—returned goods can be received, replacement sales orders created, and credits requested. Status remains *Open* until the last line of the RMA is received.

Canceled: RMA is no longer valid. No receipts are expected for it, no credit memo is issued, and no replacement orders are generated. You cannot change an RMA's status in the header to *Canceled* if there have been receipts against any of the RMA lines, and you can't change an RMA line's status to *Canceled* if there have been any receipts against the line.

Closed: All RMA lines have been received.

Reason Code and **Return Type Code** Enter values that are the defaults for all the RMA lines. You can change them as needed.

Note. Reason codes with a reason type of *RMA Cancel* must already be defined in the system.

Sold To Enter a customer ID.

Contact Enter the primary contact who is associated with the sold to customer defaults.

Display Click to view the customer's sold to, bill to, or return from address.

Override Click to override the address for the sold to or return from customer.

Note. If you click Override, the next time you click Display you will access the new address for the override.

Location, Sold To, Bill To, Return From, and **Currency** You can define any number of location addresses for customers. The location that you identified as primary for each customer role appears by default, but you can select another location from the available options. The currency code that is associated with the sold to customer is the default currency value.

Intrastat Transaction Flag Select if the items that are returned are eligible for intrastat reporting. The system passes this flag to PeopleSoft Billing for products that are returned for credit only as well as for credit and replacement.

Bill To, Contact, Return From, Pay Method, and **Return To** The Bill To ID, Contact, and Return From ID (the Priority 1 Ship To customer ID) fields appear by default from the sold to customer, but you can change them as needed. If you specified a distribution network code on the General

Information - Ship To Options page for the Return From customer, the priority 1 ship from business unit defaults to the Return To field.

Select the payment method. If you haven’t set up a distribution network code for the customer, the Inventory business unit (if one exists) that you define on the Shipping and Returns page defaults to the Return To field on the RMA Form page. You can select a different Inventory business unit.

Estimated Return Date and **Estimated Return Time**

(Optional) Enter a date and time. If the Return To business unit requires closure calendar validation and processing for receiving activities as defined on the Closure Calendar page, the Estimated Return Date is validated against the calendar. If the system encounters an exception date, you will receive a warning message. You can either click No to accept the exception date or click Yes to reschedule. If you click Yes, the system returns the first future valid date for receiving operations.

Restocking Fee

Selected by default if you indicated on the General Information - Sold To Options page that the sold to customer is normally charged restocking fees. You can clear this check box.

Approval Required

You can create a workflow that uses this option in conjunction with the Virtual Approver in PeopleSoft Workflow to route the RMA to the appropriate person for approval. Select this check box to keep the status of the RMA at *Pending.*

Header Notes/Attachments

Click the link to access the RMA Header Notes/Attachments page.

RMA Header Project

Click the link to access the RMA Header Projects page.

Change Currency Display

Click to toggle between the base currency and the transaction currency.

Customer Shipment History

Click the link to transfer to the Customer Shipment History page.

Customer Conversations

Click the link to transfer to the Conversations page.

RMA Lines

Line

Displays the starting sequence number for RMA line numbering that you establish in your line numbering parameters on the Order Management Definition - Order Management Setup page and increments by those parameters.

Product Source

Displays a default value from the General Information - Sold To Options page and indicates if you are choosing to enter RMA line information by customer part number or system number (product ID).

Product ID

Enter a product ID or use the default from the shipping history line that you selected.

Click the Related Links button to view Search for products or View Projects information.

Quantity Returned

Displays an amount from the Customer Shipment History page. You can decrease this amount but not increase it. If you enter RMA lines manually, you must enter the quantity returned, and it is not validated against the customer's shipment history. For example, if you shipped one box as defined below and retrieved this line from shipment history, you can change the quantity to *6* and the UOM to *EA*. The quantity will be accepted because six is less than 12 (or one box in the original UOM).

Quantity Base

Displays the quantity in the standard UOM for the returned item. For example, suppose that the standard UOM is *EA* and the customer returns one box that contains 12 items. If the UOM returned is *BOX,* and the quantity is *1,* the quantity base is *12.*

UOM and **Net Unit Price**

Displays the product's default UOM (established on the Product Attributes by UOM page) when you enter the product ID and the product's list price appears in the Net Unit Price field. If you are populating lines automatically from shipping history, the system takes the UOM and net unit price from the shipment history line. You can change the net unit price for the product ID that is returned from the shipment history line.

If the quantity that is returned from the customer is in a different UOM than the one for the original order, it is validated against inventory UOMs instead of sales UOMs, but the system cannot automatically create a replacement sales order in the returned UOM. For example, suppose that a customer returns a product in eaches that is sold only in cases but is stocked in eaches and cases. The return is validated against the inventory UOMs that include eaches. The system cannot automatically create a replacement sales order for the return in eaches because it isn't a valid sales UOM. Thus the RMA will be saved, but you must manually enter a replacement sales order for the return using a valid sales UOM.

Return To

Displays by default the Inventory business unit that you defined at the business unit level on the Shipping and Returns page. You can change this value for each line. If you have not defined a business unit level Inventory business unit, the Return To IBU defaults to the ship from on the original order when you populate the line from shipment history. If you populate RMA lines manually and have not defined a Return To IBU, the Inventory business unit that you selected at the header defaults.

Warning! You can return product to an inventory location that does not carry stock, for example you may want the product returned to a repair center instead of the warehouse. If this is a case, you will receive a warning message and a red error box next to each line which has a invalid item/return to business unit combination. It is your responsibility to either change the product ID or the return to business unit to a valid combination. If you leave the invalid combination, it will cause problems in receiving.

When entering RMAs from the Inventory menu, you cannot enter an invalid combination. If you do so, you will not able to save the RMA.

RMA Line

Click to access a specific RMA line.

See Also

Chapter 10, "Managing Returned Material," Defining Return Type Codes, page 242

PeopleSoft Global Options and Reports 8.8 PeopleBook, "Setting Up and Running Intrastat Reports"

Populating RMA Lines From the Shipment History

Access the Customer Shipment History page.

An easy way to populate RMA lines is to review the customer's shipment history and select the order lines that reflect the returned merchandise.

Note. You can view the Customer Shipment History page from Review RMA Information; however, you must access the page from the RMA Form page to automatically populate RMA lines.

Note. Use the inquiries in the Control Inventory menu to display internal and external issues.

Ship History for RMAs (Months)

Establish the shipment history for RMAs on the Order Management Definition - Order Management Setup page. All customer shipments within the range that you chose appear.

Click the Serial Number Selection button to display the Serial/Lot Selection page if the product is ship serial, serial, or lot controlled.

Order Number, Customer PO (customer purchase order), **Ship Date, Product ID, Quantity Shipped,** and **UOM**

The order number, customer PO (purchase order) number, ship date, product ID, quantity shipped, and UOM from the lines that you select are copied to the RMA lines, and you are returned to the RMA Form page. You can select lines to be copied only if you accessed the page from the link on the RMA Form page.

Note. Even though the unit price does not appear on the Customer Shipment History page, it is available for the system to copy to the RMA line.

Search History

Click to select shipments by product and by customer or to change the date range of the orders that appear on the Customer History Search page.

Select All

Click to select all of the lines on this page. This field is available only if you access the page from the RMA Form page.

Detail

Click to access detailed information about the selected order on the Shipments by Schedule page.

Return to RMA

Click to return to the RMA Form page. This field is available only if you access the page from the RMA Form page.

Selecting the Serial Number That Is Being Returned

Access the Serial/Lot Selection page.

Quantity Shipped

Displays the original amount that was shipped.

Select/Deselect All IDs Click to select or clear all of the serial IDs. You can also select them individually.

Selecting the Lot ID That Is Being Returned

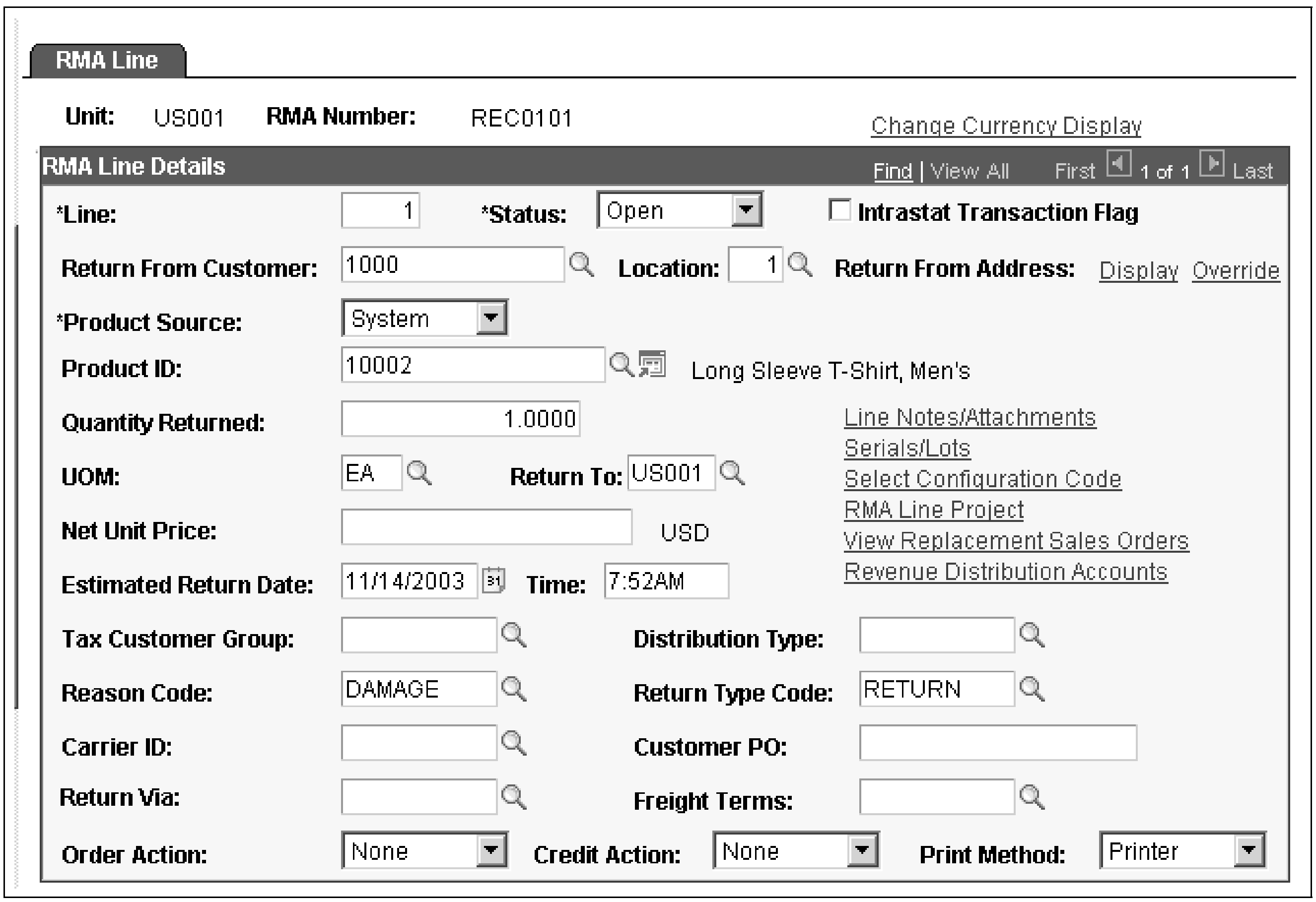
Access the Serial/Lot Selection page (Lot ID).

Quantity Shipped Displays the original amount that was shipped. If the item was a configured item, the configuration code also appears.

Select/Deselect All IDs Click to select or clear all of the serial IDs. You can also select them individually in the Serial/Lot group box.

Entering or Changing RMA Line Details

Access the RMA Line page.



RMA Line page

The system populates many field values on this page from the RMA Form page. All of the fields are available for editing except Unit, RMA Number, and Currency.

Change Currency Display Click to toggle between the base currency and the transaction currency.

Location and **Return From Customer** Displays the default location that is associated with the return from customer (from the RMA Form page). You may select an alternate location if required.

Tax Customer Group Displays default from the General Information - Customer Group Info page.

Distribution Type Displays your business unit's distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.

Carrier ID Displays default from the Return Type Codes page.

PO Number (purchase order number) Displays the PO number that is associated with the shipment that is referenced on the line and may be changed here.

Return Via, Freight Terms, Order Action, and **Credit Action** Displays the return type code that is associated with the RMA Line. You can modify these values.

Print Method Select a print method. Values are:

Printer: Print a hard copy of the RMA form.

Fax: Fax the form to the customer.

File: Send the form to a file.

Note. PeopleSoft does not deliver the facility for printing, faxing, or creating a file for RMA acknowledgments. You must configure the system to do that.

Note. You can also drill back from the replacement sales order to determine the RMA line that is associated with the order and to see all receipts for the RMA.

Line Notes/Attachments Click the link to access the RMA Line Notes/Attachments page.

Serials/Lots Click the link to access the RMA Serial/Lot IDs page.

Select Configuration Code Click the link to access the Configuration Code Entry page.

RMA Line Project Click the link to access the RMA Line Projects page.

View Replacement Sales Orders Click the link to access the Replace Sales Orders page.

Revenue Distribution Accounts Click the link to access the Revenue Distribution Accounts page.

Viewing, Deleting, or Changing Serial and Lot IDs for a Line

Access the RMA Serial/Lot IDs page.

Unit, RMA Number, RMA Line, Product ID, Quantity Returnedand **UOM** Displays values from your entries at the RMA line level.

Serial ID and **Lot ID** View, delete, or change these fields manually.

Expiration Date For lot-controlled items, the lot expiration date is assigned at the source business unit for the originally shipped lot. This field is display-only.

Quantity Displays the quantity for the ship serial-, serial- or lot-controlled item.

Note. You can add multiple serial IDs manually by inserting new rows in the Serial/Lot group box. The serial ID, lot ID, and quantity shipped will appear for the ship serial-, serial-, or lot-controlled items that are being returned.

Selecting Revenue Accounts for the RMA

Access the Revenue Distribution Accounts page.

Revenue Code Select a code. You can have multiple revenue codes.

Percentage Must total 100 percent.

Overriding RMA Address Information

For RMAs, you can override the address information for the return from and sold to address at the header level and the return from address at the line level. To permanently change the addresses, use the General Information - Address page in the customer General Information component. You can view sold to, bill to, and return from customer addresses at the header level and the return from customer address at the line level.

Common Elements Used in This Section

Delete Address Override If needed, you can subsequently reset the address, replacing the new address with the from address that came from the customer address page by clicking the link to restore the original address.

Pages Used to Override RMA Address Information

Page Name	Object Name	Navigation	Usage
RMA Header Return-From Address (returned material authorization header return from address)	RMA_ADDRSHP_HDR	Click the Override link next to the Return From Address field on the RMA Form page.	Override the RMA return from address information at the RMA header level.
RMA Sold-To Address (returned material authorization sold to address)	RMA_ADDRSLD	Click the Override link next to the Sold To Address field on the RMA Form page.	Change the RMA sold to address information.
RMA Customer Address (returned material authorization customer address)	RMA_CUST_ADDR	Click the Display links on the RMA Form page to view the sold to, bill to, and return from addresses for the header. Click the Display link on the RMA Line Page to access the return from address for the line.	View the address for the customer on the RMA.
Customer Address	CUST_ADDRESS	Customer Returns, Review RMA Information, Customer Addresses, Customer Address	View the address for the customer who returned the products.
RMA Line Return - From Address (returned material authorization line return from address)	RMA_ADDRSHP_LN	Click the Override link next to the Return From Address field on the RMA Line page.	Change the RMA return from address at the line level.

Associating Notes and Attachments With Returned Material Headers and Lines

PeopleSoft Order Management and PeopleSoft Inventory enable you to associate attachments in multiple formats with both sales order and material stock request RMAs. You can also associate notes with an RMA header or line so you can view them online. This can be a standard note that you defined on the Standard Notes page or a custom note that you create specifically for this RMA. You associate attachments and notes with an RMA header or line exactly the same way that you use this feature for orders and quotes.

Pages Used to Associate Notes and Attachments With RMAs

Page Name	Object Name	Navigation	Usage
RMA Header Notes/Attachments (returned material authorization header notes and attachments)	RMA_HDR_NOTE	Click the Header Notes/Attachments link on RMA Form page.	Associate notes and attachments with RMAs at the header level.
RMA Line Notes/Attachments (returned material authorization header notes and attachments)	RMA_LINE_NOTE	Click the Line Notes/Attachments link on RMA Line page.	Associate notes and attachments with RMAs at the line level. See Associate Notes and Attachments with RMA Headers

Associate Notes and Attachments With RMA Headers

Access the RMA Header Notes/Attachments page.

Header Attachments

File Extension

Select the media to attach. Define the file extension, the location of the application executable file, and the location of the actual file on the Executable Locations and File Locations pages.

Click the Paper Clip button after you have attached media to an RMA to view the attachment.

Header Notes

Sequence

This number determines the order in which the notes print on a document if there is more than one note.

Classification

Select *Standard* or *Custom.*

Standard Note Code

If you select *Standard* in the Classification field, select a standard note code. When you move out of the field, a description of the note appears and all other fields default in. If you select *Custom,* the Standard Note Code field becomes unavailable, and all other fields are available.

Note Type and **Text**

Select a note type for the custom note. You can include up to 254 characters in the Text field.

Using PeopleSoft reporting tools, you can create a report that lists all RMAs with associated notes that contain certain keywords. Enter those keywords in the Text field.

Managing Returned Material for Material Stock Requests

This section discusses how to:

- Enter RMA transactions for material stock requests.
- Enter or change additional details for an RMA line that was entered on the RMA Form page.
- View the address for the location that is returning the material.
- View material stock requests for an internal issue.
- Specify which serial IDs are being returned (internal requests).
- Specify which serial IDs or lot IDs are being returned (internal requests).
- View external material stock requests.
- Specify which serial and lot IDs are being returned (external requests).
- Specify which serial IDs or lot IDs are being returned (external requests).

Use the PeopleSoft Inventory RMA Form component to enter RMA transactions for material stock requests—that is, demand from sources other than PeopleSoft Order Management.

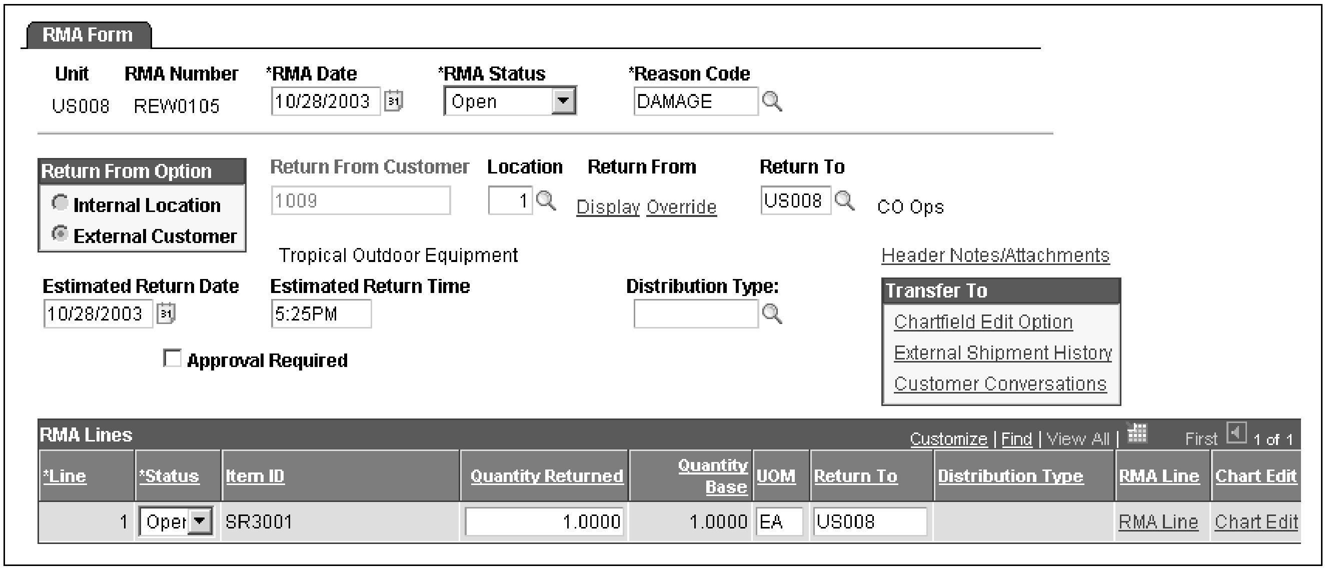
In PeopleSoft Inventory, you can access internal and external shipment information from both the RMA Form page and the navigation. When you access the Internal Shipment History and External Shipment History pages from the RMA Form page, you can select Inventory shipment history lines to populate the RMA form.

Pages Used for Managing Returned Material for Material Stock Requests

Page Name	Object Name	Navigation	Usage
RMA Form	RMA_FORM_INV	Inventory, Manage Returned Material, RMA, RMA Form	Enter RMA transactions for material stock requests and orders with demand sources other than PeopleSoft Order Management.
RMA Line	RMA_LINE_INV	Click the RMA Line link on the RMA Form page.	Change or enter detail for an RMA line that you entered on the RMA Form page.
RMA Return-From Location (returned material authorization return from location)	RMA_RET_FROM_LOC	Click the RMA Location Address link on the RMA Form page or the RMA Line page.	View the address for the location from which the material is being returned.
Internal Shipment History	RMA_MSR_SHIP_HIST	Inventory, Manage Returned Material, Internal Cust Shipment History, Internal Shipment History	View material stock requests for an internal issue.
Serial/Lot Selection	RMA_SHPHS_SERIAL	Click the Serial/Lot Selection link on the Internal Shipment History page.	Specify which serial IDs are being returned (internal requests).
Serial/Lot Selection	RMA_SHPHS_LOT	Click the Serial/Lot Selection link on the Internal Shipment History page.	Specify which serial or lot IDs are being returned (internal requests).
External Shipment History	CUST_SHIP_HIST_INV	Inventory, Manage Returned Material, External Cust Shipment History, External Shipment History	View external material stock requests.
Serial/Lot Selection	RMA_SHPHS_SERIALEX	Click the Lot Selection link on the External Shipment History page.	Specify which serial and lot IDs are being returned (external requests).
Serial/Lot Selection	RMA_SHPHS_LOTEX	Click the Serial/Lot Selection link on the External Shipment History page.	Specify which serial IDs or lot IDs are being returned (external requests).
Return Material Authorization	RUN_INS3000	Inventory, Manage Returned Material, RMA Report, Return Material Authorization	Specify parameters for the Return Material Authorization Form. You have the option to include canceled order lines in the report run.

Entering RMA Transactions for Material Stock Requests

Access the RMA Form page.



RMA Form page

RMA Date

Displays the current date by default.

RMA Status

Select a value:

Pending: RMA form is not complete. Items referenced on the RMA that have a status of *Pending* cannot be received until the status is changed to *Open.*

Open: RMA form is complete and ready for processing. Returned items can be received. The RMA status remains *Open* until the last line item of the RMA is received. This is the default value.

Canceled: RMA is no longer valid and no receipts are expected for it. You cannot change an RMA's status in the header to *Canceled* if there have been receipts against any of the RMA lines, and you can't change an RMA line's status to *Canceled* if there have been any receipts against the line. Change the RMA status to *Canceled* to access the RMA Cancel page and enter the date and the reason for the cancellations.

Closed: All RMA lines have been received. RMA lines are automatically set to *Closed* when the received quantity on the line is greater than or equal to the returned quantity.

Reason Code

Reason codes with an *RMA Cancel* type must already be defined on the Reason Codes page.

Return From Options

Option	Available Fields
Internal Location	Select a return from location for internal issues from PeopleSoft Inventory. Values include all locations.

Option	Available Fields
	Click the RMA Location Address link to access the RMA Return-From Location page, where you can view the internal location address from which the stock is being returned.
External Customer	Select the return from customer and modify the return from location as necessary for external issues from PeopleSoft Inventory. If your installation does not include PeopleSoft Order Management, Billing, or Accounts Receivable, the system doesn't validate your entry.
	For external customers, you can view or change the return from address. Click the Display link to access the RMA Customer Address page and can view the current return from address. Click the Override link to access the RMA Header Return-From Address page and modify the address information.

Return To The Inventory business unit to which the material is being returned.

Estimated Return Date and **Estimated Return Time** Displays the current date and time by default. These are estimates only, and your planning system may use them as a potential source of supply.

If the Return To business unit requires closure calendar validation for receiving activities (defined on the Closure Calendar page), the system validates the order's estimated return date and time against the calendar. If the estimated return date and time are not valid for receiving activities at the destination business unit, a warning message appears when you save the change. You can ignore the warning or reschedule the return date. If you reschedule, the system calculates and returns the next valid date for receiving operations at the destination business unit.

Distribution Type Displays your business unit's distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.

Approval Required If selected (the default), you can save the RMA only as *Pending.*

You can use the links on this page to associate additional information with the RMA. You must save the RMA Form page before transferring to internal or external shipment history.

RMA Lines

Enter basic information for the RMA line. This information appears as default information on the RMA Line page, where you can modify it.

Line The default is *1* for the first return line. This value increments by one for each additional line.

Item ID Enter the ID for the item that you are returning. Only items with a status of *Active*, *Hold*, *Discontinue*, or *Inactive* are values, and only these items appear in the Valid Values prompt table.

Quantity Returned and **UOM** — Enter the quantity and UOM for the returned item. The UOM must be a valid stocking UOM for the item.

Quantity Base — The quantity returned, in the item's base UOM.

Return To — The Return To business unit that you defined at the header level becomes the default for all lines. You can change this value on a line-by-line basis.

Distribution Type — The distribution type that you selected at the header level becomes the default distribution type on all lines. You can change this value on a line-by-line basis.

See Also

PeopleSoft Managing Items 8.8 PeopleBook, "Working With Items," Managing Inventory by Item Status

PeopleSoft 8.8 Application Fundamentals for Financial Management Solutions, Enterprise Service Automation, and Supply Chain Management PeopleBook, "Defining and Using ChartFields"

Entering Additional Details for an RMA Line That Is Entered on the RMA Form Page

Access the RMA Line page.

All of the fields on this page derive their default values from the RMA Form page and are available for editing except Unit and RMA Number.

PO Number — The default is the PO number that is associated with the shipment that is referenced on the line.

Carrier ID — The system retrieves the default value from the Return Type Codes page.

See Chapter 10, "Managing Returned Material," Defining Return Type Codes, page 242.

Viewing Internal Material Stock Requests

Access the Internal Shipment History page.

Ship History for MSRs (months) — The system retrieves this value from the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the range that you specified appear.

Catalog Search Button — Click to select specific shipments or to change the date range of the orders.

Select All — Click to select all of the lines on this page.

Select — Click to select shipment history lines.

Return — Click to copy the Item ID, Qty Shipped, UOM, and Distribution Type field values from the selected lines to the RMA lines.

> **Note.** Although ChartFields and Projects do not appear on this page, they are copied to the RMA line.

Click the Serial/Lot Selection button next to the shipment history line if the item is ship serial-, serial-, or lot-controlled. This opens the Serial/Lot Selection page (Internal Material Stock Requests - Serial ID) or the Serial/Lot Selection page (Internal Material Stock Requests - Lot ID) page, where you can select shipping serial-, serial-, or lot-controlled lines.

Specifying Which Serial IDs Are Being Returned

Access the Serial/Lot Selection page.

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped. Select the serial ID that is being returned. Click the Select/Deselect All IDs link to select or clear (not select) all of the serial or lot rows.

Specifying Which Serial IDs or Lot IDs Are Being Returned

Access the Serial/Lot Selection page.

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID and **Lot ID** — Select the serial or lot ID that is being returned.

Select/Deselect All IDs — Click to select or clear (not select) all of the serial or lot rows.

Expiration Date — Displays, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Viewing External Material Stock Requests

Access the External Shipment History page.

Ship History for RMAs (months) — Displays the time period for the shipment history for RMAs that you establish on the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the specified range specified appear.

Click the Serial/Lot Selection button next to the shipment history line if the item is ship serial-, serial-, or lot controlled. This opens the Serial/Lot Selection page (External Material Stock Requests - Serial ID), where you specify serial IDs for the returned items, or the Serial/Lot Selection page (External Material Stock Requests - Lot ID), where you specify lot IDs for the returned items.

Select — Click to select shipment history lines.

Return to Search — Click to copy the Product ID, UOM, Qty Shipped, Unit Price, ChartField, and Project field values from the selected lines to the RMA lines.

Note. Although Unit Price, ChartFields, and Projects do not appear on this page, they are available for the system to copy to the RMA line.

Specifying Which Serial IDs Are Being Returned

Access the Serial/Lot Selection page (external serials) page.

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID	Select the serial ID that is being returned.
Select/Deselect All IDs	Click to select or clear (not select) all of the serial or lot rows that appear on this page.

Specifying Which Serial IDs or Lot IDs Are Being Returned

Access the Serial/Lot Selection page (External Material Stock Requests - Lot ID)

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID and **Lot ID**	Select the serial or lot ID that is being returned.
Select/Deselect All IDs	Click to select or clear (not select) all of the serial or lot rows.
Expiration Date	Displays, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Managing Returned Material From Third-Party Systems

This section discusses how to:

- Define parameters for the RMA Load process (RMA_LOAD).
- View error details about RMA Load EIP (returned material authorization load enterprise integration point) messages and edit the fields for specific segments of the RMA Load EIP message.
- Correct header-level errors in the RMA Load EIP message.
- Correct header-level address errors in the RMA Load EIP message.
- Correct line errors in the RMA Load EIP message.
- Correct line-level address errors in the RMA Load EIP message.
- Correct serial or lot errors in the RMA Load EIP message.
- Purge RMA load transaction data.

To support integration with third-party systems, PeopleSoft provides the RMA Load EIP, an XML-based application message that contains all of the information that is necessary to create RMAs in PeopleSoft Inventory. Once the PeopleSoft system receives the application message, the RMA Load process validates the data and inserts it into either the RMA table or, if errors are found, into the transaction error table. You can correct errors and resubmit the transaction using the RMA Load EIP Maintenance pages in the Maintain Data Definitions component.

You can run the RMA Load process automatically as part of the application message subscription process or at scheduled intervals. To launch the RMA Load process automatically upon receipt of the RMA Load EIP, select the Flag1 option on the Data Maint Setup1 page. If you do not select this option, you must establish run control parameters on the Run RMA Load page.

The logic for the RMA Load transaction is similar to that in PeopleSoft Inventory's online RMA Form component, with these exceptions:

- The RMA Load transaction does not process projects, ChartFields, or RMA notes and attachments.
- You can only change address information for external customers.

Loading RMA Transaction Data

The RMA Load process validates data that is received through the RMA Load EIP and inserts it into the RMA system tables. You can run this process manually using the Run RMA Load page, or you can set up your system to run it automatically upon receiving the RMA Load EIP.

Correcting RMA Transaction Errors

If the PeopleSoft system finds errors during validation of the RMA Load EIP, it stages the data to the transaction error tables. You can then use the RMA Load EIP Maintenance pages to correct the errors and resubmit the data for processing. If you elected to run the RMA Load process automatically upon receipt of the RMA Load EIP message, you can resubmit the data directly from these maintenance pages by clicking Apply; otherwise, you must initiate the process using the Run RMA Load page.

See Also

Chapter 10, "Managing Returned Material," Managing Returned Material for Material Stock Requests, page 256

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, "Managing PeopleSoft Supply Chain Management Integration Points," Processing Inbound Application Message Transactions

PeopleSoft Supply Chain Management Integration 8.8 PeopleBook, "Using Electronic Data Interchange Messaging"

Pages Used to Manage Returned Material From Third-Party Systems

Page Name	Object Name	Navigation	Usage
Run RMA Load	RUN_RMA_LOAD	Data Exchanges, Process Transactions, Inventory, RMA Loader, Run RMA Load	Define parameters for the RMA Load process.
RMA Load EIP Maintenance	RMA_EIP_MAINT	Display messages for the RMALOAD transaction type on the Data Definition Maintenance page. Click the Show Detail Entry button next to a transaction.	View error details about RMA Load EIP messages and edit the fields for specific segments of the RMA Load EIP message.
Maintain Data Definitions - RMA Header	RMA_EIP_HEADER	Click the RMA Header link on the RMA Load EIP Maintenance page.	Correct header-level errors in the RMA Load EIP message.
Maintain Data Definitions - RMA Header Address	RMA_EIP_ADDR_HDR	Click the Header Address link on the RMA Load EIP Maintenance page.	Correct header-level address errors in the RMA Load EIP message.
Maintain Data Definitions - RMA Line	RMA_EIP_LINE	Click the RMA Line Details link on the RMA Load EIP Maintenance page.	Correct line errors in the RMA Load EIP message.
Maintain Data Definitions - RMA Line Address	RMA_EIP_ADDR_LN	Click the Line Address link on the RMA Load EIP Maintenance page.	Correct line-level address errors in the RMA Load EIP message.
Maintain Data Definitions - RMA Serial/Lot IDs	RMA_EIP_SER_LOT	Click the RMA Serial/Lot IDs link on the RMA Load EIP Maintenance page.	Correct serial or lot errors in the RMA Load EIP message.
RMA Purge (process),	RUN_IN_INBOUND_PRG	Data Exchanges, Process Transactions, Purge, RMA Transactions, RMA Purge	Purge RMA load transaction data.

Loading RMA Transaction Data

Access the Run RMA Load page.

All EIP_CTL_IDs Select to load data from all RMA Load EIP messages in the system.

From and **To** Enter the appropriate IDs to load data from specific EIP control IDs or from a range of IDs.

Viewing Error Details About RMA Load EIP Messages

Access the RMA Load EIP Maintenance page.

If an RMA Load EIP message contains errors, the scroll area lists each record and field that is in error, along with a message describing the problem.

Click the Show Detail button next to a record to correct the error.

Click the links at the bottom of the page to modify the fields that are included in each segment of the message.

Correcting Header-Level Errors in the RMA Load EIP Message

Access the Maintain Data Definitions - RMA Header page.

Note. The fields on this page are the same as those on the RMA Form page (PeopleSoft Inventory component).

Correcting Header-Level Address Errors in the RMA Load EIP Message

Access the Maintain Data Definitions - RMA Header Address page.

Note. The fields on this page are the same as those on the RMA Line Return - From Address page.

Correcting Line Errors in the RMA Load EIP Message

Access the Maintain Data Definitions - RMA Line page.

Note. The fields on this page are the same as those on the RMA Line page.

See Chapter 10, "Managing Returned Material," Entering Additional Details for an RMA Line That Is Entered on the RMA Form Page, page 260.

Correcting Line-Level Address Errors in the RMA Load EIP Message

Access the Maintain Data Definitions - RMA Line Address page.

Note. The fields on this page are the same as those on the RMA Line Return - From Address page.

Correcting Serial or Lot Errors in the RMA Load EIP Message

Access the Maintain Data Definitions - RMA Serial/Lot IDs page.

Purging RMA Transaction Data

Access the RMA Purge page.

Run the RMA Purge process (IN_INB_PURGE) to delete RMA transaction data from the transaction staging tables (RMA_EIP and EO_EIP_CTL).

Inbound Data to Purge

Indicate which RMA Load transactions you want to purge.

APPENDIX A

Installing the PeopleSoft Credit Card Interlink

PeopleSoft Financials, Distribution, and Manufacturing applications deliver a Java interface to your third-party credit card authorization and payment application.

This chapter discusses how to:

- Configure the Java interlink plug-in.
- Configure the Application Designer plug-in.
- Set transaction inputs and outputs.
- Use credit card test transaction information.

Note. PeopleSoft applications use PeopleSoft Business Interlink architecture to interface with credit card processing vendors. To configure interfaces with unsupported vendors, create an interlink plug-in.

See Also

Chapter 6, “Processing Credit Cards,” page 149

PeopleTools 8.44 PeopleBook: PeopleSoft Business Interlinks for Runtime Plug-in Programming

PeopleTools 8.44 PeopleBook: PeopleSoft Business Interlinks for Application Developers

Configuring the Java Interlink Plug-In

PeopleSoft delivers a Java interface to your third-party credit card authorization and payment application.

This section provides an overview of the Java Interlink plug-in and discusses how to:

- Set up the CyberSource API and Java plug-in on NT systems.
- Set up the CyberSource API and Java plug-in on Unix systems.

Understanding the Java Interlink Plug-In

Using Business Interlink technology, the Java interface supports four transactions:

- Authorization Only.
- Bill Only.
- Authorization and Bill.
- Credit.

Use the plug-in to interface with the CyberSource Credit Card Processing Services product. The Business Interlink Java plug-in (delivered with your PeopleTools installation) uses the CyberSource Java API, version 3.3.0.0. Before you configure your system, obtain the CyberSource Java API from http://www.cybersource.com. You must obtain the Java version of the API even if you are already using the C++ plug-in and API.

See http://www.cybersource.com

Download the zipped API files, and use the following instructions for environment configuration.

Setting Up the CyberSource API and the Java Plug-in on NT Systems

This section provides instructions for setting up the CyberSource API and the Java plug-in on an NT platform.

Setting Up PeopleTools Java Business Interlink on NT

To set up the PeopleTools Java Business Interlink environment:

1. Ensure that there are two entries in the PATH environment variable that point to the JRE bin.

   Do not confuse the JRE bin with the JDK bin. The two entries in the PATH environment variable should point as follows:

   <<JRE Home>>\jre\bin;<<JRE Home>>\jre\bin\classic;

   If you are using JRE version 1.4 or later, the \classic directory is replaced by \server. In this case, the two entries in the PATH environment variable should point as follows:

   <<JRE Home>>\jre\bin;<<JRE Home>>\jre\bin\server;

2. Create an entry in the CLASSPATH environment variable.

   Point the entry in the CLASSPATH environment variable to the psinterlinks.jar file. The psinterlinks.jar file is located in <<PS Tools>>\class.

   You must include the name of the .jar file in the CLASSPATH entry; for example: c:\pstools\class\psinterlinks.jar

3. Configure the Process Scheduler server.

   a. Locate the process scheduler domain folder within the application server folder (<<PS Tools>>\appserv\prcs\<<your domain>>\).

   b. Copy the ICSClient.props file from the CyberSource properties directory into this folder.

   c. Open the psprcs.cfg file using a text editor.

   d. Append the Path with the settings specified in step 1 (above) to the Add to Path variable.

   e. Append the ClassPath with the settings specified in step 2 (above) to the Add to ClassPath variable.

   f. Ensure that there is a semicolon between the path entries.

Setting Up the CyberSource API

To set up the CyberSource API:

1. Install the CyberSource API using the CyberSource documentation instructions.
2. Follow the CyberSource installation directions for making CLASSPATH entries.

3. Update the CyberSource properties file for your CyberSource environment.

   Update the file (<<CyberSource Home>>\cdkjava12-3300\properties\ICSClient.props) to point to the key and certificate files located in the keys directory. Use a forward slash—not a back slash—to separate the directories:

```
# file with the location of your private key required

myPrivateKey=D:/opt/ics/keys/ICS2Test.pvt

# file with the location of your cert required

myCert=D:/opt/ics/keys/ICS2Test.crt

# file with the location of the Cybersource cert

serverCert=D:/opt/ics/keys/CyberSource_SJC_US.crt
```

4. Run the Java class ICSAuthTest.class.

   The Java class ICSAuthTest.class is located in the directory where you installed CyberSource. You must run this to ensure the API is set up properly:

   a. Open the Windows Command Prompt.
   b. Change drives and directories to point to the test directory.
   c. Enter Java ICSAuthTest at the prompt.
   d. Verify that the Java class ICSAuthTest.class completed successfully.

Setting Up the Plug-in

To set up the plug-in:

1. Move the pscreditcard.jar to the desired directory.

   The pscreditcard.jar file is installed in <<PS Tools>>\class. You can move this .jar file to another directory for more stringent security access. The .jar file operates with execute permission only.

2. Update the CLASSPATH to point to the pscreditcard.jar file.

   Include the file name in the CLASSPATH entry.

3. Open Application Designer, and select File, New, Business Interlink.

4. Select pscreditcard.dll.

5. Verify that the text that appears in the Version text box of the New Business Interlink dialog window begins with *plugin.*

   If the text reads *Failed to initialize JVM*, your PATH environment variable is not pointing to the JRE directories. Ensure that your PATH points to both the JRE bin and classic directories; for example: <<JRE Home>>\jre\bin;<<JRE Home>>\jre\bin\classic

6. If you are using three-tier architecture while accessing this plug-in:

   a. Locate the psappsrv.env file in your application server domain folder (<<PS Tools>>\appserv\<<your domain>>\), and open it in a text editor.

b. Append the path to your JRE \bin\classic directory to the end of the PATH variable in psappsrv.env.

c. Ensure that there is a semicolon between path entries.

Setting Up the CyberSource API and the Java Plug-in on Unix

This section provides instructions for setting up the CyberSource API and the Java plug-in on a Unix platform.

Setting Up the PeopleTools Java Business Interlink on Unix

To set up the PeopleTools Java Business Interlink environment:

1. Ensure that pspkgs.sh was run as part of the installation process.

   See chapter 8b of the Installation Guide.

2. Verify that the file psinterlinks.jar file exists in <<PS Tools>>/appserv/classes.

   If psinterlinks.jar does not exist, pspkgs.sh may have been run incorrectly.

3. Verify that the Java Virtual Machine is installed under the Tools home directory.

   If the Java Virtual Machine is not installed, pspkgs.sh may have run incorrectly.

4. Locate psconfig.sh in <<PS Tools>>, and open it in a text editor.

5. Ensure that there is an entry in the PATH environment variable in psconfig.sh pointing to the JRE bin.

   Do not confuse the JRE bin with the JDK bin. The entry in the PATH environment variable should point as follows: PATH=$PS_JRE/bin:$PATH;export PATH

   If you are using JRE version 1.4 or later, the entry in the PATH environment variable should point as follows:

   $PATH=$PS_JRE/bin:$PS_JRE/bin/server:$PATH;export $PATH

6. Create an entry in the PS_CLASSPATH environment variable in psconfig.sh.

   Point the entry to the psinterlinks.jar file located in <<PS Tools>>\appserv\classes. You must include the name of the .jar file in the PS_CLASSPATH entry; for example: /pstools/class/psinterlinks.jar

Setting Up the CyberSource API

To set up the CyberSource API:

Complete the steps in this section for your application servers and your process scheduler servers.

1. Install the CyberSource API using the CyberSource documentation.

2. Update CLASSPATH and PS_CLASSPATH in psconfig.sh to point to the API .jar file.

   The API .jar file is cdkjava3300.jar

3. Update CLASSPATH in psconfig.sh to point to the test directory under the API's cdkjava12-3300 directory.

4. Save your changes to psconfig.sh.

5. Update the CyberSource properties file.

   Update the file (<<CyberSource Home>>\cdkjava12-3300\properties\ICSClient.props) to point to the key and certificate files located in the keys directory. Be sure to use a forward slash; not a back slash to separate the directories:

```
# file with the location of your private key required

myPrivateKey=D:/opt/ics/keys/ICS2Test.pvt

# file with the location of your cert required

myCert=D:/opt/ics/keys/ICS2Test.crt

# file with the location of the Cybersource cert

serverCert=D:/opt/ics/keys/CyberSource_SJC_US.crt
```

6. Run psconfig.sh to set the properties.
7. Run the Java class ICSAuthTest.class.

   The Java class ICSAuthTest.class is located in the directory where you installed CyberSource. You must run the Java class ICSAuthTest.class to ensure that the API is set up properly.

Note. You do not need to make a system-level CLASSPATH entry in addition to the CLASSPATH entry in psconfig.sh.

If Java class ICSAuthTest.class runs successfully, you can remove the CLASSPATH references to the test directory and the cdkjava3300.jar file.

Setting Up the Plug-in

To set up the plug-in:

Complete the steps in this section for your applications servers and your process scheduler servers.

1. Confirm that the pscreditcard.jar file is located in <<PS Tools>>/appserv/classes.

   Optionally, you can move this .jar file to another directory to tighten security and limit access. If you move this .jar file to a different location, ensure that you reference the new location in the following steps.
2. Update PS_CLASSPATH in psconfig.sh to point to pscreditcard.jar file in the classes directory.

   Include the file name in the entry.
3. Confirm that the libpscreditcard file is in the <<PS Tools>/bin/InterfaceDrivers directory.

   Note. File extensions may be different for your Unix platform. Use the same naming convention as the libpsjavaproxy file for the libpscreditcard file.

   ---

4. Stop and restart the application server.

   Stop the services; do not stop the machine.

Configuring the Application Server

To configure the application server:

1. Copy the ICSClient.props file from the CyberSource properties directory to the application server domain directory.

2. Open the psappsrv.env text file that is located in your application server (not the web server) domain folder.
3. Append the path to your JRE/bin/classic directory to the end of the PATH variable.

   Ensure that there is a semicolon between path entries. You can find the JRE path in your PATH system variable.
4. Shut down and restart your application server.

Configuring the Process Scheduler Server

To configure the process scheduler server:

1. Locate the process scheduler domain folder within the application server folder (<<PS Tools>>/appserv/prcs/<<your domain>>\)
2. Copy the ICSClient.props file from the Cybersource properties directory into this folder.
3. Open the psprcs.cfg file using a text editor.
4. Append the Path with the settings specified above to the Add to Path variable.
5. Append the ClassPath with the settings specified above to the Add to ClassPath variable.

Setting up the Windows Client Plug-in

To set up the Windows client plug-in:

1. Verify that the pscreditcard.xml file is in the client\InterfaceDrivers directory.
2.

Configuring the Application Designer Plug-in

The Business Interlink definition in Application Designer is delivered preconfigured.

This section discusses how to:

- Configure access to account information.
- Configure proxy server support.
- Set up tracing.
- Check parameter check logic.
- Set the decryption option.

Note. All credit card transactions are supported through one Business Interlink transaction:

Setting Configuration Parameters: Configuring Access to Account Information

The API needs six essential configuration parameters to complete any transaction:

- Merchant ID

- Private Key File
- Certificate File
- Server ID
- Server Certificate
- Server URL

The Java plug-in offers three configuration options. The options are:

- Keep the six configuration parameters in a properties file.

  Use this option if you are building a new credit card processing application.

- Pass the merchant ID and server URL as input parameters, and specify the path of the key and certificate files.

  Use this option if you have an existing application that has used the C++ plug-in, but which you are now porting to Unix.

- Use the Java plug-in just as you use the C++ version.

  The plug-in gets the certificate and key files from c:\opt\ics\keys. Use this option if you have been using the C++ plug-in and if you want to continue to operate on a Windows platform.

Note. The following configuration options contain screen shots of Business Interlinks (open in Application Designer) and demonstrate default input parameter values. After setting up a transaction, set the input parameter values as default values to test them in the Business Interlink Tester. Typically, PeopleCode sets these input parameter values at runtime. In Application Designer, click File, Open, Business Interlink to open a Business Interlink transaction. Define the configuration parameters for your credit card Business Interlink definition on the Settings and Input pages.

Option 1: Keep All Configuration Parameters in a Properties File

Use this option if you are building a new credit card processing application.

To keep all of the configuration parameters in a properties file:

1. Update the CyberSource properties file.

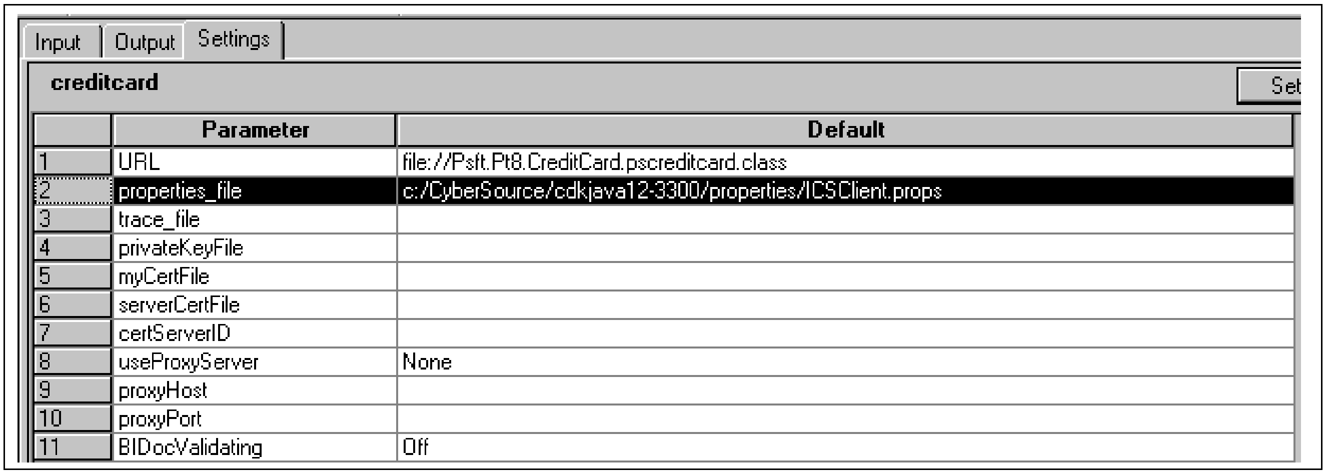
   Update the file (<<CyberSource Home>>/cdkjava12-3300/properties/ICSClient.props) to point to the key and certificate files located in the keys directory. Obtain your test keys from the TPRD. Use a forward slash to separate directories:

   ```
   # file with the location of your private key required
   myPrivateKey=C:/opt/ics/keys/ICS2Test.pvt

   # file with the location of your cert required
   myCert=C:/opt/ics/keys/ICS2Test.crt

   # file with the location of the Cybersource cert
   serverCert=C:/opt/ics/keys/CyberSource_SJC_US.crt
   ```

2. Set the value of the *properties_file* configuration parameter to the path of the ICSClient.props file.

   In Application Designer, click the Settings tab to set the value. Ensure that you use a forward slash to separate directories.

3. Leave the *privateKeyFile, myCertFile, serverCertFile,* and *certServerID* fields blank.



Setting the value of the properties_file configuration parameter

Option 2: Pass the Merchant ID and Server URL as Input Parameters, and Specify the Path of the Key and Certificate Files

Use this option if you have an existing application that has used the C++ plug-in but which you are now porting to Unix.

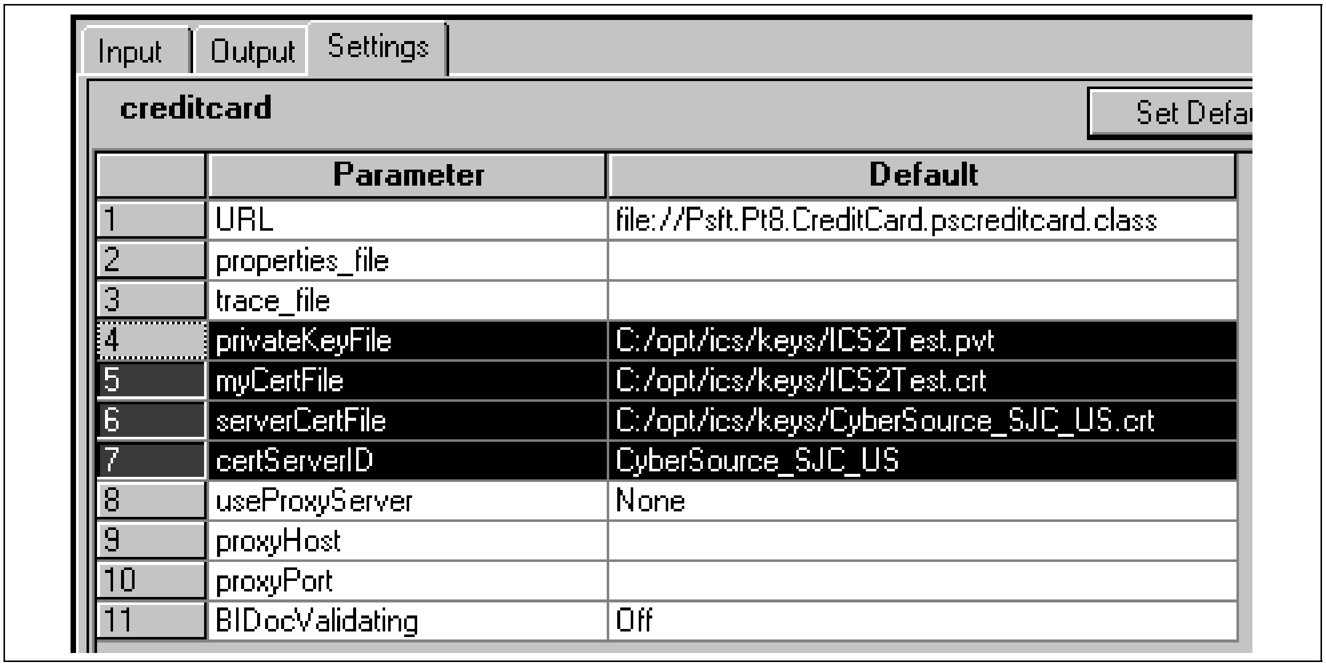
To pass the merchant ID and server URL as input parameters and to specify the path of the key and certificate files:

1. Delete the value of the properties_file config parameter on the Settings page.

   Enter the paths for the key and certificate files in their appropriate config parameters. Ensure that you use a forward slash to separate directories. The default value for the certServerID is *CyberSource_SJC_US.*

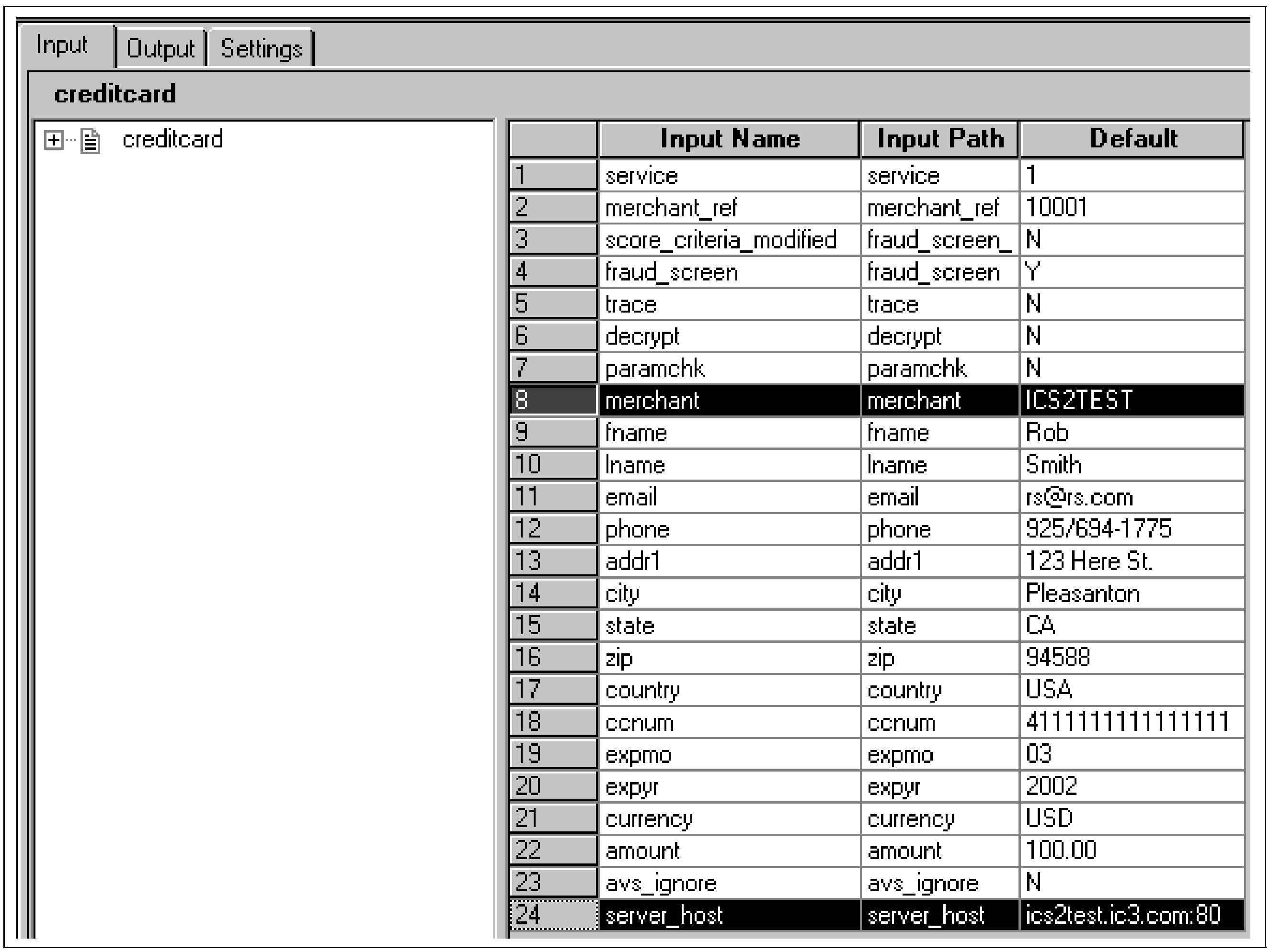
2. Ensure that you include the *merchant* and *server_host* input parameters in your transaction.

   Do not include the text *http://* in the server URL string.



	Parameter	Default
1	URL	file://Psft.Pt8.CreditCard.pscreditcard.class
2	properties_file	
3	trace_file	
4	privateKeyFile	C:/opt/ics/keys/ICS2Test.pvt
5	myCertFile	C:/opt/ics/keys/ICS2Test.crt
6	serverCertFile	C:/opt/ics/keys/CyberSource_SJC_US.crt
7	certServerID	CyberSource_SJC_US
8	useProxyServer	None
9	proxyHost	
10	proxyPort	
11	BIDocValidating	Off

Deleting the value of the properties_file config parameter on the Settings page



	Input Name	Input Path	Default
1	service	service	1
2	merchant_ref	merchant_ref	10001
3	score_criteria_modified	fraud_screen_	N
4	fraud_screen	fraud_screen	Y
5	trace	trace	N
6	decrypt	decrypt	N
7	paramchk	paramchk	N
8	merchant	merchant	ICS2TEST
9	fname	fname	Rob
10	lname	lname	Smith
11	email	email	rs@rs.com
12	phone	phone	925/694-1775
13	addr1	addr1	123 Here St.
14	city	city	Pleasanton
15	state	state	CA
16	zip	zip	94588
17	country	country	USA
18	ccnum	ccnum	4111111111111111
19	expmo	expmo	03
20	expyr	expyr	2002
21	currency	currency	USD
22	amount	amount	100.00
23	avs_ignore	avs_ignore	N
24	server_host	server_host	ics2test.ic3.com:80

Including the merchant and server_host input parameters in your transaction

Option 3: Use the Java Plug-in as You Use the C++ Version

Use this option if you have been using the C++ plug-in and want to continue to operate on a Windows platform.

To use the Java plug-in as you use the C++ version:

1. Delete the values of the *properties_file, certificate, key,* and *server ID* field parameters on the Settings page of the Business Interlink definition.
2. Use the *merchant* and *server_host* field input parameters in your transaction. Do not include the text *http://* in the server URL string:

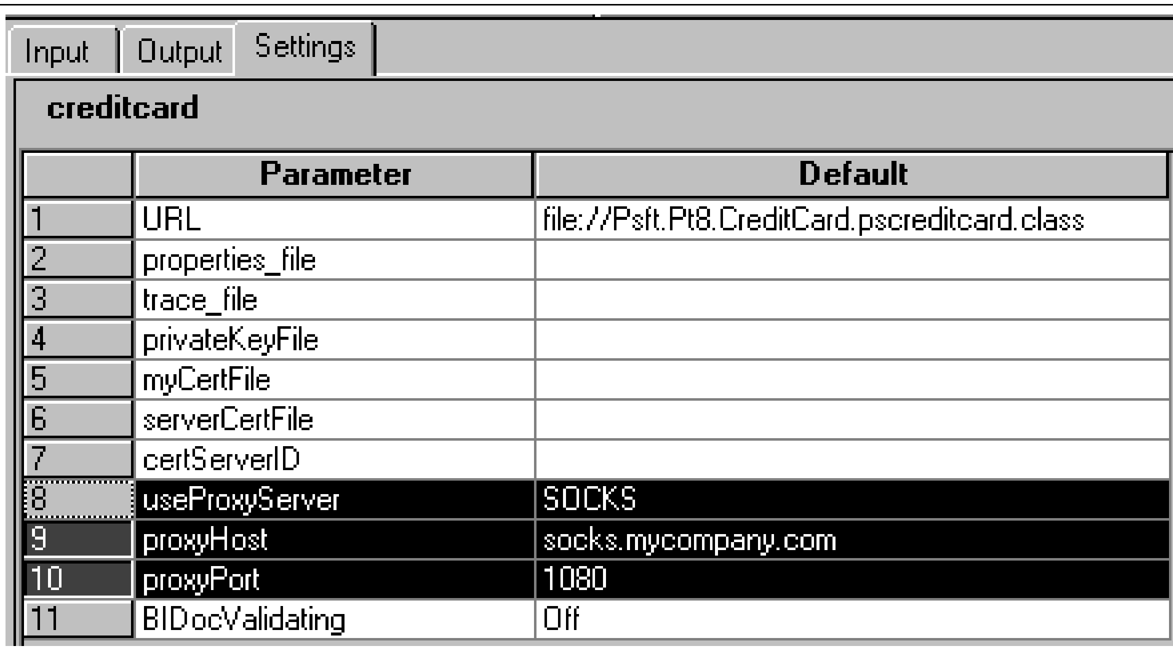
Setting Configuration Parameters: Configuring Proxy Server Support

The Java plug-in supports the HTTP proxy without a user name and password, and it supports the SOCKS proxy protocols. This functionality was implemented as outlined in the *ICS2 Developers Guide* issued by CyberSource.

Implementing Proxy Server Support

To implement proxy server support:

1. Select the proxy type from the useProxyServer configuration parameter.
2. Enter the values of the host and port in the proxyHost and proxyPort configuration parameters.



	Parameter	Default
1	URL	file://Psft.Pt8.CreditCard.pscreditcard.class
2	properties_file	
3	trace_file	
4	privateKeyFile	
5	myCertFile	
6	serverCertFile	
7	certServerID	
8	useProxyServer	SOCKS
9	proxyHost	socks.mycompany.com
10	proxyPort	1080
11	BIDocValidating	Off

Implementing proxy server support

Setting Up Tracing

The plug-in and the CyberSource API support the use of a trace file. To keep a log of the transactions, use the plug-in's trace file, and reserve the API's trace file for debugging. The plug-in trace file:

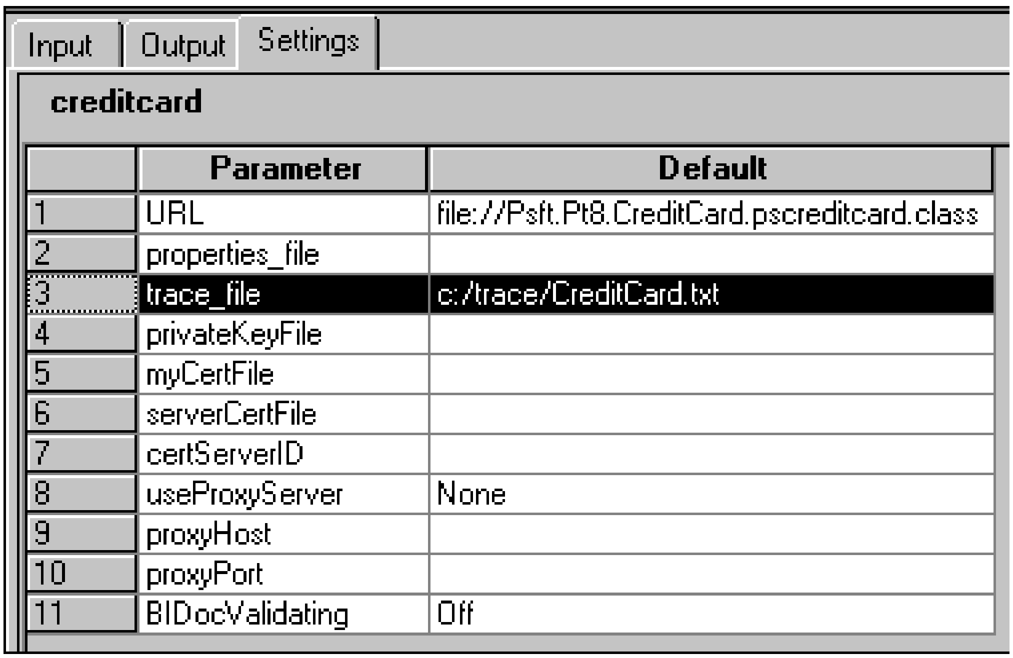
- Uses the input names as they appear in Application Designer, not the CyberSource API property names.

- Prints only the last four digits of the credit card number.
- Prints the output values and any error messages.

Activating Tracing

There are two methods for activating tracing in the Java plug-in:

- Leave the trace_file blank and use the trace input parameter to toggle tracing. The trace file writes to c:\temp\crcard.txt.
- Enter a path and file name in the trace_file configuration parameter, and use the trace input parameter to enable the tracing (trace=*Y*) or disable the tracing (trace=*N*). Use this method for new credit card definitions, if porting existing credit card definitions to Unix, or to have the trace file written to a directory other than c:\temp. Ensure that you use forward slashes when specifying directory paths.



Entering a path and file name in the trace_file configuration parameter

Activating Trace Run Only

To see the input values that are sent to the CyberSource API and to confirm that the plug-in can instantiate the CyberSource interface (without sending the transaction to CyberSource), pass a value of *T* with the trace input parameter. If a trace file has been specified in the trace_file configuration parameter, the system uses that trace file. Otherwise, the system uses the c:\temp\crcard.txt trace file.

Setting Parameter Check Logic

If the paramchk parameter is set to *Y*, the plug-in runs in trace run only mode and performs additional checks in the input parameters to ensure that the parameters do not exceed maximum allowed field lengths. The system sends the transaction information to the CyberSource API.

Setting the Decryption Option

Credit card numbers can be sent encrypted to the plug-in. Do not toggle this option unless you also make a change in the PeopleCode to pass the credit card number as plain text.

Setting Transaction Inputs and Outputs

This section presents information necessary for creating a new Business Interlink definition. If you are configuring your environment for the delivered Business Interlink definition, skip this section.

This section discusses how to:

- Use Authorize, Authorize Only, and Bill transactions.
- Identify Input fields not used or supported.

Understanding Transaction Inputs and Outputs

The service and merchant_ref input parameters are required in all credit card transactions. The method that you use to configure the plug-in determines which fields are required. The minimum number of fields to include are listed in the following table:

Service Input Field

The system uses the service parameter to determine which of the four credit card transactions it should conduct through the Business Interlink transactions. The service parameter values perform the following functions:

Value	Function
1	Authorize Only
2	Authorize and Bill
3	Bill Only
4	Credit

merchant_ref Input Field

The merchant_ref field is a merchant-generated order reference or tracking number, containing information such as a purchase order number. Use the merchant_ref_number field as your own tracking number for the order. Record and track this number to keep track of requests sent to CyberSource relating to the same order.

For a single order, you might be required to make the following requests:

1. Send a request for ics_tax to get a total amount for an order quote.

2. Thirty seconds later, after a customer clicks the Buy Now button on your web form, you send a request to ics_auth to authorize the card and to check for fraud.
3. The next day, you ship the item and send a request to ics_bill to bill the credit card.
4. A week later, the customer returns one of the products in the order, and you request a credit using ics_credit.

For this single order, you forward four separate requests to CyberSource to perform different services for the same order. If you send a common merchant_ref_number for each of these requests, you can efficiently track the order.

Using Authorize, Authorize Only, and Bill Transactions

The authorize-only transaction (service=*1*) authorizes the amount passed in and returns a request ID to be used later in a bill-only transaction. The authorize and bill transaction (service=*2*) performs both actions and returns a bill_amount for verification of the amount billed.

Address Verification Service

CyberSource returns the decline code *DAVSNO* if the billing address does not match the billing address for the credit card. If you set the value of the field avs_ignore to *yes* and include it in your Business Interlink definition, the system allows the authorization transaction to proceed despite the billing address discrepancy. If the value of the field avs_ignore is anything other than *yes*, the AVS check proceeds as usual.

The address verification service returns a value that is stored in ret_avs. The values are:

Value	Description
A	Street number matches, but 5-digit zip code and 9-digit zip code do not match.
E	AVS data is invalid.
N	Street number, 5-digit zip code, and 9-digit zip code do not match.
R	System unavailable.
S	Issuer does not offer AVS.
U	Address information unavailable. This code occurs if a customer tries to use an international card or if the AVS in United States banks are not functioning properly.
W	Street number does not match, but 5-digit zip code and 9-digit zip code match.
X	Exact match. Street number, 5-digit zip code, and 9-digit zip code match.

Value	Description
Y	Street number and 5-digit zip code match.
Z	5-digit zip code matches.

Fraud screen service

Both the Authorize and the Authorize and Bill transactions support the fraud screen transaction. Refer to the CyberSource documentation for an explanation of the fraud screen transaction and how the score tuning parameters are used.

Fraud_screen Determines if the fraud screen transaction request should be sent with the current transaction.

Score_criteria_modified Determines if fraud screen score tuning parameters were altered for this transaction. If this field is set to *yes*, all of the following score tuning parameter fields must be included in the transaction:

Required Inputs: Service, Merchant_ref, Fname, Lname, Addr1, City, Country, State, Zip, Email, Phone, Expmo, Expyr, Ccnum, Amount, Currency.

Output: Return_status, Return_status_msg, Ret_msg1, Ret_msg2, Ret_authcd Ret_authdttm, Rqstid_out, Bill_amount (auth/bill trans).

Bill-Only Transaction

The bill-only transaction (service=*3*) requires the use of a request ID obtained from an authorize-only transaction.

Required Inputs Service, Merchant_ref, Amount, Currency, Rqstid

Output Return_status, Return_status_msg, Ret_msg1, Ret_msg2, Ret_authcd, Ret_authdttm, Rqstid_out, Bill_amount, Trans_ref_no

Credit Transaction

Use one of the following methods to perform the credit transaction. Options are:

1. Use request ID.

   This option enables you to use the value of a request ID returned from a previous request for bill transactions. This value is matched with a previous bill for the same order. If this field is present and there is no matching bill, the transaction fails. If the bill request ID is not present, the credit transaction requires the customer billing information.

   Required Inputs Service, Merchant_ref, Amount, Currency, Rqstid

   Output Return_status, Return_status_msg, Ret_msg1, Ret_msg2, Ret_authcd, Ret_authdttm, Rqstid_out, Credit_amount, Trans_ref_no

2. Use Billing Information.

Required Inputs	Service, Merchant_ref, Fname, Lname, Addr1, City, Country, State, Zip, Email, Phone, Expmo, Expyr, Ccnum, Amount, Currency
Output	Return_status, Return_status_msg, Ret_msg1,Ret_msg2, Ret_authcd, Ret_authdttm, Rqstid_out, Credit_amount

Identifying Input Fields Not Used or Supported

The following input fields are not used or supported as of 11/06/00:

Input Field	Comment
Cctype	Not used by CyberSource.
Ip_address	Proxy server support is included. The Java CDK supports use of both HTTP and SOCKS proxy
Extra1	
Extra2	

Using Credit Card Test Transaction Information

You can use the following credit card sample data in test transactions:

Credit Card Type	Credit Card Number
VISA	4111111111111111
MasterCard	5555555555554444
American Express	378282246310005
Discover	6011111111111117

APPENDIX B

PeopleSoft Working With Customers and Orders Reports

This appendix provides an overview of the reports in the PeopleSoft Working with Customer and Orders PeopleBook.

Note. For samples of these reports, see the Portable Document Format (PDF) files published on CD-ROM with your documentation.

See Also

PeopleSoft PeopleTools PeopleBook: Introduction to PeopleSoft Reporting, "PeopleSoft Reporting Tools"

PeopleSoft Working With Customers and Orders Reports: A to Z

The following sections list the reports in the PeopleSoft Working with Customer and Orders PeopleBook.

- Customer reports.
- Product reports.
- Product nVision reports.
- Return material authorization (RMA) reports.

Note. nVision reports must be run from the PeopleTools window client.

Customer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
AR31001 TableSet Customers	Lists all customers by business unit for the setID.	Customers, Reports, Customers by SetID, TableSet Customers Accounts Receivable, Collections, Contact/Customer Reports, Customers by TableSet, TableSet Customers	RUN_AR31001
AR31002 Business Unit Customers	Lists all customers for the business unit.	Accounts Receivable, Collections, Contact/Customer Reports, Customers by Unit, Business Unit Customers Customers, Reports, Customers by Unit, Business Unit Customers	RUN_AR31002
AR31003 TableSet Contacts	Lists customer contacts by SetID, including their title, phone, and fax numbers.	Customers, Reports, Contacts by SetID, TableSet Contacts Accounts Receivable, Collections, Contact/Customer Reports, Contacts by TableSet, TableSet Contacts	RUN_AR31003
AR31004 Business Unit Contacts	Lists customer contacts by business unit, including their title, phone, and fax numbers.	Accounts Receivable, Collections, Contact/Customer Reports, Contacts by Unit, Business Unit Contacts Customers, Reports, Contacts by Unit, Business Unit Contacts	RUN_AR31004
OMC3210 Sold-To Customer Master	Lists the address and the processing options for Sold To Customers for the selected setID. (Crystal)	Customers, Reports, Sold To Customer Master, Sold-To Customer Master	RUN_OMC3210
OMC3220 Ship-To Customer Master	Lists the address and the processing options for Ship To Customers for the selected SetID. (Crystal)	Customers, Reports, Ship To Customer Master, Ship-To Customer Master	RUN_OMC3220
OMC3230 Ship Date Exceptions	Lists both block and standing ship date exceptions by ship to customer for the selected SetID. (Crystal)	Customers, Reports, Ship Date Exceptions	RUN_OMC3230
OMC3240 Sold To Customer Relationships	Lists each sold to customer, its status, and all associated ship to and bill to customers in order of priority for the selected SetID. (Crystal)	Customers, Reports, Sold To Cust Relationships, Sold-To Cust Relationships	RUN_OMC3240

Report ID and Report Name	Description	Navigation	Run Control Page
OMC3260 Ship To Customer Relationships	Lists each ship to customer, its status, and all associated customer relationships in order of priority for the selected setID. (Crystal)	Customers, Reports, Ship To Cust Relationships, Ship-To Cust Relationships	RUN_OMC3260

Product Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMC4100 Product Master	Lists all products by SetID. Identifies the item ID, status, and whether the product is a product kit, among other details.	Products, Reports, Product Master	RUN_OMC4100
OMC4200 Product Price List	Shows list prices for products, unit of measure, and ship from warehouses.	Products, Reports, Product Price List	
OMC4300 Product Catalogs	Shows which products and or product groups belong to a product catalog.	Products, Reports, Product Catalogs	RUN_OMC4300

Product nVision Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMBOOKP Product Booked by Product ID	Product bookings by business unit	Must be run from the PeopleTools window client.	OM_BOOKP.XLS
OMSALEP Product Sales by Product ID	Product sales by business unit	Must be run from the PeopleTools window client.	OM_SALEP.XLS
OMBOOKC Product Booked by Sold To Customer	Customer bookings by business unit.	Must be run from the PeopleTools window client.	OM_BOOKC.XLS
OMSALEC Product Sales by Sold To Customer	Customer sales by business unit	Must be run from the PeopleTools window client.	OM_SALEC.XLS
OMPRC Product Prices	Product Prices	Must be run from the PeopleTools window client.	OM_PRC.XLS

RMA Reports

Report ID and Report Name	Description	Navigation	Run Control Page
INS3000 Return Material Authorization	Lists RMA transactions for internal and external locations. Use this report to provide staff at the internal or external locations with an acknowledgment of a return request and direction on where to send the returned materials. You can also generate this report to aid receiving clerks in matching returned material at the receiving docks with an RMA in the PeopleSoft system. For each RMA, this report includes header and line information	Inventory, Manage Returned Material, RMA Report, Returned Material Authorization	RUN_INS3000
OMS3000 Print RMA	Lists the details of an authorized return for a customer. **Note.** Notes cannot be printed on the RMA report without configuration.	Customer Returns, Reports, RMA, Print RMA	RUN_OMS3000
OMS7100 RMA Register	Lists RMAs by business unit.	Customer Returns, Reports, RMA Register, RMA Register	RUN_OMS7100
OMS7110 Overdue RMAs	Lists RMA line for products that have not been returned by the estimated return date on the RMA Line page.	Customer Returns, Reports, Overdue RMAs, Overdue RMAs	RUN_OMS7110

Glossary of PeopleSoft Terms

absence entitlement 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.

absence take This element defines the conditions that must be met before a payee is entitled to take paid time off.

accounting class 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.

accounting date 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.

accounting split The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields.

accumulator 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.

action reason 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.

action template 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.

activity 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.

agreement	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.
allocation rule	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.
alternate account	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.
AR specialist	Abbreviation for *receivables specialist.* In PeopleSoft Receivables, an individual in who tracks and resolves deductions and disputed items.
arbitration plan	In PeopleSoft Enterprise Pricer, defines how price rules are to be applied to the base price when the transaction is priced.
assessment rule	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.
asset class	An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification.
attribute/value pair	In PeopleSoft Directory Interface, relates the data that makes up an entry in the directory information tree.
authentication server	A server that is set up to verify users of the system.
base time period	In PeopleSoft Business Planning, the lowest level time period in a calendar.
benchmark job	In PeopleSoft Workforce Analytics, a benchmark job is a job code for which there is corresponding salary survey data from published, third-party sources.
book	In PeopleSoft Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets.
branch	A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager.
budgetary account only	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."
budget check	In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning.
budget control	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.
budget period	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.
business event	In PeopleSoft Receivables, defines the processing characteristics for the Receivable Update process for a draft activity.

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).

business unit — A corporation or a subset of a corporation that is independent with regard to one or more operational or accounting functions.

buyer — 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.

catalog item — 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.

catalog map — In PeopleSoft Catalog Management, translates values from the catalog source data to the format of the company's catalog.

catalog partner — In PeopleSoft Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content.

categorization — Associates partner offerings with catalog offerings and groups them into enterprise catalog categories.

channel — In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event.

ChartField — 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.

ChartField balancing — You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction.

ChartField combination edit — The process of editing journal lines for valid ChartField combinations based on user-defined rules.

ChartKey — 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.

checkbook — 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.

Class ChartField — 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 *sub-classification.*

clone — In PeopleCode, to make a unique copy. In contrast, to *copy* may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.

collection — 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.

collection rule 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.

compensation object 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.

compensation structure In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects.

condition 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.

configuration parameter catalog 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.

configuration plan 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.

content reference 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.

context 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.

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.

control table 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.

cost profile 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.

cost row A cost transaction and amount for a set of ChartFields.

current learning In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs.

data acquisition 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).

data elements 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.

dataset 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.

delivery method — 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.

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.

delivery method type — 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.

directory information tree — In PeopleSoft Directory Interface, the representation of a directory's hierarchical structure.

document sequencing — A flexible method that sequentially numbers the financial transactions (for example, bills, purchase orders, invoices, and payments) in the system for statutory reporting and for tracking commercial transaction activity.

dynamic detail tree — 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.

edit table — 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.

effective date — 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.

EIM ledger — Abbreviation for *Enterprise Incentive Management ledger.* 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.

elimination set — In PeopleSoft General Ledger, a related group of intercompany accounts that is processed during consolidations.

entry event — 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.

equitization — 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.

event — 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.

In PeopleSoft Human Resources, also refers to an incident that affects benefits eligibility.

event propagation process — 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.
exception	In PeopleSoft Receivables, an item that either is a deduction or is in dispute.
exclusive pricing	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.
fact	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.
forecast item	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.
fund	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.
generic process type	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.
group	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.
incentive object	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.
incentive rule	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.
incur	In PeopleSoft Promotions Management, to become liable for a promotional payment. In other words, you owe that amount to a customer for promotional activities.
item	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.
KPI	An abbreviation for *key performance indicator.* 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.

LDIF file — Abbreviation for *Lightweight Directory Access Protocol (LDAP) Data Interchange Format file.* Contains discrepancies between PeopleSoft data and directory data.

learner group — 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.

learning components — 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.

learning environment — 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.

learning history — In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs.

ledger mapping — 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 *rates*) 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.

library section — 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.

linked section — 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.

linked variable — 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.

load — 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.

local functionality — 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.

location — 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 *1*—is the address you use most often and may be different from the main address.

logistical task — 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.

PeopleCode	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.
PeopleCode event	An action that a user takes upon an object, usually a record field, that is referenced within a PeopleSoft page.
PeopleSoft Internet Architecture	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.
performance measurement	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.
period context	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.
plan	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.
plan context	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.
plan template	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.
planned learning	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs.
planning instance	In PeopleSoft Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan.
portal registry	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.
price list	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.
price rule	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.

price rule condition 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.

price rule key 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.

process category In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization.

process group 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.

process definition Process definitions define each run request.

process instance 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.

process job 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.

process request 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.

process run control 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.

product category 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.

programs 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.

progress log 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.

project transaction In PeopleSoft Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row.

promotion In PeopleSoft Promotions Management, a trade promotion, which is typically funded from trade dollars and used by consumer products manufacturers to increase sales volume.

publishing In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.

record group 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.

record input VAT flag Abbreviation for *record input value-added tax flag.* Within PeopleSoft Purchasing, Payables, and General Ledger, this flag indicates that you are recording input VAT 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.

record output VAT flag Abbreviation for *record output value-added tax flag.*

See *record input VAT flag.*

reference data In PeopleSoft Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, channels, and so on.

reference object 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).

reference transaction 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.

regional sourcing 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.

relationship object In PeopleSoft Enterprise Incentive Management, these objects further define a compensation structure to resolve transactions by establishing associations between compensation objects and business objects.

remote data source data Data that is extracted from a separate database and migrated into the local database.

REN server Abbreviation for *real-time event notification server* in PeopleSoft MultiChannel Framework.

requester In PeopleSoft eSettlements, an individual who requests goods or services and whose ID appears on the various procurement pages that reference purchase orders.

role 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.

role user 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.

roll up In a tree, to roll up is to total sums based on the information hierarchy.

run control 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.

run control ID A unique ID to associate each user with his or her own run control table entries.

run-level context 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.

search query 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.

section 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.

security event In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries.

serial genealogy In PeopleSoft Manufacturing, the ability to track the composition of a specific, serial-controlled item.

serial in production In PeopleSoft Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record.

session 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.

session template 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.

setup relationship In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node.

share driver expression 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.

single signon 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.

source transaction 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.

SpeedChart 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.

SpeedType A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together.

staging A method of consolidating selected partner offerings with the offerings from the enterprise's other partners.

statutory account — Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft, this is equivalent to the Alternate Account (ALTACCT) ChartField.

step — In PeopleSoft Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run.

storage level — 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.

subcustomer qualifier — A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles.

Summary ChartField — 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).

summary ledger — 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.

summary time period — 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.

summary tree — 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 *basis* tree). A summary tree structure specifies the details on which the summary trees are to be built.

syndicate — To distribute a production version of the enterprise catalog to partners.

system function — In PeopleSoft Receivables, an activity that defines how the system generates accounting entries for the general ledger.

TableSet — 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.

TableSet sharing — 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.

target currency — The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes.

template — 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.

territory — In PeopleSoft Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants.

TimeSpan — 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.
trace usage	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.
transaction allocation	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.
transaction state	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.
Translate table	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.
tree	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.
unclaimed transaction	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.
universal navigation header	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.
user interaction object	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).
variable	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.
VAT exception	Abbreviation for *value-added tax exception.* A temporary or permanent exemption from paying VAT that is granted to an organization. This terms refers to both VAT exoneration and VAT suspension.
VAT exempt	Abbreviation for *value-added tax exempt.* 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.
VAT exoneration	Abbreviation for *value-added tax exoneration.* An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
VAT suspension	Abbreviation for *value-added tax suspension.* An organization that has been granted a temporary exemption from paying VAT.
warehouse	A PeopleSoft data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions.

work order	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.
worksheet	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.
worklist	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.
XML schema	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
yield by operation	In PeopleSoft Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis.
zero-rated VAT	Abbreviation for *zero-rated value-added tax.* 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.

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PeopleSoft®

PeopleSoft Working with Customers and Orders 8.8 Reports

December 2003

PeopleSoft Working with Customers and Orders 8.8 Reports
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Open Source Disclosure

Contents

About This PeopleBook

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

This preface discusses:

- Related documentation.
- Comments and suggestions.

Related Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

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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

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

Or send email comments to doc@peoplesoft.com.

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

CHAPTER 1

PeopleSoft Working With Customers and Orders Reports

This appendix provides an overview of the reports in the PeopleSoft Working with Customer and Orders PeopleBook.

Note. For samples of these reports, see the Portable Document Format (PDF) files published on CD-ROM with your documentation.

PeopleSoft Working With Customers and Orders Reports: A to Z

The following sections list the reports in the PeopleSoft Working with Customer and Orders PeopleBook.

- Customer reports.
- Product reports.
- Product nVision reports.
- Return material authorization (RMA) reports.

Note. nVision reports must be run from the PeopleTools window client.

Customer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
AR31001 TableSet Customers	Lists all customers by business unit for the setID.	Customers, Reports, Customers by SetID, TableSet Customers Accounts Receivable, Collections, Contact/Customer Reports, Customers by TableSet, TableSet Customers	RUN_AR31001

Report ID and Report Name	Description	Navigation	Run Control Page
AR31002 Business Unit Customers	Lists all customers for the business unit.	Accounts Receivable, Collections, Contact/Customer Reports, Customers by Unit, Business Unit Customers Customers, Reports, Customers by Unit, Business Unit Customers	RUN_AR31002
AR31003 TableSet Contacts	Lists customer contacts by SetID, including their title, phone, and fax numbers.	Customers, Reports, Contacts by SetID, TableSet Contacts Accounts Receivable, Collections, Contact/Customer Reports, Contacts by TableSet, TableSet Contacts	RUN_AR31003
AR31004 Business Unit Contacts	Lists customer contacts by business unit, including their title, phone, and fax numbers.	Accounts Receivable, Collections, Contact/Customer Reports, Contacts by Unit, Business Unit Contacts Customers, Reports, Contacts by Unit, Business Unit Contacts	RUN_AR31004
OMC3210 Sold-To Customer Master	Lists the address and the processing options for Sold To Customers for the selected setID. (Crystal)	Customers, Reports, Sold To Customer Master, Sold-To Customer Master	RUN_OMC3210
OMC3220 Ship-To Customer Master	Lists the address and the processing options for Ship To Customers for the selected SetID. (Crystal)	Customers, Reports, Ship To Customer Master, Ship-To Customer Master	RUN_OMC3220
OMC3230 Ship Date Exceptions	Lists both block and standing ship date exceptions by ship to customer for the selected SetID. (Crystal)	Customers, Reports, Ship Date Exceptions	RUN_OMC3230
OMC3240 Sold To Customer Relationships	Lists each sold to customer, its status, and all associated ship to and bill to customers in order of priority for the selected SetID. (Crystal)	Customers, Reports, Sold To Cust Relationships, Sold-To Cust Relationships	RUN_OMC3240
OMC3260 Ship To Customer Relationships	Lists each ship to customer, its status, and all associated customer relationships in order of priority for the selected setID. (Crystal)	Customers, Reports, Ship To Cust Relationships, Ship-To Cust Relationships	RUN_OMC3260

Product Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMC4100 Product Master	Lists all products by SetID. Identifies the item ID, status, and whether the product is a product kit, among other details.	Products, Reports, Product Master	RUN_OMC4100
OMC4200 Product Price List	Shows list prices for products, unit of measure, and ship from warehouses.	Products, Reports, Product Price List	
OMC4300 Product Catalogs	Shows which products and or product groups belong to a product catalog.	Products, Reports, Product Catalogs	RUN_OMC4300

Product nVision Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMBOOKP Product Booked by Product ID	Product bookings by business unit	Must be run from the PeopleTools window client.	OM_BOOKP.XLS
OMSALEP Product Sales by Product ID	Product sales by business unit	Must be run from the PeopleTools window client.	OM_SALEP.XLS
OMBOOKC Product Booked by Sold To Customer	Customer bookings by business unit.	Must be run from the PeopleTools window client.	OM_BOOKC.XLS
OMSALEC Product Sales by Sold To Customer	Customer sales by business unit	Must be run from the PeopleTools window client.	OM_SALEC.XLS
OMPRC Product Prices	Product Prices	Must be run from the PeopleTools window client.	OM_PRC.XLS

RMA Reports

Report ID and Report Name	Description	Navigation	Run Control Page
INS3000 Return Material Authorization	Lists RMA transactions for internal and external locations. Use this report to provide staff at the internal or external locations with an acknowledgment of a return request and direction on where to send the returned materials. You can also generate this report to aid receiving clerks in matching returned material at the receiving docks with an RMA in the PeopleSoft system. For each RMA, this report includes header and line information	Inventory, Manage Returned Material, RMA Report, Returned Material Authorization	RUN_INS3000
OMS3000 Print RMA	Lists the details of an authorized return for a customer. **Note.** Notes cannot be printed on the RMA report without configuration.	Customer Returns, Reports, RMA, Print RMA	RUN_OMS3000
OMS7100 RMA Register	Lists RMAs by business unit.	Customer Returns, Reports, RMA Register, RMA Register	RUN_OMS7100
OMS7110 Overdue RMAs	Lists RMA line for products that have not been returned by the estimated return date on the RMA Line page.	Customer Returns, Reports, Overdue RMAs, Overdue RMAs	RUN_OMS7110

CHAPTER 2

Report Samples

This chapter provides report samples.

For the online samples of these reports, see the PDF files that are published on CD-ROM with your online documentation.

Report ID: AR31001
SETID: SHARE%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

SETID: SHARE

Customer	Name	Address Description	City	St	Postal	Phone	Fax	Corp Cust	Type	Credt	Sales	Cllct	Stat
BLG04	ACORDATA Belgique	Main	Diegem	LU	1831			Acordata	1	JKB	003	JKB	A
NLD04	Adnetix	Main	Amsterdam		1097DM			Adnetix	1	JKB	003	JKB	A
1004	Advanced Consulting	Eastern Region	Quincy	MA	02169			Advanced	1	MPC	009	JKB	A
1008	Adventure 54	Central Office	Tucson	AZ	85711			Adventure	1	JKB	002	JFD	A
1000	Alliance Group	Main Office	San Jose	CA	95124			Alliance	1	CBB	002	CBB	A
USA11	American President Lines	Main	Oakland	CA	94607			APL	1	MOM	002	JKB	A
1001	Apex Systems	Corporate HQ	San Jose	CA	95110			Apex	1	DKD	002	COS	A
SPN05	Ares Interactiva	Main	Madrid		28036			Ares	1	MOM	003	JKB	A
AUS99	Australia Operations Inte	Main	Brisbane	QLD	4000			AUSTR OPS	1	MSW	003	KFC	A
AUTOMT01	Automaint Customer 1	Main	New York	NY	10001			AUTOMAINT	1	MSW	002	JKB	A
AUTOMT02	Automaint customer 2	Main	Paris		75817			AUTOMAINT2	1	CBB	003	CBB	A
JPN03	A-Z Co Ltd	Main	Setagaya-ku	13	154-0004			A-Z Co	1	JAJ	003	JAJ	A
AUS02	Balmoral Wholesalers	Main	Sydney	NSW	2067			BalmoralWS	1	DKD	003	DKD	A
BLG99	Belgium Operations Interu	Main	Diegem	AN	1831			BLGIUM OPS	1	SES	003	COS	A
USA14	Benicia Unified School Di	Main	Benicia	CA	94510			BUSD	1	MOM	002	JKB	A
USA15	Blue Shield of California	Main	Oakland	CA	94612			BlueShield	1	MOM	002	JKB	A
BROKER	Bob Johnson	Main St.	Pleasanton		94588			Bob	1	CBB	002	CBB	A
CANPP001	CAN PP 001	Main	Calgary	AB	T2P3H7			CANPP001	1	CBB	002	CBB	A
CANPP002	CAN PP 002	Main	Calgary	AB	T2P3H7			CANPP002	1	CBB	002	CBB	A
CANPP003	CAN PP 003	Main	Calgary	AB	T2P3H7			CANPP003	1	CBB	002	CBB	A
CANPP004	CAN PP 004	Main	Calgary	AB	T2P3H7			CANPP004	1	CBB	002	CBB	A
CANPP005	CAN PP 005	Main	Calgary	AB	T2P3H7			CANPP005	1	CBB	002	CBB	A
CANPP006	CAN PP 006	Main	Calgary	AB	T2P3H7			CANPP006	1	CBB	002	CBB	A
CANPP007	CAN PP 007	Main	Calgary	AB	T2P3H7			CANPP007	1	CBB	002	CBB	A
CANPP008	CAN PP 008	Main	Calgary	AB	T2P3H7			CANPP008	1	CBB	002	CBB	A
CANPP009	CAN PP 009	Main	Calgary	AB	T2P3H7			CANPP009	1	CBB	002	CBB	A
CANPP010	CAN PP 010	Main	Calgary	AB	T2P3H7			CANPP010	1	CBB	002	CBB	A
CANPP011	CAN PP 011	Main	Calgary	AB	T2P3H7			CANPP011	1	CBB	002	CBB	A
CANPP012	CAN PP 012	Main	Calgary	AB	T2P3H7			CANPP012	1	CBB	002	CBB	A
CANPP013	CAN PP 013	Main	Calgary	AB	T2P3H7			CANPP013	1	CBB	002	CBB	A
CANPP014	CAN PP 014	Main	Calgary	AB	T2P3H7			CANPP014	1	CBB	002	CBB	A
CANPP015	CAN PP 015	Main	Calgary	AB	T2P3H7			CANPP015	1	CBB	002	CBB	A
CANPP016	CAN PP 016	Main	Calgary	AB	T2P3H7			CANPP016	1	CBB	002	CBB	A
CAN99	Canada Operations Interun	Main	Vancouver	BC	V6C3K4			CANADA OPS	1	SES	006	TRF	A
CAN01	Canadian High Tech Sports	Main	Calgary	AB	T2P3H7			Can Hitek	1	CBB	002	CBB	A
AUS04	Canberra Wholesale Supply	Main	Canberra	ACT	2600			Canberra	1	JKB	003	JKB	A
SPN03	Castillo Hospital	Main	Madrid		28036			Castillo	1	CBB	003	CBB	A
CAN05	CBI Wholesalers	Main	Toronto	ON	M2P1N6			CBI Wholes	1	MOM	002	MOM	A
1003	Central Association	Central Location	San Francisco	CA	94103			Central	1	MOM	002	JFD	A
50033	Chris Baker	Main Address	New York	NY	10105			33	1	CBB	002	CBB	A
BLG02	Ciel-Sage	Main	Diegem	HE	1831			Ciel-Sage	1	DKD	003	DKD	A

Report ID: AR31001
SETID: SHARE%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

SETID: SHARE

Customer	Name	Address Description	City	St	Postal	Phone	Fax	Corp Cust	Type	Credt	Sales	Cllct	Stat

GRAND TOTAL FOR REPORT 227

Report ID: AR31002
Business Unit US001%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

BUSINESS UNIT: US001

Customer	Name	Address Description	City	St	Postal	Phone	Fax	Corp	Type	Credt	Sales	Cllct	S
1008	Adventure 54	Central Office	Tucson	AZ	85711			Adventure	1	JKB	002	JFD	A
1000	Alliance Group	Main Office	San Jose	CA	95124			Alliance	1	CBB	002	CBB	A
1001	Apex Systems	Corporate HQ	San Jose	CA	95110			Apex	1	DKD	002	COS	A
USA14	Benicia Unified School Di	Main	Benicia	CA	94510			BUSD	1	MOM	002	JKB	A
USACM011	CM CUST 011	Main	Grand Island	NY	14072			USACM011	1	MOM	102	JAJ	A
USACM012	CM CUST 012	Main	Grand Island	NY	14072			USACM011	1	MOM	102	JAJ	A
USACM016	CM CUST 016	Main	Grand Island	NY	14072			USACM016	1	MOM	102	AAK	A
USACM017	CM CUST 017	Main	Grand Island	NY	14072			USACM016	1	MOM	102	AAK	A
1011	Consolidated Business	West Location	Berkeley	CA	94704			Consolidat	1	CBB	002	JAJ	A
		East Location	Marlton	NJ	08053			Consolidat	1	CBB	002	JAJ	A
		South East Location	Tampa	FL				Consolidat	1	CBB	002	JAJ	A
USA02	Cracker Barrell Restauran	Main	Grand Island	NY	14072			Cracker	1	MOM	006	JKB	A
1002	Easy Solutions	Oakland Office	Oakland	CA	94610			Easy	1	JAJ	002	JAJ	A
USA03	Highland Hospital	Main	Absecon	NJ	08201			Highland	1	MPC	002	JFD	A
USA9999	Netting Customer	Main	New York	NY	10006			Netting	1	DKD	002	JFD	A
USA01	New World Outdoor Equipme	Main	New York	NY	10029			New World	1	MSW	002	JKB	A
USACM101	USA CM 101	Main	Grand Island	NY	14072			USACM101	1	AAK	102	JKB	A
USACM301	USA CM 301	Main	Grand Island	NY	14072			USACM301	1	PAK	102	JAJ	A
USACM302	USA CM 302	Main	Grand Island	NY	14072			USACM301	1	PAK	102	JAJ	A
USACM303	USA CM 303	Main	Grand Island	NY	14072			USACM303	1	PAK	102	JAJ	A
USACM304	USA CM 304	Main	Grand Island	NY	14072			USACM303	1	PAK	102	JAJ	A
USACM305	USA CM 305	Main	Grand Island	NY	14072			USACM305	1	PAK	102	JAJ	A
USACM306	USA CM 306	Main	Grand Island	NY	14072			USACM306	1	PAK	102	JAJ	A
USACM311	USA CM 311	Main	Grand Island	NY	14072			USACM311	1	MOM	006	JKB	A
USACM312	USA CM 312	Main	Grand Island	NY	14072			USACM312	1	MOM	006	JKB	A
USACM313	USA CM 313	Main	Grand Island	NY	14072			USACM313	1	MOM	006	JKB	A
USACM314	USA CM 314	Main	Grand Island	NY	14072			USACM314	1	MOM	006	JKB	A
USACM405	USA CM 405	Main	Grand Island	NY	14072			USACM405	1	MOM	006	JKB	A
USACM406	USA CM 406	Main	Grand Island	NY	14072			USACM406	1	MOM	006	JKB	A
USACM407	USA CM 407	Main	Grand Island	NY	14072			USACM407	1	MOM	006	JKB	A
USACM408	USA CM 408	Main	Grand Island	NY	14072			USACM408	1	MOM	006	JKB	A
USACM409	USA CM 409	Main	Grand Island	NY	14072			USACM409	1	MOM	006	JKB	A
USA04	Western Pacific Wholesale	Main	Walnut Creek	CA	94563			WESTERN	1	DKD	002	JKB	A

TOTAL # OF CUSTOMERS FOR US001 : 31

GRAND TOTAL FOR REPORT 31

Report ID: AR31002
Business Unit US001%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

BUSINESS UNIT: US001

Customer	Name	Address Description	City	St	Postal	Phone	Fax	Corp	Type	Credt	Sales	Cllct	S

PeopleSoft Receivables
TABLESET CONTACTS

Report ID: AR31003
SETID: SHARE%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

Run Date 11/21/2003
Run Time 13:49:50

SETID: SHARE

Customer	Customer Name	#	Contact Name	Title	Phone	Ext	Fax	Type	Credt	Sales	Cllct	Stat
BLG04	ACORDATA Belgique	1	Rob Hannafin		40982034803			1	JKB	003	JKB	A
1004	Advanced Consulting	1	Paula Smith		800/888-9090			1	MPC	009	JKB	A
		2	Mary Lewis		18005551212			1	MPC	009	JKB	A
		3	MOM1					1	MPC	009	JKB	A
1008	Adventure 54	1	Jake Carman		18008392345			1	JKB	002	JFD	A
		2	Sheila Grady		18889091212			1	JKB	002	JFD	A
		3	JimD	Customer	694-1111			1	JKB	002	JFD	A
		4	Karen Jacobsen	Purchasing Agent				1	JKB	002	JFD	A
		5	Kelly Trimble	Account Representati				1	JKB	002	JFD	A
		6	David Perry	Customer Service Rep				1	JKB	002	JFD	A
		7	Teresa Pine	Customer Service Rep				1	JKB	002	JFD	A
1000	Alliance Group	1	Paula Smith		800/888-9090			1	CBB	002	CBB	A
		2	Jake Carman		18008392345			1	CBB	002	CBB	A
USA11	American President Lines	1	Judy Garfield	Manager	555-1549	963		1	MOM	002	JKB	A
1001	Apex Systems	1	Anna Anderson	Customer Billing Spe	925/555-1212			1	DKD	002	COS	A
		2	MOM1					1	DKD	002	COS	A
		3	Mary Lewis		18005551212			1	DKD	002	COS	A
AUS99	Australia Operations Inte	1	Karen Anderson		84199209392			1	MSW	003	KFC	A
AUS02	Balmoral Wholesalers	1	Karen Anderson		84199209392			1	DKD	003	DKD	A
		2	Arun Lakhani		623040405			1	DKD	003	DKD	A
BLG99	Belgium Operations Interu	1	Rob Hannafin		40982034803			1	SES	003	COS	A
USA14	Benicia Unified School Di	1	Bob Johnson	West Region Broker	925/555-1212			1	MOM	002	JKB	A
		2	Francine Benedict	Purchasing				1	MOM	002	JKB	A
		3	Heidi Harrison	Account Representati				1	MOM	002	JKB	A
		4	David Perry	Customer Service Rep				1	MOM	002	JKB	A
		5	Teresa Pine	Customer Service Rep				1	MOM	002	JKB	A
		6	Kathi Small	Manager	555-8357	6781		1	MOM	002	JKB	A
USA15	Blue Shield of California	1	Peter Jennings	Manager	555-8983	219		1	MOM	002	JKB	A
BROKER	Bob Johnson	1	Bob Johnson	West Region Broker	925/555-1212			1	CBB	002	CBB	A
		2	Lisa Lewis	Accounting				1	CBB	002	CBB	A
		3	David Perry	Customer Service Rep				1	CBB	002	CBB	A
		4	Teresa Pine	Customer Service Rep				1	CBB	002	CBB	A
AUS04	Canberra Wholesale Supply	1	Karen Anderson		84199209392			1	JKB	003	JKB	A
1003	Central Association	1	Paula Smith		800/888-9090			1	MOM	002	JFD	A
50033	Chris Baker	1	Chris Baker		800/555-1212			1	CBB	002	CBB	A
BLG02	Ciel-Sage	1	Rob Hannafin		40982034803			1	DKD	003	DKD	A
USA13	Clorox Company	1	Janice White	Manager	555-2426	8951		1	MOM	002	JKB	A
US008	Colorado Bike Mfg & Outdo	1	Bill Johnson		18887886545			1	DKD	002	DKD	A
		2	Kevin McNichols		19002345678			1	DKD	002	DKD	A
		3	Donald Duncan	Manager	555-2564	413		1	DKD	002	DKD	A
1011	Consolidated Business	1	Anna Anderson	Customer Billing Spe	925/555-1212			1	CBB	002	JAJ	A

Report ID: AR31003
Run Date 11/21/2003
Run Time 13:49:50

SETID: SHARE%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

SETID: SHARE

Customer	Customer Name	#	Contact Name	Title	Phone	Ext	Fax	Type	Credt	Sales	Cllct	Stat
1011		2	Bill Johnson		18887886545			1	CBB	002	JAJ	A
		3	David Perry	Customer Service Rep				1	CBB	002	JAJ	A
		4	Teresa Pine	Customer Service Rep				1	CBB	002	JAJ	A
USA02	Cracker Barrell Restauran	1	David Ritz	Manager	555-3634	258		1	MOM	006	JKB	A
BLG01	Delta Outdoor Equipment	1	Rob Hannafin		40982034803			1	CBB	003	CBB	A
1020	Department of Health & Hu	1	Jeffreys,Jenny	Manager				1	JKB	002	CBB	A
1002	Easy Solutions	1	Anna Anderson	Customer Billing Spe	925/555-1212			1	JAJ	002	JAJ	A
		2	Paula Smith		800/888-9090			1	JAJ	002	JAJ	A
		3	Mary Lewis		18005551212			1	JAJ	002	JAJ	A
		4	MOM1					1	JAJ	002	JAJ	A
BLG03	Ferdanti Outdoor Equip, L	1	Rob Hannafin		40982034803			1	JAJ	006	JAJ	A
1010	Florence Garden	1	Sheila Grady		18889091212			1	DKD	006	COS	A
		2	Bill Johnson		18887886545			1	DKD	006	COS	A
BLG05	Gold River Sportique Ltd	1	Rob Hannafin		40982034803			1	MOM	003	MOM	A
1005	Golden Inc.	1	Paula Smith		800/888-9090			1	MSW	005	DKD	A
		2	Mary Lewis		18005551212			1	MSW	005	DKD	A
		3	MOM1					1	MSW	005	DKD	A
USA10	Hexcel Corporation	1	Ted Bear	Manager	555-1245	2274		1	MOM	002	JKB	A
USA03	Highland Hospital	1	Stuart Little	Manager	555-8181	456		1	MPC	002	JFD	A
FRA01	ITN Wholesale, France	1	Jeffreys,Jenny	Manager				1	CBB	003	CBB	A
50034	Kelly Jones	1	Kelly Jones		800/555-1234			1	CBB	002	CBB	A
US009	LA Bike Fab & Outdoor Eq	1	Kevin McNichols		19002345678			1	CBB	002	CBB	A
		2	Mary Martin	Manager	555-7649	212		1	CBB	002	CBB	A
NLD01	Landers & Furmer Wholesal	1	Silver,Thomas	Manager				1	MOM	003	JKB	A
50032	Lewis Limited	1	Mary Lewis		18005551212			1	CBB	002	CBB	A
		2	MOM1					1	CBB	002	CBB	A
AUS01	Maretec Ltd.	1	Karen Anderson		84199209392			1	CBB	003	CBB	A
		2	Arun Lakhani		623040405			1	CBB	003	CBB	A
USA12	McKesson HBOC	1	Sharon McKesson	Manager	555-9497	8851		1	MOM	002	JKB	A
1018	National Institute of Hea	1	Jeffreys,Jenny	Manager				1	JKB	002	MOM	A
US012	New Hampshire Sauce&Bottl	1	Elizabeth McMurphy	Manager	555-2524	813		1	CBB	002	CBB	A
USA01	New World Outdoor Equipme	1	Bob Johnson	West Region Broker	925/555-1212			1	MSW	002	JKB	A
		2	Bill Johnson		18887886545			1	MSW	002	JKB	A
		3	Paul Franklin	Purchasing Agent				1	MSW	002	JKB	A
		4	Louis Prince	Account Representati				1	MSW	002	JKB	A
		5	Melody Ricks	Accounting				1	MSW	002	JKB	A
		6	Betty Newberry	CSR				1	MSW	002	JKB	A
		7	MOM1					1	MSW	002	JKB	A
		8	David Perry	Customer Service Rep				1	MSW	002	JKB	A
		9	Teresa Pine	Customer Service Rep				1	MSW	002	JKB	A
		10	Mary Lewis		18005551212			1	MSW	002	JKB	A

PeopleSoft Receivables
TABLESET CONTACTS

Run Date 11/21/2003
Run Time 13:49:51

Report ID: AR31003
SETID: SHARE%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

SETID: SHARE

Customer	Customer Name	#	Contact Name	Title	Phone	Ext	Fax	Type	Credt	Sales	Cllct	Stat
USA01		11	Fred Fey	Manager	555-8183	357		1	MSW	002	JKB	A
AUS03	Northern Lights Wholesale	1	Karen Anderson		84199209392			1	JAJ	003	JAJ	A
		2	Arun Lakhani		623040405			1	JAJ	003	JAJ	A
FRA03	Ordi Tech	1	Rob Hannafin		40982034803			1	JAJ	003	JAJ	A
US010	Phoenix Bikes/Outdoor Equ	1	Kevin McNichols		19002345678			1	CBB	002	CBB	A
		2	Brian Brown	Manager	555-8281			1	CBB	002	CBB	A
US015	Pleasanton Health 15	1	K.C. Stoffer	Manager	555-8987	951		1	CBB	002	CBB	A
AUS05	Queensland Outback Wholes	1	Karen Anderson		84199209392			1	MPC	003	MOM	A
CONSUMER	Sally Smith	1	Sally Smith					1	CBB	002	CBB	A
		2	Lynn Warner	Customer Service Rep				1	CBB	002	CBB	A
		3	David Perry	Customer Service Rep				1	CBB	002	CBB	A
		4	Teresa Pine	Customer Service Rep				1	CBB	002	CBB	A
US011	San Francisco Bikes&Outdo	1	Kevin McNichols		19002345678			1	CBB	002	CBB	A
		2	Paul Rue	Manager	555-5251			1	CBB	002	CBB	A
1006	Sara Outdoor	1	Jake Carman		18008392345			1	JKB	002	DKD	A
		2	WW	Wireless Web User	694-3434			1	JKB	002	DKD	A
		3	Mary Lewis		18005551212			1	JKB	002	DKD	A
		4	MOM1					1	JKB	002	DKD	A
USA05	SouthEast Wholesaler	1	Andrew Baker	Manager	555-6364			1	CBB	002	JAJ	A
JPN01	Super Sport Max Japan	1	Lo,Fay	Manager				1	CBB	003	CBB	A
1007	Surplus Co.	1	Jake Carman		18008392345			1	DKD	002	DKD	A
		2	Mary Lewis		18005551212			1	DKD	002	DKD	A
		3	MOM1					1	DKD	002	DKD	A
1009	Tropical Outdoor Equipmen	1	Sheila Grady		18889091212			1	CBB	002	COS	A
US013	Vermont Sauce and Deliver	1	Genevieve Watson	Manager	555-3049	654		1	CBB	002	CBB	A
USA04	Western Pacific Wholesale	1	Bob Johnson	West Region Broker	925/555-1212			1	DKD	002	JKB	A
		2	Quincy Flynn	Account Representati				1	DKD	002	JKB	A
		3	Amy Dent	Purchasing Agent				1	DKD	002	JKB	A
		4	David Perry	Customer Service Rep				1	DKD	002	JKB	A
		5	Teresa Pine	Customer Service Rep				1	DKD	002	JKB	A
		6	Zachary Zimms	Manager	555-7979	153		1	DKD	002	JKB	A

End of Report - AR31003

PeopleSoft Receivables
BUSINESS UNIT CONTACTS

Report ID: AR31004
BUSINESS UNIT: US001%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

Run Date 11/21/2003
Run Time 14:01:13

BUSINESS UNIT: US001

Customer	Customer Name	#	Contact Nam	Title	Phone	Ext	Fax	Type	Credt	Sales	Cllct	Stat
1008	Adventure 54	1	Jake Carman		18008392345			1	JKB	002	JFD	A
		2	Sheila Grady		18889091212			1	JKB	002	JFD	A
		3	JimD	Customer	694-1111			1	JKB	002	JFD	A
		4	Karen Jacobsen	Purchasing Agent				1	JKB	002	JFD	A
		5	Kelly Trimble	Account Representati				1	JKB	002	JFD	A
		6	David Perry	Customer Service Rep				1	JKB	002	JFD	A
		7	Teresa Pine	Customer Service Rep				1	JKB	002	JFD	A
1000	Alliance Group	1	Paula Smith		800/888-9090			1	CBB	002	CBB	A
		2	Jake Carman		18008392345			1	CBB	002	CBB	A
1001	Apex Systems	1	Anna Anderson	Customer Billing Spe	925/555-1212			1	DKD	002	COS	A
		2	MOM1					1	DKD	002	COS	A
		3	Mary Lewis		18005551212			1	DKD	002	COS	A
USA14	Benicia Unified School Di	1	Bob Johnson	West Region Broker	925/555-1212			1	MOM	002	JKB	A
		2	Francine Benedict	Purchasing				1	MOM	002	JKB	A
		3	Heidi Harrison	Account Representati				1	MOM	002	JKB	A
		4	David Perry	Customer Service Rep				1	MOM	002	JKB	A
		5	Teresa Pine	Customer Service Rep				1	MOM	002	JKB	A
		6	Kathi Small	Manager	555-8357	6781		1	MOM	002	JKB	A
1011	Consolidated Business	1	Anna Anderson	Customer Billing Spe	925/555-1212			1	CBB	002	JAJ	A
		2	Bill Johnson		18887886545			1	CBB	002	JAJ	A
		3	David Perry	Customer Service Rep				1	CBB	002	JAJ	A
		4	Teresa Pine	Customer Service Rep				1	CBB	002	JAJ	A
USA02	Cracker Barrell Restauran	1	David Ritz	Manager	555-3634	258		1	MOM	006	JKB	A
1002	Easy Solutions	1	Anna Anderson	Customer Billing Spe	925/555-1212			1	JAJ	002	JAJ	A
		2	Paula Smith		800/888-9090			1	JAJ	002	JAJ	A
		3	Mary Lewis		18005551212			1	JAJ	002	JAJ	A
		4	MOM1					1	JAJ	002	JAJ	A
USA03	Highland Hospital	1	Stuart Little	Manager	555-8181	456		1	MPC	002	JFD	A
USA01	New World Outdoor Equipme	1	Bob Johnson	West Region Broker	925/555-1212			1	MSW	002	JKB	A
		2	Bill Johnson		18887886545			1	MSW	002	JKB	A
		3	Paul Franklin	Purchasing Agent				1	MSW	002	JKB	A
		4	Louis Prince	Account Representati				1	MSW	002	JKB	A
		5	Melody Ricks	Accounting				1	MSW	002	JKB	A
		6	Betty Newberry	CSR				1	MSW	002	JKB	A
		7	MOM1					1	MSW	002	JKB	A
		8	David Perry	Customer Service Rep				1	MSW	002	JKB	A
		9	Teresa Pine	Customer Service Rep				1	MSW	002	JKB	A
		10	Mary Lewis		18005551212			1	MSW	002	JKB	A
		11	Fred Fey	Manager	555-8183	357		1	MSW	002	JKB	A
USA04	Western Pacific Wholesale	1	Bob Johnson	West Region Broker	925/555-1212			1	DKD	002	JKB	A
		2	Quincy Flynn	Account Representati				1	DKD	002	JKB	A

Report ID: AR31004
BUSINESS UNIT: US001%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

BUSINESS UNIT: US001

Customer	Customer Name	#	Contact Nam	Title	Phone	Ext	Fax	Type	Credt	Sales	Cllct	Stat
USA04		3	Amy Dent	Purchasing Agent				1	DKD	002	JKB	A
		4	David Perry	Customer Service Rep				1	DKD	002	JKB	A
		5	Teresa Pine	Customer Service Rep				1	DKD	002	JKB	A
		6	Zachary Zimms	Manager	555-7979	153		1	DKD	002	JKB	A

Report ID: AR31004
BUSINESS UNIT: US001%
Customer Type: ALL VALUES
Credit Analyst: ALL VALUES
Salesperson: ALL VALUES
Collector: ALL VALUES
Status: ALL VALUES

Run Date 11/21/2003
Run Time 14:01:14

BUSINESS UNIT: US001

Customer	Customer Name	#	Contact Nam	Title	Phone	Ext	Fax	Type	Credt	Sales	Cllct	Stat

End of Report AR31004

SOLD-TO CUSTOMER MASTER

SetID: SHARE

Customer: **1000** **Alliance Group** **Status:** Active

Primary Address **Effective Date:** 1/1/1900 **Language Code:** ENG

Location: 1 **Descr:** Main Office

Addr 1: 14410 Union Ave **Phone:**
Addr 2: **Ext:**
Addr 3: **Fax:**
Addr 4:
City: San Jose
County: **Alternate Names:**
State: CA **Country:** USA
Postal Code: 95124 **In City Limit:**

Customer Options **Effective Date:** 01/01/1900

Grace Pricing Discount Days: 0
Arbitration Plan: PROMO
Allow Product Substitutions: Y
Restocking Fee: N
Product Source: System Product ID
Carton Label Frmt ID:
Ship Container Lbl Frmt ID:
Freight Charge Method:
Exclusive Pricing ID:

SOLD-TO CUSTOMER MASTER

SetID: SHARE

Customer: **1001** **Apex Systems** **Status:** Active

Primary Address **Effective Date:** 1/1/1900 **Language Code:** ENG

Location: 1 **Descr:** Corporate HQ

Addr 1: 2050 Gateway Place
Addr 2:
Addr 3:
Addr 4:
City: San Jose
County:
State: CA **Country:** USA
Postal Code: 95110 **In City Limit:**

Phone:
Ext:
Fax:

Alternate Names:

Customer Options **Effective Date:** 01/01/1900

Grace Pricing Discount Days: 0
Arbitration Plan:
Allow Product Substitutions: Y
Restocking Fee: N
Product Source: System Product ID
Carton Label Frmt ID:
Ship Container Lbl Frmt ID:
Freight Charge Method:
Exclusive Pricing ID:

SetDCR SHARE

3ustomerR **i000** **AllcanGe yroup** **StatusR** Active

Prcmarv Address **EffeGtcxe CateR** 1/1/1N00 **hanguage 3odeR** EG9

hoGatconR M1 **CesGrR** ani MOffice

Addr iR 14410MU io MAve
Addr 1R
Addr 2R
Addr wR
3ctvR Sn MmoPe
3ountvR
StateR sA **3ountrvR** USA
Postal 3odeR Ny124 **Dn 3ctv hcmctR**

PFoneR
E4tR
ka4R

Alternate NamesR

3ustomer Optcons **EffeGtcxe CateR** 1/1/1N00 **ComestcG** **E4port**

Partcal SGFedulesR r
Partcal OrderR r
3anGel 6O After ist SFcpR G
SFcp Prcor to Ie5uest CateR r
Num.er of Cavs EarlvR M0
Cavs Allobed After Ie5 CateR M0
3arton h.l krmt DCR
SFcp 3ontacner h.l krmt DCR

DnsuranGe Ie5ucredR G
klag Orders for E4portR G
AEIPR
MclctarvR G

Ccst Netbor7 3odeR sORd
hanguage 3odeR EG9
Store Num.erR

SFcp 8caR
krecgFt TermsR
3arrcer DCR
PrcorctvR

Required Export Documents: **33DR** G **SECR**G **3OOR** G **NAkTAR** G

SetDCR SHARE

3ustomerR **i00i** **Ape4 Svstems** **StatusR** Active

Prcmarv Address **EffeGtcxe CateR** 1/1/1N00 **hanguage 3odeR** EG9

hoGatconR M1 **CesGrR** soulounteMHD

Addr iR 20y0M9nteYn5MdCnce
Addr 1R
Addr 2R
Addr wR
3ctvR Sn MmoPe
3ountvR
StateR sA **3ountrvR** USA
Postal 3odeR Ny110 **Dn 3ctv hcmctR**

PFoneR
E4tR
ka4R

Alternate NamesR

3ustomer Optcons **EffeGtcxe CateR** 1/1/1N00 **ComestcG** **E4port**

Partcal SGFedulesR r
Partcal OrderR r
3anGel 6O After ist SFcpR G
SFcp Prcor to le5uest CateR r
Num.er of Cavs EarlvR M0
Cavs Allobed After le5 CateR M0
3arton h.l krmt DCR
SFcp 3ontacner h.l krmt DCR

DnsuranGe le5ucredR G
klag Orders for E4portR G
AEIPR
MclctarvR G

Ccst Netbor7 3odeR sORd
hanguage 3odeR EG9
Store Num.erR

SFcp 8caR
krecgFt TermsR
3arrcer DCR
PrcorctvR

Required Export Documents: **33DR** G **SECR**G **3OOR** G **NAkTAR** G

Set:RI SHARE

SGipyLo Dvctomer	Uame	EloAu -sAeptionc Rate x Lime hrom	Rate x Lime Lo	Standing -sAeptionc RaF	Lime hrom	Lime Lo
100c	StitveNG9MMi	12/23/2003v12a00a00n	1/2/200Ov12a00a00n	v	v	v
100f	4iMUoytsveNG9MMivEmNoUPrdG			Md	12a00a00A	10a00a00A
				lio	12a00a00A	11aufa00n

prRII SHARE

StnL-SdDsirSNpa DsirdRI	AeNp	rersi	cGfL-SdDsirSNpa DsirdRI	PaGSaGrv	yGttL-SdDsirSNpa DsirdRI	PaGSaGrv	yaShpadDsirSNpa DsirdRIdddddddddddddd	PaGSaGrv
1000	ActiveNG9Man	A	1000	G1				
		G			1000	G1		
1001	A NOGSf4UNo4	A	1001	G1				
		G			1001	G1		
1002	Ei4fGSacnUtav4	A	1002	G1				
		G			1002	G1		
1003	yNvUMicGA44aetiUtav	A	1003	G1				
		G			1003	G1		
100s	AmPiveNmGyav4ncUtvr	A	100s	G1				
		G			100s	G1		
100d	9acmNvGuvel	A	100d	G1				
		G			100d	G1		
100D	SiMiGYnUmaaM	A	100D	G1				
		G			100D	G1		
1005	SnM cn4Gyal	A	1005	G1				
		G			1005	G1		
100C	AmPNvUnMNGds	A	100C	G1				
		G			100C	G1		
100J	pMa teicGYnUmaaMGEQnt oNvU	A	100J	G1				
		G			100J	G1		
1010	wcaMNveNG9iMmNv	A	1010	G1				
		G			1011	G1		
1011	yav4actmiUNmGln4tvN44	A	1020	G1				
		G			1020	G1		
101C	kiUtavicGuv4UtUnUNGaBGHNicU6GSetNveN	A	1020	G1				
		G			101C	G1		
1020	LN iMUoNvUGaBGHNicU6G8GHnoivGSNMPteN4	A	1020	G1				

prRIl SHARE

StnL-SdDsirSNpa DsirdRI	AeNp	rersi	cGfL-SdDsirSNpa DsirdRI	PaGSaGrv	yGttL-SdDsirSNpa DsirdRI	PaGSaGrv	yaShpadDsirSNpa DsirdRIdddddddddddddd	PaGSaGrv
1020	LN iMUoNvUGaBGHNicU6G8GHnoivGSNMPteN4	G			1000	G1		
d0032	FNgt4GFtotUNm	A	d0032	G1				
		G			d0032	G1		
d0033	y6Mt4GliTNM	A	d0033	G1				
		G			d0033	G1		
d003s	WNccfGhavN4	A	d003s	G1				
		G			d003s	G1		
A7S01	XiMNUNeGFUml	A	A7S01	G1				
		G			A7S01	G1		
A7S02	licoaMicGq6acN4icNM4	A	A7S02	G1				
		G			A7S02	G1		
A7S03	kaMU6NMvGFtr6U4Gq6acN4icNM4	A	A7S03	G1				
		G			A7S03	G1		
A7S0s	yiv.NMMiGq6acN4icNGSn cf	A	A7S0s	G1				
		G			A7S0s	G1		
A7S0d	ZnNNv4civmGYnU.ieTGq6acN4icN	A	A7S0d	G1				
		G			A7S0d	G1		
A7SJJ	An4UMictiGY NMiUtav4GuvUNMnvtUGyn4UaoNM	A	A7SJJ	G1				
		G			A7SJJ	G1		
A7pYXp01	AnUaoitvUGyn4UaoNMG1	A	A7pYXp01	G1				
		G			A7pYXp01	G1		
		G					A7pYXp01	G2
		G					lRYWER	G3
		G					7S00C	G1
A7pYXp02	AnUaoitvUGen4UaoNMG2	A	A7pYXp02	G1				
		G			A7pYXp02	G1		
IF901	LNcUiGYnUmaaMGEQnt oNvU	A	IF901	G1				
		G			IF901	G1		

PeoplS SHARE

Pvg:L-mOft omMen **p2CgnehoOft omMen**

ft oOpl	[illegible]	[illegible]	[illegible]	[illegible]
1000	Alliance Group	A		
1001	Apex Systems	A		
1002	Easy Solutions	A		
1003	Central Association	A		
1004	Advanced Consulting	A		
1005	Golden Inc.	A		
1006	Sara Outdoor	A		
1007	Surplus Co.	A		
1008	Adventure 54	A		
1009	Tropical Outdoor Equipment	A		
1010	Florence Garden	A		
1011	Consolidated Business	A		
1018	National Institute of Health Science	A		
1020	Department of Health & Human Services	A		
50032	Lewis Limited	A		
50033	Chris Baker	A		
50034	Kelly Jones	A		
AUS01	Maretec Ltd.	A		
AUS02	Balmoral Wholesalers	A		

Priority

SetRIN SHARE

Prodcst RI	Ieusription	Model ToUE Datalog ToU	Git ylag	Rnh	Rnh Rtem Rd	Statcu	DommAleE Domm Pst	Irop Svip
10000	tiveNG9MvaGSnii iGOf4iGUioNiy		c	s	10000	AmPf iG	c	c
10002	9MvaGSnii iGrdSufoPIGtiveN		c	s	10002	AmPf iG	c	c
10003	DMYiveNG9MvaGSnii iGOf4iGSufoP		c	s	10003	AmPf iG	c	c
100035	9MvaGSnii iGOf4fvaGUioNiyIGDMY		c	s	10003	AmPf iG	c	c
1000C	9MvaGSnii iGrdSufoPIGDMYiveN		c	s	1000C	AmPf iG	c	c
1000Q	tMJvPpfvGOf4fvaGSuMoPN		c	s	1000Q	AmPf iG	c	c
1000k	SJwwnilGSuMoPNIGtiveN		c	s	1000k	AmPf iG	c	c
10006	SfBiwMm4iPGSuMoPeNIGDMYiveN		c	s	10006	AmPf iG	c	c
1000g	SLfPmu8pm4GtPFGOf4fvaGSuMoPNI		c	s	1000g	AmPf iG	c	c
1000W	tMJvPpfvGOf4iGTnM iNIGtiveN		c	s	1000W	AmPf iG	c	c
10010	tMJvPpfvGOf4iGTnM iNIGDMYiveN		c	s	10010	AmPf iG	c	c
10011	Of4fvaGTnM iNIGhvfNil		c	s	10011	AmPf iG	c	c
10012	7oMQQ00GRMpBGHinYiP		c	s	10012	AmPf iG	c	c
10013	XivPiBGEmnfwNiGRMpBGHinYiP		c	s	10013	AmPf iG	c	s
1001C	qpBivmiG.fP		c	s	1001C	AmPf iG	c	c
1001Q	ArW0W0GAnPfYiPio		c	s	1001Q	AmPf iG	c	c
1001k	rqg6WWGqymnMYiPio		c	s	1001k	AmPf iG	c	c
10016	DfoiniNNGqymniGqMYwJPio		c	s	10016	AmPf iG	c	c
1001g	ElwnMoioGHipB8pvBGcfPiG9fPi		c	s	1001g	AmPf iG	c	c
1001W	HpvBni8poGtMJvPGHipBnfauP		c	s	1001W	AmPf iG	c	c
10020	HpvBG7JYwIGZopYiGAPPpmuYivP		c	s	10020	AmPf iG	c	c
10021	bJpnG7JYwIGrfoiGMoGZnMMo		c	s	10021	AmPf iG	c	c
10022	qymniOiNPGqMY8fvpPfMvG7pBnMm4		c	s	10022	AmPf iG	c	c
10023	SPiinGZnilGqp8ni		c	s	10023	AmPf iG	c	c
1002C	SPpfvniNNGSPiinG7pBnMm4		c	s	1002C	AmPf iG	c	c
1002Q	.oywPMvfPiGqp8ni		c	s	1002Q	AmPf iG	c	c
1002k	7pPmuG.fP		c	s	1002k	AmPf iG	c	c

SetRIN SHARE

Prodcst RI	Ieusription	Model ToUE Datalog ToU	Git ylag	Rnh	Rnh Rtem Rd	Statcu	DommAleE Domm Pst	Irop Svip
10026	OfmymniGrfoiG7pPmuiN		c	s	10026	AmPf iG	c	c
1002g	RipoG9fYMGqufnBGqpoofio		c	s	1002g	AmPf iG	c	c
1002W	rplfGqufnBGSipP		c	s	1002W	AmPf iG	c	c
10030	ZMnBfvaGqufnBGropfnio		c	s	10030	AmPf iG	c	c
10031	qMdVGqufnBGropfnio		c	s	10031	AmPf iG	c	c
10032	CGSipNMvGqMv ioPf8niGrivP		c	s	10032	AmPf iG	c	c
10033	TpYYp3GtMJvPpfvGrivP		c	s	10033	AmPf iG	c	c
1003C	-JPnMM4GC000G3G7ioNMvGrivP		c	s	1003C	AmPf iG	c	c
1003Q	66Qd,fnnGtJYYyGSniiwfvaGOpa		c	s	1003Q	AmPf iG	c	c
1003k	3GSipNMvGtJYYyGOpaIGRiaJnpo		c	s	1003k	AmPf iG	c	c
10036	3GSipNMvGtJYYyGOpaIG9Mva		c	s	10036	AmPf iG	c	c
1003g	VMviG2GSniiwfvaGOpaIGRiaJnpo		c	s	1003g	AmPf iG	c	c
1003W	VMviG2GSniiwfvaGOpaIG9Mva		c	s	1003W	AmPf iG	c	c
100C0	SfioopG1GOJovioGSPM i		c	s	100C0	AmPf iG	c	c
100C1	binJliGSwMoPNGSPM i		c	s	100C1	AmPf iG	c	c
100C2	SfvaniG-JPBMMoGqMM4io		c	s	100C2	AmPf iG	c	c
100C3	tpPmuniNNG2GOJovioGSPM i		c	s	100C3	AmPf iG	c	c
100CC	DpPioG7Jof,fioG.fP		c	s	100CC	AmPf iG	c	c
100CQ	RiwnpmiYivPGqiopYfmGZfnPio		c	s	100CQ	AmPf iG	c	c
100Ck	OJPpviG9pvPiov		c	s	100Ck	AmPf iG	c	c
100C6	EnimPofmG9fauP/9pPiov		c	s	100C6	AmPf iG	c	c
100Cg	rLfvGrJ8iG9pvPiov		c	s	100Cg	AmPf iG	c	c
100CW	AfoGYpPPoiNNIGbMJ8ni		c	s	100CW	AmPf iG	c	c
100Q0	Afo8iBIGKJiiv		c	s	100Q0	AmPf iG	c	c
100Q1	AfoGOiBGLfPuG7JYw		c	s	100Q1	AmPf iG	c	c
100Q2	AnJYfvJYG7MPN/7pvN		c	s	100Q2	AmPf iG	c	c

PRODUCT CATALOGS

SetID:

Catalog Number: **BIKES** Bikes, Parts, and Accessories **Eff Date:** **Status:** Active **Incl/Excl Type:** Inclusive

Product Group	Description	Product ID	Description
			Men's Long Sleeve Bike Jersey
			Women's Long Sleeve Bike Shirt
			Mountain Bike Gloves, Men's
			Mountain Bike Gloves, Women's
			Pro5500 Road Helmet
			Vented Eclipse Road Helmet
			High Performance Road Bike
			Mt. Whitney 3000 Mountain Bike
099	Accessories		Desktop CPU 450Mhz, 128 Mb RAM
			Laptop CPU 450Mhz, 64 Mb RAM,
			Desktop CPU 450Mhz, 128 Mb RAM
			Laptop CPU 450Mhz, 32 Mb RAM,
			MultiScan E200 Monitor 17Inch

PRODUCT CATALOGS

SetID:

Catalog Number: **CAMPING** Camping Gear **Eff Date:** **Status:** Active **Incl/Excl Type:** Inclusive

Product Group	Description	Product ID	Description
			775-fill Mummy Sleeping Bag
			3 Season Mummy Bag, Regular
			3 Season Mummy Bag, Long
			Zone 2 Sleeping Bag, Regular
			Zone 2 Sleeping Bag, Long
			Sierra 1 Burner Stove
			Deluxe Sports Stove
			Single Outdoor Cooker
			Matchless 2 Burner Stove
			Water Purifier Kit
			Replacement Ceramic Filter
			Butane Lantern
			Electric Light/Latern
			Twin Tube Lantern
			Air mattress, Double

Return Material Authorization Form

RMA No.: REW0101	Date: 08/15/20	Status: Closed
Page: 1	Report Date/Time: 11/21/2003/14:28:00	

Return From Location:
USA - Phoenix
121 First Street
Phoenix AZ 85001
United States

Line Status	Item ID Description	Est. Return Date	UOM	Qty Returned	Net Price	Extended Amt
1 Closed	10003 Long Sleeve Biking Jersey, Wom	08/15/2000	EA	3	No Charge	No Charge

Return From Location:
USA - Phoenix
121 First Street
Phoenix AZ 85001
United States

Return Reason:
Carrier:
Ship Method:
Restock Fee Flag: No

USA - Phoenix
121 First Street
Phoenix AZ 85001
United States

Return Material Authorization Form

RMA No.: REW0106	Date: 11/21/20	Status: Open
Page: 1	Report Date/Time: 11/21/2003/14:28:00	

Return From Location:
USA - San Francisco
23 California Street
San Francisco CA 94121
United States

Line Status	Item ID Description	Est. Return Date	UOM	Qty Returned	Net Price	Extended Amt
1 Open	10002 Long Sleeve T-Shirt, Mens	11/21/2003	EA	1	No Charge	No Charge

Return From Location:
USA - San Francisco
23 California Street
San Francisco CA 94121
United States

Return Reason:
Carrier:
Ship Method:
Restock Fee Flag: No

USA - Phoenix
121 First Street
Phoenix AZ 85001
United States

Return Material Authorization Form

RMA No.: REC0101	Date: 11/05/2002	Status: Open
Report Date/Time: 11/21/2003/09:20:11		Page: 1

Sold To:
Alliance Group
14410 Union Ave
San Jose CA 95124
United States

Line No.	Product Number Description	Est. Return Date Order Action Line Status	UOM	Qty Returned	Net Price List Price	Extended Amt
					Currency: US Dollar	
1	10002 Long Sleeve T-Shirt, Men's	11/05/2002 No Action Open	EA	1.00	No Charge	No Charge

Return From:
Alliance Group
14410 Union Ave
San Jose CA 95124
United States

Return Reason:
Return Type: Return - No Replacement
Carrier:
Ship Method:
Restock Fee Flag: No

Return To:
144 North Street
New York NY 10168
United States

Return Material Authorization Form

RMA No.: REC0104	Date: 11/05/2002	Status: Pending
Report Date/Time: 11/21/2003/09:20:11		Page: 1

Sold To:
Alliance Group
14410 Union Ave
San Jose CA 95124
United States

Line No.	Product Number Description	Est. Return Date Order Action Line Status	UOM	Qty Returned	Net Price List Price	Extended Amt
					Currency: US Dollar	
1	10032 4 Season Convertible Tent	11/05/2002 No Action Pending	EA	1.00	No Charge	No Charge

Return From:
Alliance Group
14410 Union Ave
San Jose CA 95124
United States

Return Reason:
Return Type: Return - No Replacement
Carrier:
Ship Method:
Restock Fee Flag: No

Return To:
144 North Street
New York NY 10168
United States

Bus. Unit: US001--US001 NEW YORK OPERATIONS

RUN DATE 11/21/2003
RUN TIME 09:21:00

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total

Currency: : US Dollar

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total
REC0101	11/05/2002	1000	Alliance Group	US001	11/05/2002	DAMAGE	RETURN	Open	0.00

Line No	Return Product ID	Return Qty	Receipt Qty		Est Ret Dt	Ret Reason	Ret Type	Order Action	Credit Action
1	10002	1.0000	0.0000	US001	11/05/2002	DAMAGE	RETURN	No Action	None

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total
REC0104	11/05/2002	1000	Alliance Group	US001	11/05/2002	DAMAGE	RETURN	Pending	0.00

Line No	Return Product ID	Return Qty	Receipt Qty		Est Ret Dt	Ret Reason	Ret Type	Order Action	Credit Action
1	10032	1.0000	0.0000	US001	11/05/2002	DAMAGE	RETURN	No Action	Now

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total
REC0106	11/05/2002	1000	Alliance Group	US001	11/05/2002	DAMAGE	RETURN	Open	0.00

Line No	Return Product ID	Return Qty	Receipt Qty		Est Ret Dt	Ret Reason	Ret Type	Order Action	Credit Action
1	10003	1.0000	0.0000	US001	11/05/2002	DAMAGE	RETURN	No Action	On Receipt

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total
REC0107	11/06/2002	1000	Alliance Group	US001	11/06/2002	DAMAGE	RETURN	Pending	0.00
REC0108	11/06/2002	1000	Alliance Group	US001	11/06/2002	DAMAGE	RETURN	Pending	0.00
REC0110	11/27/2002	1001	Apex Systems	US001	11/27/2002	DAMAGE	RETURN	Open	0.00

Line No	Return Product ID	Return Qty	Receipt Qty		Est Ret Dt	Ret Reason	Ret Type	Order Action	Credit Action
1	10002	1.0000	0.0000	US001	11/27/2002	DAMAGE	RETURN	Replace Prior to Receipt	None

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total
REC0111	11/27/2002	1004	Advanced Consulting	US001	11/27/2002	DAMAGE	RETURN	Open	55.00

Line No	Return Product ID	Return Qty	Receipt Qty		Est Ret Dt	Ret Reason	Ret Type	Order Action	Credit Action
1	10032	2.0000	0.0000	US001	11/27/2002	DAMAGE	RETURN	Replace Prior to Receipt	Now

RMA No	RMA Date	Sold-To Cust ID	Name	Ret to IBU	Est Ret Dt	Ret Reason	Ret Type	Status	RMA Total
REC0112	11/27/2002	USA01	New World Outdoor Equipment, Inc.	US001	11/27/2002	DAMAGE	RETURN	Open	105.00

Line No	Return Product ID	Return Qty	Receipt Qty		Est Ret Dt	Ret Reason	Ret Type	Order Action	Credit Action
1	10009	3.0000	0.0000	US001	11/27/2002	DAMAGE	RETURN	Replace Prior to Receipt	Now

End of Report

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REPORT ID: OMS7110

OVERDUE RMA REPORT

PAGE NO: 1

Bus. Unit: US001--US001 NEW YORK OPERATIONS

RUN DATE 11/21/2003

Days Allowed After Expected Return Date: 0

RUN TIME 09:19:39

By RMA Number

RMA No	Ret From Cust ID	Product ID	RMA Line	Ret to IBU	Est Ret Dt	Overdue Qty	Days Overdue
REC0101	1000	10002	1	US001	11/05/2002	1.0000	381
REC0104	1000	10032	1	US001	11/05/2002	1.0000	381
REC0106	1000	10003	1	US001	11/05/2002	1.0000	381
REC0110	1001	10002	1	US001	11/27/2002	1.0000	359
REC0111	1004	10032	1	US001	11/27/2002	2.0000	359
REC0112	USA01	10009	1	US001	11/27/2002	3.0000	359

End of Report