

PeopleSoft®

PeopleSoft Enterprise Order to Cash Common Information 8.9 PeopleBook

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Contents

General Preface

- About This PeopleBook Prefacexvii**
- PeopleSoft Application Prerequisites.....xvii
- PeopleSoft Application Fundamentals.....xvii
- Documentation Updates and Printed Documentation.....xviii
 - Obtaining Documentation Updates.....xviii
 - Ordering Printed Documentation.....xviii
- Additional Resources.....xix
- Typographical Conventions and Visual Cues.....xx
 - Typographical Conventions.....xx
 - Visual Cues.....xxi
 - Country, Region, and Industry Identifiers.....xxii
 - Currency Codes.....xxii
- Comments and Suggestions.....xxii
- Common Elements Used in PeopleBooks.....xxiii

Preface

- PeopleSoft Enterprise Order to Cash Common Information 8.9 Preface.....xxv**
- PeopleSoft Products.....xxv
- Pages With Deferred Processing.....xxv
- Common Elements Used in This PeopleBook.....xxv

Chapter 1

- Getting Started with Order to Cash Common Information.....1**
- PeopleSoft Order to Cash Common Information Features.....1
- PeopleSoft Order to Cash Common Information Implementation.....1

Chapter 2

- Maintaining General Customer Information.....5**
- Understanding the Primary Customer Roles.....5
 - Customer Roles Overview.....5
 - Corporate Customers.....6
 - Sold To Customers.....9

Ship To Customers.....	10
Bill To Customers.....	11
Copying Customer Attributes.....	11
Understanding Customer Attributes.....	11
Page Used to Copy Customer Attributes.....	29
Selecting Customer Information to Copy.....	29
Adding General Customer Information.....	30
Understanding Adding Customers.....	31
Understanding Third-Party Integration.....	32
Understanding Staffing Pages.....	33
Pages Used to Add General Customer Information.....	34
Adding Customer Names and Levels and Assigning Roles.....	43
Viewing Role Designations for Bill To Customers.....	47
Entering Indirect Customer Information for Ship To Customers.....	47
Viewing and Modifying Additional Role Designations for Sold To Customers.....	48
Viewing Customer Relationships and Customer Correspondence Groups.....	48
Selecting Name and Address Information and Tailoring Dunning Letters, Finance Charge Invoices, and Statements.....	49
Viewing Remit From Customer Details.....	50
Viewing Corporate Customer Groups.....	51
Entering Optional Customer Data.....	51
Setting Up and Reviewing Customer Credit Profiles.....	52
Assigning Individual Customers to Customer Groups.....	55
Setting Up Tax-Exempt Certificate Information.....	55
Entering Customer VAT Information.....	55
Entering Customer Notes.....	56
Attaching Multimedia Files to Customers.....	57
Attaching Messages to Customers.....	57
Entering Additional Billing, Purchasing, Payment, and Write-Off Options for Bill To Customers.....	58
Entering Delivery and Shipping Parameters.....	63
Setting Up Delivery Exception Dates.....	65
Entering Pricing and Product Information.....	65
Selecting Classifications, Setting Up Customer Hierarchies, Assigning Syndicated Data Types, and Establishing Channels.....	67
Specifying Available Catalogs.....	68
Setting Up Product Aliases.....	68
Entering VMI Information for the Ship To Customer.....	68
Entering Tax ID, Vendor ID, Web Addresses, Stock Symbols, and SubCustomer Information.....	69
Entering Customer DMS Information.....	71
Entering Individual Debtor Information for DMS.....	71

Entering Individual Debtor Employment Information for DMS.....72

Entering Debtor Bank Information for DMS.....72

Entering Staffing Information.....72

Entering Target Qualifications Information.....73

Adding Qualifications from a Profile.....73

Adding Qualifications from a List.....73

Adding Qualifications from a Competency Tree.....74

Entering Target Job Titles Information.....74

Entering Career Master Information.....74

Entering Benefits Information.....75

Entering Peak Seasons Information.....75

Entering Competitor Information.....76

Entering Lines of Business Information.....76

Entering Job Supplements Information.....76

Entering Forms Information.....77

Adding Forms.....77

Entering Worksite Master Information.....77

Entering Customer Fields Information.....78

Creating User-Defined Customer Fields.....78

 Page Used to Create User-Defined Customer Fields.....78

Chapter 3

Maintaining Additional Customer Information.....79

Establishing Customer-Related General Options.....79

 Pages Used To Establish Customer-Related General Options.....80

 Establishing Customer Group Tables.....80

 Setting Up Standard Notes.....81

Setting Up Customer Support Personnel.....81

 Pages Used to Set Up Customer Support Personnel.....82

 Defining Team Member Types.....82

 Establishing Team Member Commissions.....83

 Establishing Support Team Members.....83

Using Quick Customer Create.....84

 Understanding Quick Customer Create.....84

 Pages Used for Quick Customer Create.....88

 Searching for Customers.....88

 Viewing Customer and Contact Search Results.....89

 Updating Contact and Customer Information.....90

 Entering New Customer Information.....91

Enabling Contacts to Access Self-Service Transactions.....91

Using Short-Term Customers.....92

 Understanding Short-Term Customers.....93

 Prerequisites for Short-Term Customers.....93

 Pages Used to Add Short-Term Customers.....94

 Enabling Role Security for Short-Term Customers.....94

 Adding Short-Term Customers.....95

 Adding Credit Card Information.....96

 Searching for Existing Customers.....96

Obtaining Dun and Bradstreet Reports for Customers.....96

 Understanding Dun and Bradstreet Processing.....97

 Prerequisites.....98

 Common Elements Used in This Section.....99

 Pages Used to Obtain and View Dun and Bradstreet Reports.....100

 Ordering Dun and Bradstreet Reports.....101

 Viewing Operational Information and Linking Reports to Customers.....103

 Viewing Credit and Risk Information.....105

 Viewing Financial Statement Information.....108

 Viewing Full Text Reports.....110

 Linking Customers to DUNS Numbers.....110

Defining MICR IDs.....110

 Understanding MICR IDs.....110

 Pages Used to Define MICR IDs.....111

 Associating MICR IDs With Remit From Customers.....111

 Entering Customer-Specific Bank Information.....111

Setting Up Tree-Based Corporate Customers.....113

 Pages Used to Set Up Tree-Based Corporate Customers.....114

 Viewing Corporate Tree Structures.....114

 Accessing Customer Information.....114

 Defining Corporate Tree Nodes.....114

 Updating Corporate Customer Tree Messages.....116

Viewing Vendor Information.....116

 Pages Used to View Vendor Information.....116

 Viewing Vendor Names and IDs.....116

Associating EFT Payment File Names With Customer IDs.....116

 Page Used to Associate EFT Payment File Names With Customer IDs.....117

Creating Customer Reimbursable Agreements.....117

 Pages Used to Create Customer Reimbursable Agreements.....117

Making Customer Inquiries.....117

 Pages Used to Make Customer Inquiries.....118

Checking Customers' Available Credit..... 118

Chapter 4

Importing Customer Information..... 121
 Understanding Customer Control Information..... 121
 Understanding Customer Conversion Fields..... 125
 Completing Conversion Prerequisites..... 152
 Establishing Edit Table Values..... 153
 Reviewing Customer Source Information..... 153
 Converting Customer Information..... 153
 Selecting Conversion Programs..... 154
 Using the Data Dictionary..... 154
 Completing, Verifying, and Testing Conversions..... 155
 Printing Customer Reports..... 155
 Maintaining Customer Information..... 156

Chapter 5

Maintaining Contacts..... 157
 Understanding Contact Information..... 157
 Setting Up Contacts..... 162
 Understanding Third-Party Integration..... 162
 Understanding Front-Office Staffing Setup Pages..... 163
 Pages Used to Set Up Contacts..... 163
 Defining Internal or External Contacts..... 165
 Linking Contacts to Customers and Specifying Security Options..... 166
 Selecting Communication Preferences and Entering Contact Credit Card Information..... 167
 Setting Up Contact Type and Phone Information..... 168
 Completing Contact User Profiles..... 169
 Entering Staffing Front Office Contact Information..... 169
 Adding and Viewing Orders..... 170
 Associating Marketing Activity Events with Contacts..... 170
 Viewing Contact History..... 170
 Adding Contact Agendas..... 170
 Adding Contact History..... 171
 Entering Contact Related Employees..... 171
 Adding Target Qualifications..... 171
 Entering Target Job Titles..... 171
 Viewing and Adding Forms..... 171

Adding New Forms.....172
 Viewing and Adding Attachments.....172

Chapter 6

Setting Up and Maintaining a Cash Drawer.....173
 Understanding Cash Drawer Receipting.....173
 Setting Up a Cash Drawer.....173
 Pages Used to Set Up a Cash Drawer.....174
 Defining a Cash Drawer.....174
 Specifying the Bank Information.....175
 Defining User-Specific Cash Drawer Privileges.....176
 Defining Currency Denominations.....176
 Printing Cash Drawer Receipts.....176
 Setting Up Feature Security.....177
 Using a Cash Drawer.....177
 Pages Used to Work with a Cash Drawer.....177
 Creating a Cash Drawer Receipt.....179
 Printing Cash Drawer Receipts.....182
 Reconciling the Cash Drawer.....182
 Processing Cash Drawer Receipts.....186
 Printing a Bank Deposit Slip.....188

Chapter 7

Processing Credit Cards.....189
 Understanding Credit Card Processing.....189
 Credit Card Authorizations.....189
 Immediate Payments.....195
 Deposit Refunds.....195
 Billing Processes.....195
 Receivables Processes.....197
 Common Elements Used in This Chapter.....198
 Prerequisites.....199
 Processing Credit Cards for Authorization Only.....199
 PagesUsed to Process Credit Cards for Authorization Only.....200
 Entering Credit Card Data and Authorizing Credit Card Transactions Online.....201
 Submitting Credit Card Charges in Background Authorization-Only Processing.....203
 Changing Processing Parameters for a Pending Transaction.....203
 Reviewing and Reauthorizing Pending Credit Card Transactions.....204

Processing Credit Cards for Immediate Payment.....204
 Page Used to Process Credit Cards for Immediate Payment.....204
 Processing Credits of Deposit Refunds.....204
 Page Used to Credit Deposits.....205
 Processing Credit Cards in PeopleSoft Billing.....205
 Pages Used to Process Credit Cards in PeopleSoft Billing.....206
 Entering Credit Card Data.....207
 Submitting Credit Card Charges.....207
 Reviewing Pending Credit Card Transactions.....208
 Changing Processing Parameters for Pending Transactions.....208
 Viewing Credit Card Transaction History.....209
 Processing Credit Cards in PeopleSoft Receivables.....209
 Understanding Credit Card Processing in PeopleSoft Receivables.....209
 Pages Used to Process Credit Cards in PeopleSoft Receivables.....210
 Reviewing the Customer’s Balance.....210
 Entering and Transmitting Credit Card Data.....210
 Verifying Credit Card Payment Authorization.....211

Chapter 8

Managing Conversations.....213
 Understanding Conversations.....213
 Setting Up Conversations.....213
 Understanding Conversation Setup.....213
 Pages Used to Set Up Conversations.....215
 Establishing Conversation Subjects.....215
 Entering and Reviewing Conversations.....216
 Understanding Conversation Components.....216
 Common Elements Used in This Section.....217
 Pages Used to Enter and Review Conversations.....218
 Entering Conversations.....218
 Associating Conversations With References.....221
 Attaching Files to Conversations.....222
 Sending Notifications of Conversations.....222

Chapter 9

Setting Up Products.....223
 Understanding the Product Definition.....223
 Prerequisites.....223

Common Elements Used in This Chapter.....	224
Setting up Product Group Tables.....	224
Pages Used to set up the Product Group Table.....	224
Establishing the Product Group Table.....	224
Entering Alternate Cost Adjustment Exception Information.....	226
Establishing Product Definitions.....	226
Understanding the Product Definition Process.....	227
Pages Used to Establish the Product Definition.....	227
Establishing the Product Definition.....	228
Establishing Product Images.....	230
Establishing Product Definition Options.....	231
Establishing Additional Product Definitions.....	232
Establishing Product Competitor Information.....	232
Establishing Product Contract Options.....	233
Creating User-Defined Product Fields.....	234
Establishing Additional Product Attributes.....	235
Pages Used to Define Additional Product Attributes.....	236
Establishing Product Attributes by Unit of Measure.....	238
Establishing Product Prices.....	239
Establishing Product Alternates.....	242
Establishing Product Attachments.....	242
Establishing Product Messages.....	243
Establishing Product Notes.....	243
Establishing Product Groups.....	244
Establishing Product Catalogs.....	245
Establishing Product Specifications.....	245
Running the Refresh Catalog Prompt Table Process.....	246
Defining Product Kits.....	247
Understanding Product Kits.....	247
Pages Used to Define Product Kits.....	248
Creating Product Kits Using the Product Definition.....	249
Assigning Components to Product Kits.....	249
Applying Prices to Product Kits.....	252
Working with Product Load Messages.....	253
Understanding Product Load Messages.....	253
Pages Used to Correct Product Load Messages.....	254
Viewing Product Summary Errors.....	256
Running the Product Load Process.....	256

Chapter 10

Updating List Prices.....257
 Understanding Mass Price Maintenance.....257
 Common Elements Used in This Chapter.....259
 Running the Product Price Extract Process.....259
 Understanding Product Prices.....260
 Pages Used to Run the Product Price Extract Process.....261
 Running the Product Price Extract Process.....261
 Updating Product Prices.....262
 Updating List Price and Cost Information in Microsoft Excel.....263
 Filtering Data.....265
 Using the Price Maintenance Dialog.....265
 Resetting List Price Data.....266
 Customizing Display Options.....267
 Printing List Price Data Changes.....268
 Displaying List Price Data in Chart Format.....268
 Uploading Product Pricing Data from Microsoft Excel.....268
 Price Maintenance Setup and Technical Information.....269

Chapter 11

Managing Returned Material.....271
 Understanding Returned Material Management.....271
 Returns in PeopleSoft Order Management.....271
 RMA Process Flow.....272
 Business Unit Setup for RMA Processing.....274
 Business Unit Defaults for Returned Material.....276
 RMA Defaults.....276
 Order Groups With RMAs.....277
 RMA Line Pricing.....278
 Establishing Return Type Codes and Restocking Fees.....278
 Pages Used to Define Return Type Codes and Restocking Fees.....278
 Defining Return Type Codes.....278
 Defining Restocking Fees.....280
 Managing Returned Material for Sales Orders.....280
 Pages Used to Process RMAs for Sales Orders.....281
 Entering RMAs for Sales Orders.....282
 Populating RMA Lines From the Shipment History.....286
 Selecting Serial Numbers to Return.....287
 Selecting Lot IDs to Return.....287

Entering or Changing RMA Line Details.....	287
Modify Serial Numbers and Lot IDs for a Line.....	289
Selecting Revenue Accounts for the RMA.....	289
Overriding RMA Address Information.....	290
Common Elements Used in This Section.....	290
Pages Used to Override RMA Address Information.....	290
Associating Notes and Attachments With Returned Material Headers and Lines.....	290
Pages Used to Associate Notes and Attachments With RMAs.....	291
Associate Notes and Attachments With RMA Headers.....	291
Managing Returned Material for Material Stock Requests.....	291
Pages Used for Managing Returned Material for Material Stock Requests.....	293
Entering RMA Transactions for Material Stock Requests.....	293
Entering Additional Details for an RMA Line That Is Entered on the RMA Form Page.....	296
Viewing Internal Material Stock Requests.....	296
Specifying Which Serial IDs Are Returned (Internal Requests).....	297
Specifying Which Serial IDs or Lot IDs Are Returned (Internal Requests).....	297
Viewing External Material Stock Requests.....	297
Specifying Which Serial IDs Are Returned (External Requests).....	297
Specifying Which Serial IDs or Lot IDs Are Returned (External Requests).....	298
Managing Returned Material From Third-Party Systems.....	298
Understanding the RMA Load EIP.....	298
Pages Used to Manage Returned Material From Third-Party Systems.....	300
Loading RMA Transaction Data.....	300
Viewing Error Details About RMA Load EIP Messages.....	300
Correcting Header-Level Errors in the RMA Load EIP Message.....	301
Correcting Header-Level Address Errors in the RMA Load EIP Message.....	301
Correcting Line Errors in the RMA Load EIP Message.....	301
Correcting Line-Level Address Errors in the RMA Load EIP Message.....	301
Correcting Serial or Lot Errors in the RMA Load EIP Message.....	301
Purging RMA Transaction Data.....	301

Appendix A

Installing the PeopleSoft Credit Card Interlink.....	303
Configuring the Java Interlink Plug-In.....	303
Understanding the Java Interlink Plug-In.....	303
Setting Up the CyberSource API and the Java Plug-in on NT Systems.....	304
Setting Up the CyberSource API and the Java Plug-in on Unix.....	306
Configuring the Application Designer Plug-in.....	308
Setting Configuration Parameters: Configuring Access to Account Information.....	309

Setting Configuration Parameters: Configuring Proxy Server Support.....312
Setting Up Tracing.....312
Setting Parameter Check Logic.....313
Setting the Decryption Option.....313
Setting Transaction Inputs and Outputs.....313
 Understanding Transaction Inputs and Outputs.....314
 Using Authorize, Authorize Only, and Bill Transactions.....314
 Identifying Input Fields Not Used or Supported.....316
Using Credit Card Test Transaction Information.....317

Appendix B

PeopleSoft Working With Order to Cash Common Information Reports.....319
PeopleSoft Working With Order to Cash Common Information Reports: A to Z.....319
 Customer Reports.....319
 Product Reports.....321
 Product nVision Reports.....321
 RMA Reports.....322
 Cash Drawer Reports.....322

Glossary of PeopleSoft Terms.....323

Index345

About This PeopleBook Preface

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

This preface discusses:

- PeopleSoft application prerequisites.
- PeopleSoft application fundamentals.
- Documentation updates and printed documentation.
- Additional resources.
- Typographical conventions and visual cues.
- Comments and suggestions.
- Common elements in PeopleBooks.

Note. PeopleBooks document only page elements, such as fields and check boxes, 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.

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

You should be familiar with navigating the system and adding, updating, and deleting information by using PeopleSoft menus, and pages, forms, or windows. 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 applications.

Note. Application fundamentals PeopleBooks are not applicable to the PeopleTools product.

For some applications, additional, essential information describing the setup and design of your system appears in a companion volume of documentation called the application fundamentals PeopleBook. Most PeopleSoft product lines have a version of the application fundamentals PeopleBook. The preface of each PeopleBook identifies the application fundamentals PeopleBooks that are associated with that PeopleBook.

The application fundamentals PeopleBook consists of important topics that apply to many or all PeopleSoft applications across one or more product lines. 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 the appropriate application fundamentals PeopleBooks. They provide the starting points for fundamental implementation tasks.

Documentation Updates and Printed 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 website. 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, <https://www.peoplesoft.com/corp/en/login.jsp>

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 website, access the PeopleBooks Press website under the Ordering PeopleBooks topic. The PeopleBooks Press website is a joint venture between PeopleSoft and MMA Partners, the book print vendor. Use a credit card, money order, cashier's check, or purchase order to place your order.

Telephone

Contact MMA Partners at 877 588 2525.

Email

Send email to MMA Partners at peoplebookspres@mmapartner.com.

See Also

PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>

Additional Resources

The following resources are located on the PeopleSoft Customer Connection website:

Resource	Navigation
Application maintenance information	Updates + Fixes
Business process diagrams	Support, Documentation, Business Process Maps
Interactive Services Repository	Interactive Services Repository
Hardware and software requirements	Implement, Optimize + Upgrade, Implementation Guide, Implementation Documentation & Software, Hardware and Software Requirements
Installation guides	Implement, Optimize + Upgrade, Implementation Guide, Implementation Documentation & Software, Installation Guides and Notes
Integration information	Implement, Optimize + Upgrade, Implementation Guide, Implementation Documentation and Software, Pre-built Integrations for PeopleSoft Enterprise and PeopleSoft EnterpriseOne Applications
Minimum technical requirements (MTRs) (EnterpriseOne only)	Implement, Optimize + Upgrade, Implementation Guide, Supported Platforms
PeopleBook documentation updates	Support, Documentation, Documentation Updates
PeopleSoft support policy	Support, Support Policy
Prerelease notes	Support, Documentation, Documentation Updates, Category, Prerelease Notes
Product release roadmap	Support, Roadmaps + Schedules
Release notes	Support, Documentation, Documentation Updates, Category, Release Notes

Resource	Navigation
Release value proposition	Support, Documentation, Documentation Updates, Category, Release Value Proposition
Statement of direction	Support, Documentation, Documentation Updates, Category, Statement of Direction
Troubleshooting information	Support, Troubleshooting
Upgrade documentation	Support, Documentation, Upgrade Documentation and Scripts

Typographical Conventions and Visual Cues

This section discusses:

- Typographical conventions.
- Visual cues.
- Country, region, and industry identifiers.
- Currency codes.

Typographical Conventions

This table contains the typographical conventions that are used in PeopleBooks:

Typographical Convention or Visual Cue	Description
Bold	Indicates PeopleCode function names, business function names, event names, system function names, method names, language constructs, and PeopleCode reserved words that must be included literally in the function call.
<i>Italics</i>	Indicates field values, emphasis, and PeopleSoft or other book-length publication titles. In PeopleCode syntax, italic items are placeholders for arguments that your program must supply. We also use italics when we refer to words as words or letters as letters, as in the following: Enter the letter <i>O</i> .
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 the W key.
Monospace font	Indicates a PeopleCode program or other code example.

Typographical Convention or Visual Cue	Description
“ ” (quotation marks)	Indicate chapter titles in cross-references and words that are used differently from their intended meanings.
... (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe ().
[] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	<p>When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object.</p> <p>Ampersands also precede all PeopleCode variables.</p>

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.

If the note is preceded by *Important!*, the note 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.

Cross-References

PeopleBooks provide cross-references either under 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.

Country, Region, and Industry Identifiers

Information that applies only to a specific country, region, or industry is preceded by a standard identifier in parentheses. This identifier typically appears at the beginning of a section heading, but it may also appear at the beginning of a note or other text.

Example of a country-specific heading: “(FRA) Hiring an Employee”

Example of a region-specific heading: “(Latin America) Setting Up Depreciation”

Country Identifiers

Countries are identified with the International Organization for Standardization (ISO) country code.

Region Identifiers

Regions are identified by the region name. The following region identifiers may appear in PeopleBooks:

- Asia Pacific
- Europe
- Latin America
- North America

Industry Identifiers

Industries are identified by the industry name or by an abbreviation for that industry. The following industry identifiers may appear in PeopleBooks:

- USF (U.S. Federal)
- E&G (Education and Government)

Currency Codes

Monetary amounts are identified by the ISO currency code.

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 Used in 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.
Process Monitor	Click to access the Process List page, where you can view the status of submitted process requests.
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).
Request ID	An ID that represents a set of selection criteria for a report or process.
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.
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.
User ID	An ID that represents the person who generates a transaction.

See Also

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Process Scheduler

Enterprise PeopleTools 8.46 PeopleBook: Using PeopleSoft Applications

PeopleSoft Enterprise Order to Cash Common Information 8.9 Preface

This preface discusses:

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

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

PeopleSoft Products

This PeopleBook refers to these products:

- Enterprise PeopleTools.
- PeopleSoft Enterprise Billing.
- PeopleSoft Enterprise Contracts Administration.
- PeopleSoft Enterprise Receivables.
- PeopleSoft Enterprise Grants Administration.
- PeopleSoft Enterprise Pay/Bill Management.

Pages With Deferred Processing

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

See Also

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Application Designer

Common Elements Used in This PeopleBook

Description

Free-flow text up to 30 characters.

Effective Date	Date on which a table row becomes effective; the date that an action begins. For example, if you want to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages or panels and batch processes that use the information use the current row.
Language or Language Code	The language in which you want report field labels and headings to print. The field values appear as you enter them. Language also refers to the language spoken by an employee, applicant, or non-employee.
Process Frequency (group box)	Designates the appropriate frequency in the Process Frequency group box: <i>Once</i> executes the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to <i>Don't Run</i> . <i>Always</i> executes the request every time the batch process runs. <i>Don't Run</i> ignores the request when the batch process runs
Process Monitor	The Process Monitor link takes you to the Process List page, where you can view the status of submitted process requests.
Report ID	The report identifier.
Report Manager	The Report Manager link takes you to the Report List page, where you can view report content, check the status of a report, and view content detail messages including a description of the report and the distribution list.
Recipient's	Select to have a report print in the language defined for the recipient of the report.
Request ID	A request identification that represents a set of selection criteria for a report or process.
Run	Click the Run button to view the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.
Run Control ID	Each run control you create receives a unique run control ID. When you select a process from a menu, a search dialog box appears, asking for a run control ID. In Add mode, you enter a new ID to define a new the run control. In Update/Display mode, you enter an existing run control ID or click Enter and select from the list of available run control IDs.
Short Description	Free-flow text up to 15 characters.
Specified	Select to have a report print in the language that you specify in the Language field.
Status	Select <i>Active</i> or <i>Inactive</i> . By linking status and effective date, you can retain historical information and plan future implementation. For auditing purposes, PeopleSoft encourages inactivating data that is no longer in use instead of deleting it.
User ID	The system identifier for the individual who generates a transaction.

CHAPTER 1

Getting Started with Order to Cash Common Information

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

PeopleSoft Order to Cash Common Information Features

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

- Maintaining general customer information.
- Maintaining additional customer information.
- Importing customer information.
- Maintaining contacts.
- Setting up and maintaining a cash drawer.
- Processing credit cards.
- Managing conversations.
- Setting up products.
- Updating list prices.
- Managing returned material.

PeopleSoft Order to Cash Common Information Implementation

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

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

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

Component	Component Interface	Reference
Customers	CUSTOMER_BILLTO_CI, CUSTOMER_MAIN_CI, CUSTOMER_MISC_CI, CUSTOMER_SHIPTO_CI, CUSTOMER_SOLDTO_CI	See Chapter 2, “Maintaining General Customer Information,” page 5.
Member	MEMBER_PERSON1_CI	See Chapter 3, “Maintaining Additional Customer Information,” Setting Up Customer Support Personnel, page 81.
Member Type	MEMBER_TYPE_TBL_CI	See Chapter 3, “Maintaining Additional Customer Information,” Setting Up Customer Support Personnel, page 81.
Standard Notes	STANDARD_NOTE	See Chapter 3, “Maintaining Additional Customer Information,” Setting Up Standard Notes, page 81.
Support Team Members	TEAM_MEMBER_TABLE_CI	See Chapter 3, “Maintaining Additional Customer Information,” Setting Up Customer Support Personnel, page 81.
Customer Groups	CUSTOMER_GROUP	See Chapter 3, “Maintaining Additional Customer Information,” Establishing Customer Group Tables, page 80.
Contact Information	CONTACT_INFO	See Chapter 5, “Maintaining Contacts,” Setting Up Contacts, page 162.
Product Alternates	PROD_ALT_CI	See Chapter 9, “Setting Up Products,” Establishing Additional Product Attributes, page 235.
Product Category	PROD_CATEGORY_CI	See Chapter 9, “Setting Up Products,” Establishing Additional Product Attributes, page 235.
Product Definition	PROD_DEFN_CI	See Chapter 9, “Setting Up Products,” Establishing Additional Product Attributes, page 235.
Product Group Table	PROD_GROUP_CI	See Chapter 9, “Setting Up Products,” Setting up Product Group Tables, page 224.
Product Groups	PROD_GROUP_TBL_CI	See Chapter 9, “Setting Up Products,” Establishing Additional Product Attributes, page 235.

Component	Component Interface	Reference
Product Messages	PROD_MSG_CI	See Chapter 9, “Setting Up Products.” Establishing Additional Product Attributes, page 235.
Product Notes	PROD_NOTE_CI	See Chapter 9, “Setting Up Products.” Establishing Additional Product Attributes, page 235.
Product Specifications	PROD_SPECS_CI	See Chapter 9, “Setting Up Products.” Establishing Additional Product Attributes, page 235.
Product Unit of Measure	PROD_UOM_CI	See Chapter 9, “Setting Up Products.” Establishing Additional Product Attributes, page 235.
Product Kit Components	PROD_KIT_COMPS_CI	See Chapter 9, “Setting Up Products.” Defining Product Kits, page 247.

Other Sources of Information

In the planning phase of an implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, data models, and business process maps. A complete list of these resources appears in the preface in the *PeopleSoft Enterprise Application Fundamentals 8.9 PeopleBook* with information about where to find the most current version of each.

See Also

PeopleSoft Enterprise Application Fundamentals 8.9 PeopleBook, “PeopleSoft Enterprise Application Fundamentals PeopleBook Preface”

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Setup Manager

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Component Interfaces

CHAPTER 2

Maintaining General Customer Information

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

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

Note. The use of the customer General Information pages might vary, depending on whether you choose to 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 84](#)

Understanding the Primary Customer Roles

This section discusses:

- Customer roles overview.
- Corporate customers.
- Sold to customers.
- Ship to customers.
- Bill to customers.

Customer Roles Overview

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

PeopleSoft Order Management shares the customer master file with:

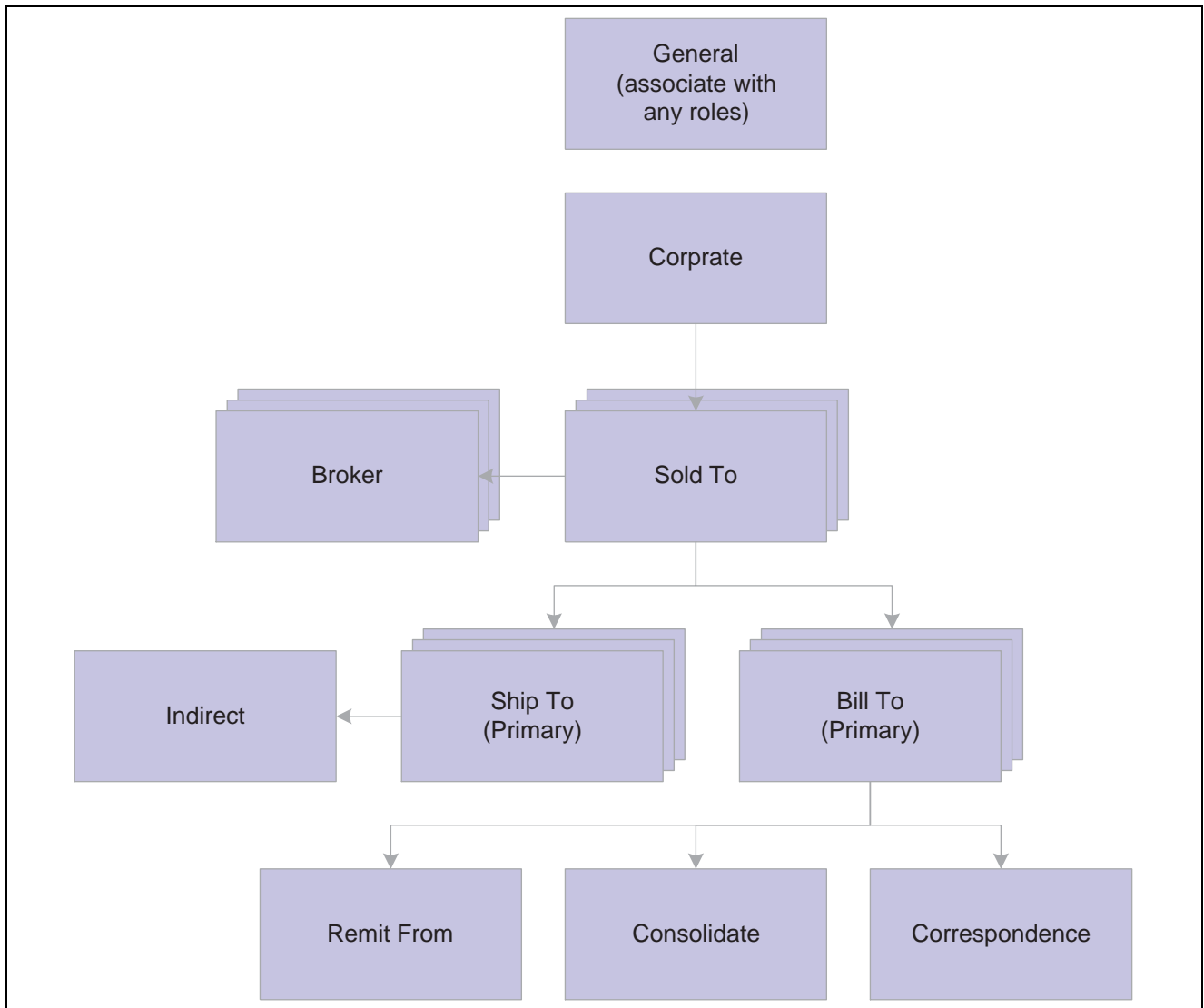
- PeopleSoft Billing.
- PeopleSoft Contracts Administration.
- PeopleSoft Inventory.
- PeopleSoft Receivables.

- PeopleSoft Grants Administration.
- PeopleSoft Pay/Bill Management.
- PeopleSoft Staffing Front Office.

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:

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



Customer Roles

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.

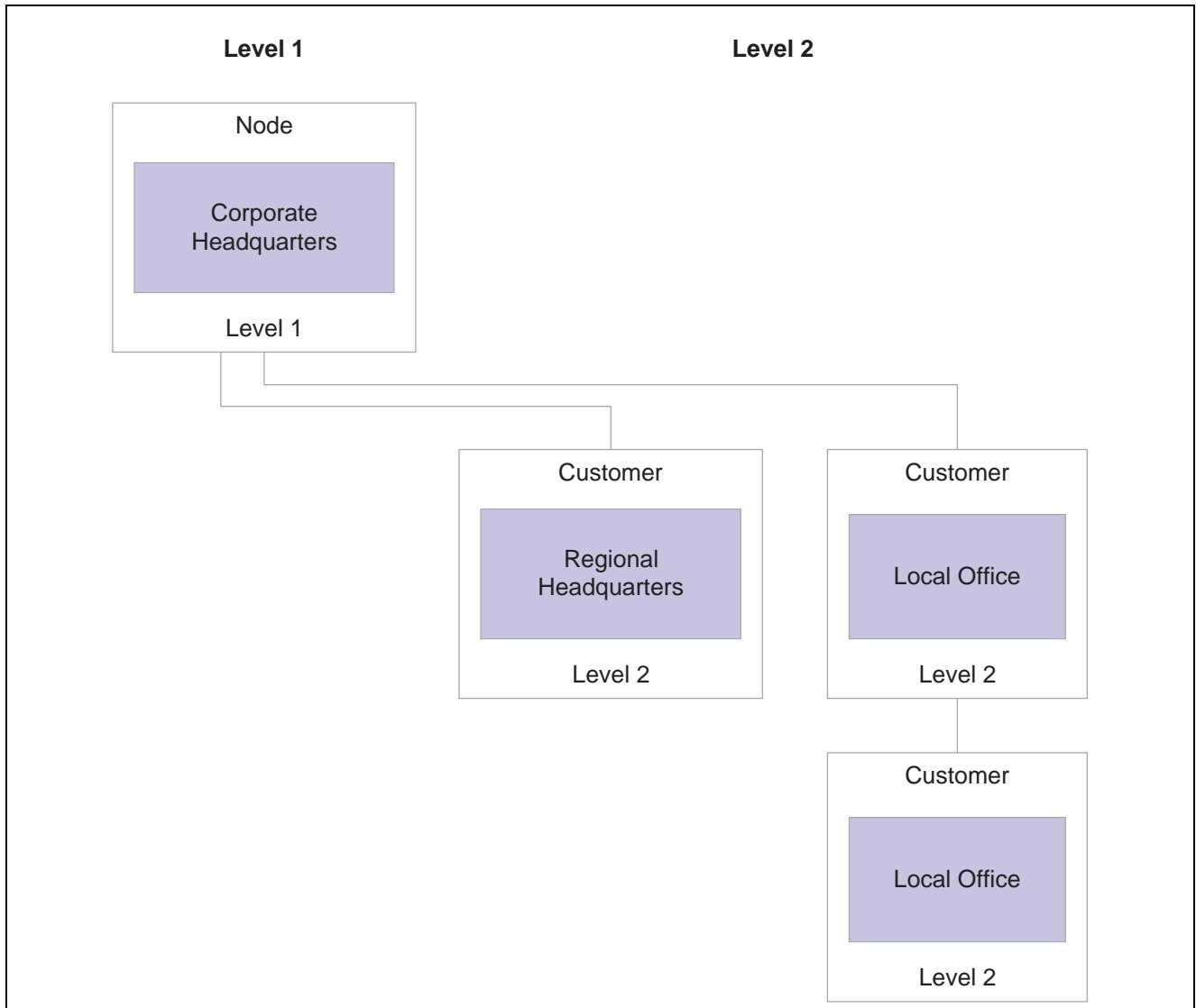
The Related Customer Structure

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.

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

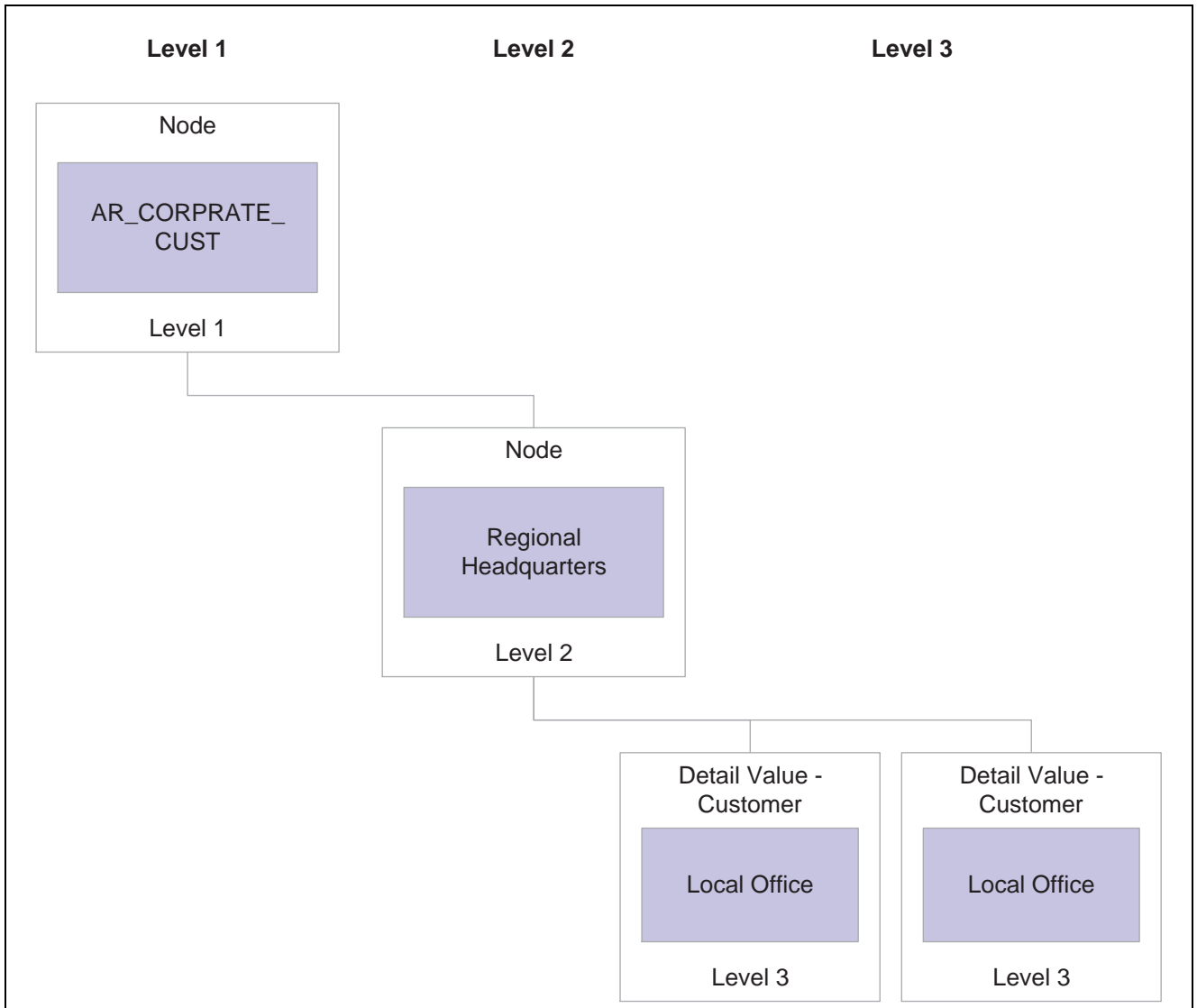


Related customer structure with two levels

The 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.

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



Multilevel hierarchy structure with three levels defined in Tree Manager

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 113](#)

Sold To Customers

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

- Enter order parameters, such as restocking fees and product substitutions.
- Define unique product catalogs for each sold to customer.
- Maintain a sold to customer’s designations for products as product aliases.
- Elect to enter quotes and orders using either set of product identifiers.

- Associate multiple bill to and ship to customers with a single sold to customer.
- Associate multiple sold to customers with a single corporate customer.
- Associate multiple broker customers with a single sold to customer.
- Define pricing options.
- Assign shipping container and carton label formats.

Ship To Customers

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

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

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

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

The Sold To and Ship To Customer Relationship

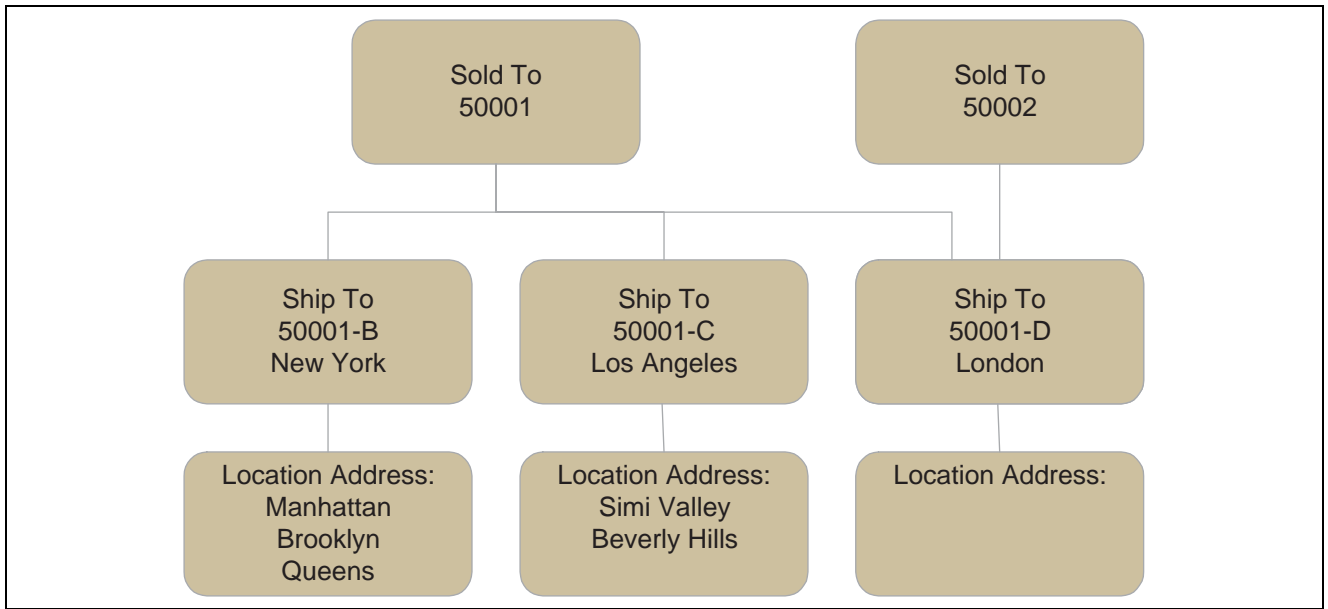
To apply the correct processing criteria to sold to and ship to customers, you must correctly assign either separate customer IDs or location addresses to customers.

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

Accounting Defaults				
Chartfields1	Chartfields2	Chartfields3	Details	Asset Information
AM Business Unit	Profile ID	Capitalize	Cost Type	Description
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

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. This diagram illustrates that each ID can have multiple location addresses that share the same processing options:



Multiple processing options for multiple ship to addresses and location

Bill To Customers

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

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

Copying Customer Attributes

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

Understanding Customer Attributes

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

Record: CUSTOMER, Copy View: CUSTCPY_VW

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

Page	Field Name	Technical Field Name
CUST_GENERAL1	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
	SetID	REMIT_FROM_SETID
CUST_CREDIT_PRFL1	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
CUST_CRSPD_OPT1	Address Sequence Number	ADDRESS_SEQ_NUM

Page	Field Name	Technical Field Name
CUST_CRSPD_SELECT	Corporate Customer	CORPORATE_CUST_ID
	SetID	CORPORATE_SETID
	Remit From Customer	REMIT_FROM_CUST_ID
	SetID	REMIT_FROM_SETID

Page	Field Name	Technical Field Name
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
	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

Page	Field Name	Technical Field Name
CUST_GENERAL1 (continued)	Trading Partner	TRADING_PARTNER
	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
	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

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Broker	BROKER_FLG
	Sold To Customer	SOLD_TO_FLG
GM_SPNSR	CFDA Number	CFDA_NBR
	Cost of Living Increase Pct (cost of living increase percentage)	COST_LIV_INCR_PCT
	Sponsor Base	FA_SPNSR_BASE_ID
	Foreign	FOREIGN_FLAG
	Federal	GM_FEDERAL_FLAG
	Letter of Credit Sponsor	GM_LOC_SPONSOR_ID
	Letter of Credit	LOC_INDICATOR
	Reports To Sponsor	REPORTS_TO_SPONSOR
	SetID	SETID
	Level	SPNSR_LEVEL
	Program Type	SPNSR_PROGRAM
	Sponsor Type	SPNSR_TYPE
	US Flag Carrier Required	US_FLAG_CARRIER
GM_SP_ATTRIB	SetID	SETID

Record: CUST_OPTION, Copy View: CUSTCPY_BILLO_V

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

Page	Field Name	Technical Field Name
CUST_BILLTO_OPT	Maximum Write-off Amount	MAX_WRITE_OFF_AMT
	Maximum Days Till Write-off	MAX_WRITE_OFF_DAYS
	Maximum Write-off Percent	MAX_WRITE_OFF_PCT
	Status as of Effective Date	EFF_STATUS
	AR Specialist (accounts receivable specialist)	AR_SPECIALIST
	Billing Authority	BILLING_AUTHORITY
	Billing Specialist	BILLING_SPECIALIST
	Bill By Identifier	BILL_BY_ID
	Billing Cycle Identifier	BILL_CYCLE_ID
	Bill Inquiry Phone	BILL_INQUIRY_PHONE
	Bill Type Identifier	BILL_TYPE_ID
	Prompt for Billing Currency	BI_PROMPT_CURR
	General Ledger Unit	BUSINESS_UNIT_GL
	Collector	COLLECTOR
Consolidation Customer ID	CONSOL_CUST_ID	

Page	Field Name	Technical Field Name
CUST_BILLTO_OPT (continue)	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
	Direct Debit Group	DD_GROUP
	Direct Debit Profile ID	DD_PROFILE_ID
Draft Approval	DRAFT_APPROVAL	

Page	Field Name	Technical Field Name
CUST_BILLTO_OPT (continue)	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

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

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

Record: CUST_CREDIT, Copy View: CUSTCPY_CRED_VW

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

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

Page	Field Name	Technical Field Name
CUST_CREDIT_PRFL1 (continued)	Currency Code	CURRENCY_CD
	% Over Limit	CUSTCR_PCT_OVR
	Maximum Order Amount	MAX_ORDER_AMT

Record: PROD_CUST_ALIAS, Copy View: CUSTCPY_ALIAS_V

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

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

Record: PRODCTLG_CUST, Copy View: CUSTCPY_PRDCT_V

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

Page	Field Name	Technical Name
CUST_SOLD_PRODCTLG	Catalog Number	CATALOG_NBR

Record: CUST_SHIPTO, Copy View: CUSTCPY_SHIP2_V

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

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

Record: CUST_SHEX_BLK, Copy View: CUSTCPY_SHEXB_V

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

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

Record: CUST_SHEX_DT, Copy View: CUSTCPY_SHEXD_V

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

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

Record: CUST_SHIPTO_OPT, Copy View: CUSTCPY_SHIPO_V

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

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

Page	Field Name	Technical Field Name
CUST_SHIPTO_OPT1 (continued)	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_SOLDTO_V

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

Page	Field Name	Technical Field Name
CUST_SOLDTO_OPT	Status as of Effective Date	EFF_STATUS
	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

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

Page	Field name	Technical Field Name
CUST_GENERAL_MISC	Default	DEFAULT_FLAG
	SubCustomer 1	SUBCUST_QUAL1
	SubCustomer 2	SUBCUST_QUAL2
	SubCustomer	SUBCUST_USE
	Support Team Code	SUPPORT_TEAM_CD

Record: CUST_SIC_CODES, Copy View: CUSTCPY_SIC_VW

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

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

Record: CUST_HIERARCHY, Copy View: CUSTCPY_HIER_VW

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

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

Record: CUST_PM_CHANNEL, Copy View: CUSTCPY_CHNL_VW

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

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

Record: CUST_BROKER, Copy View: CUSTCPY_BRKR_VW

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

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

Record: CUST_INDIRECT, Copy View: CUSTCPY_INDR_VW

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

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

Record: CUST_GENERAL1

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

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

Page	Field Name	Technical Field Name
CUST_GENERAL1	Eff Date (effective date)	EFFDT
	Status as of Effective Date	EFF_STATUS
	Language Code	LANGUAGE_CD
	Country	COUNTRY
	Address 1	ADDRESS1
	Address 2	ADDRESS2
	Address 3	ADDRESS3
	Address 4	ADDRESS4
	City	CITY
	Number 1	NUM1
	Number 2	NUM2
	House Type	HOUSE_TYPE
	Address Field 1	ADDR_FIELD1
	Address Field 2	ADDR_FIELD2
	Address Field 3	ADDR_FIELD3
	County	COUNTY
	State	STATE
	Postal	POSTAL

Page	Field Name	Technical Field Name
CUST_GENERAL1 (continued)	GeoCode (geographical code)	GEO_CODE
	In City Limit	IN_CITY_LIMIT
	Address Sequence Number	ADDRESS_SEQ_NUM
	Bill To Address	BILL_TO_ADDR
	Broker Address	BROKER_ADDR
	Correspondence	CRSPD_TO_ADDR
	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 the Data to Copy group box to copy to the new customer.

Bill To Options, Ship To Options, Sold To Options, and Hierarchy	Enter an effective date when you select any of these check boxes.
Bill To Customers and Ship To Customers	Select to include bill to and ship to customers who are linked with the sold to customer.
Broker Customers and Indirect Customers	Select to include brokers who are associated with sold to customers and indirect customers who are associated with ship to customers, respectively. The system reads the data from the customer copy views and copies it to the associated data table. When you save the General Info page, the system saves all of the copied data for the new customer.

Note. The system does not copy all customer fields; it does not copy unique fields, such as customer names. To modify the copy function to include a field that is not currently copied, add the field name to the associated copy view and then 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

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

This section provides an overview of adding customers, third-party integration and staffing pages, and discusses how to:

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

- Attach messages to customers.
- Enter additional purchasing, payment, and write-off options for bill to customers.
- Enter delivery and shipping parameters.
- Set up delivery exception dates.
- Enter pricing and product information.
- Select classifications, set up customer hierarchies, assign syndicated data types, and establish channels.
- Specify available catalogs.
- Set up product aliases.
- Enter VMI Information for the ship to customer.
- Enter Tax ID, Vendor ID, web addresses, stock symbols, and subcustomer information.
- Enter customer Debt Management Service (DMS) information.
- Enter individual debtor information for DMS.
- Enter individual debtor employment information for DMS.
- Enter debtor bank information for DMS.
- Enter staffing information.
- Enter target qualifications.
- Add qualifications from a profile.
- Add qualifications from a list.
- Add qualifications from a competency tree.
- Enter target job titles.
- Enter career master information.
- Enter benefits information.
- Enter peak season information.
- Enter competitor information.
- Enter lines of business information.
- Enter job supplements information.
- Enter forms information.
- Add forms.
- Enter worksite master information.
- Enter customer field definitions.

Understanding Adding Customers

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

Use the CUSTOMER_MAIN_CI component interface to load the main customer information, customer teams, and addresses into the component tables. Use the CUSTOMER_BILLTO_CI component interface to load billing related data such as bill to options, customer correspondence, and customer credit into the component tables. Use the CUSTOMER_SOLDTO_CI component interface to load sold to related information such as sold to options, product catalogs, customer hierarchy, customer product aliases, 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.

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

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

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

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

See Also

[Chapter 3, “Maintaining Additional Customer Information,” Using Quick Customer Create, page 84](#)

Understanding Third-Party Integration

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.

Note. Pay/Bill Management sends customer information from Financials to HRMS using the application messages CUSTOMER_SYNC and CUSTOMER_FULL_SYNC. This integration is only from release 8.9 to release 8.9; cross-release integration is not supported for these messages. You can use customer information in HRMS to create custom related displays for time entry purposes.

These messages are used to integrate with customers and customer groups:

- Customer (CUSTOMER_FULLSYNC)
- Customer (CUSTOMER_FULLSYNC_EFF)
- Customer (CUSTOMER_SYNC_EFF)
- Customer (CUSTOMER_SYNC)
- Customer Contact (CONTACT_FULLSYNC)
- Customer Group (CUSTOMER_GROUP_FULLSYNC)

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

See Also

PeopleSoft Enterprise Supply Chain Management Integration 8.9 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 Staffing Pages

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

- Staffing Information.
- Worksite Master.
- Customer Field Definitions.
- Target Qualifications.
- Resource Qualifications - Select Qualification Profile.
- Resource Qualifications - Search for Qualifications.
- Resource Qualifications - Select Competencies.
- Target Job Titles.
- Career Master.
- Benefits.
- Peak Seasons.
- Competitors.
- Lines of Business.
- Job Supplement.
- Forms.
- Add New Form.

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

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

Page	Comments
Job Supplement	<p>Provides additional information about the safety precautions or equipment that is used for a specific job. You can also use the job supplement to store information of the nature of a particular type of job at the customer. The question and answer fields that appear on the Worksite Master page are set up during system implementation.</p> <p>Note. You do not need to enter a job supplement every time that the customer places a similar job order. Add a new job supplement to the customer record only if the safety precautions, equipment, or physical requirements of a job are substantially different from the other job supplements that are on record for the customer.</p>
Forms	<p>Enables you to collect information about customers. This could include additional information about the safety precautions, physical requirements, or equipment that an applicant or employee uses for a specific job order, or any information that organization may want to collect.</p>
Worksite Master	<p>Stores additional information about the customer’s physical plant, office environment, or campus, and helps to describe work opportunities to candidates and to orient employees to assignments that they have accepted.</p> <p>To create a worksite master record, you must first create customer and contact records. The question and answer fields that appear on the Worksite Master page are set up during system implementation. To make any changes to the list of available forms or to the content of the forms, contact the system administrator.</p>

Pages Used to Add General Customer Information

Page Name	Object Name	Navigation	Usage
General Information - General Info	CUST_GENERAL1	<ul style="list-style-type: none"> • Customers, Customer Information, General Information, General Info • Grants, Sponsors, General Information • Order Management, Quotes and Orders, Review Customer Information • Customer Returns, Review RMA Information 	<p>Add or review customers’ names and level information, and assign associated roles. You can also enter one or more addresses for customers and assign descriptions to each location.</p>
Phone Information	CUST_ADDR_PHONEPOP	<p>Click the View Phone Information link on the General Information page.</p>	<p>Enter customers’ phone information.</p>
Alternate Character Type	CUST_ACNAME1_SEC	<p>Click the Alt Name 1 link on the General Info page.</p>	<p>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.</p>

Page Name	Object Name	Navigation	Usage
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	<ul style="list-style-type: none"> Click the Ship To Selection link on the General Info page. Click the Ship to Selection link on the General Info - Ship To page. 	Enter indirect customer information for ship to customers and view associated sold to customers.
General Information - Sold To Selection	CUST_SOLDTO_SELECT	Click the Sold To Selection link on the General Info page.	View or modify additional role designations for sold to customers. Associate ship to, bill to, and broker customers. View customer relationships and customer correspondence groups.
General Information - Correspondence Selection	CUST_CRSPD_SELECT	<ul style="list-style-type: none"> Click the Correspondence Selection link on the General Info page. Select <i>0030 - Correspondence Options</i> in the More field on the General Info page. 	View or modify correspondence options.
General Information - Correspondence Options	CUST_CRSPD_OPT1	Click the Correspondence Options link on the General Information - Correspondence Selection page.	Select name and address information to use in statement, invoice, and letter headers. You can also override remit to location default values from the business unit and tailor Dunning letters, finance charge invoices, and statements for individual customers.
General Information - Remit From Selection	CUST_REMIT_SELECT	Click the Remit From Selection link on the General Info page.	View remit from customer details and other customer relationships.
General Information - Corporate Customer Selection	CUST_CORP_SELECT	Click the Corporate Selection link on the General Info page.	View corporate customer groups and other customer relationships. Corporate customers act as an umbrella over multiple customers with other role designations. The system maintains credit information for both corporate customers and bill to customers.

Page Name	Object Name	Navigation	Usage
General Information - Additional General Info	CUST_GENERAL2	Select <i>0020 - Additional General Info</i> in the More field on the General Info page.	Enter optional customer data.
General Information - Credit Profile - General	CUST_CREDIT_PRFL1	Click the Go To Credit page link on the Dun and Bradstreet page. Select <i>0030 - Credit Profile</i> in the More field on the General Info page.	Set up and review customer credit profiles. You can also enter credit limits and additional credit parameters for bill to and corporate customers.
General Information - Region Code Info	CUST_REGION_CODE	Select <i>0050 - Region Code Info</i> in the More field on the General Info page.	Associate customers with multiple regions for multiple purposes, such as pricing, sales analysis, and transit lead-time calculations.
General Information - Customer Group Info	CUST_GROUP_INFO	Select <i>0070 - Customer Group</i> 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 <i>0080 - Tax Exempt Certificates</i> 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 <i>0090 - VAT Info</i> (0090 - value-added-tax information) in the More field on the General Info page.	Enter customer VAT information.
General Information - Notes and General Information - Notes	CUST_NOTES	<ul style="list-style-type: none"> • Select <i>0100 - Notes</i> 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.

Page Name	Object Name	Navigation	Usage
General Information - Attachments and General Information - Attachments	CUST_ATTACHMENTS	<ul style="list-style-type: none"> • Select <i>0110 - Attachments</i> in the More field on the General Info page. • Order Management, Quotes and Orders, Review Customer Information, Attachments, Customer Attachments • Customers, Review Customer Information, Attachments, Customer Attachments 	Attach multimedia files, such as PowerPoint presentations, Word documents, ScreenCams, or Excel spreadsheets, to customers.
General Information - Messages and General Information - Customer Messages	CUST_MESSAGES	<ul style="list-style-type: none"> • Select <i>0120 - Messages</i> in the More field on the General Info page. • Order Management, Quotes and Orders, Review Customer Information, Messages, Customer Messages • Customers, Review Customer Information, Messages, Customer Messages 	Associate messages with customers to communicate timely news and process the action associated with the message.
General Information - Bill To Options	CUST_BILLTO_OPT	<ul style="list-style-type: none"> • Customers, Customer Information, General Information, Bill To Options • Grants, Sponsors, Profile, Bill To Options 	Enter additional billing and purchasing options for bill to customers. You can also enter customer payment options and payment terms as well as default write-off tolerances for customer account maintenance in PeopleSoft Receivables.
General Information - Ship To Options	CUST_SHIPTO_OPT1	<ul style="list-style-type: none"> • Customers, Customer Information, General Information, Ship To Options • Grants, Sponsors, Profile, Ship To Options 	Enter delivery and shipping parameters. You can also enter domestic and export shipping options.
Carrier Account Numbers	CUST_3RD_PARTY_IN	Click the Carrier Account Numbers link on the General Information - Ship To Options page.	Enter account numbers for customers' carriers.
Ship Exception Dates	CUST_SHIPTO_EXCPT	Click the Exception Ship Dates link on the General Information - Ship To Options page.	Set up standard times when shipments should not be delivered to customers.

Page Name	Object Name	Navigation	Usage
General Information - Sold To Options	CUST_SOLDTO_OPT	<ul style="list-style-type: none"> Customers, Customer Information, General Information, Sold To Options Grants, Sponsors, Profile, Sold To Options 	Enter pricing and product information.
Hierarchy	CUST_SOLD_HIERARCH	Click the Hierarchy link on the General Information - Sold To Options page.	Select a classification, set up customer hierarchies, assign syndicated data types, and establish channels. The customer hierarchy is as follows, from highest to lowest level: division, region, and territory. Currently PeopleSoft standard processing does not use the fields on the Hierarchy page.
VMI Options	CUST_SHIPTTO_OPT2	Click the VMI Options link on the General Information - Ship To Options page.	Specify VMI ship to options.
Product Catalog	CUST_SOLD_PRODCTLG	Click the Product Catalog link on the General Information - Sold To Options page.	Specify available catalogs. You can modify product offerings for sold to customers by creating product catalogs that contain only those products that each customer requires. You can create two types of catalogs: inclusive catalogs, which contain all of the products that are available to customers; and exclusive catalogs, which contain the products to withhold from customers.
Product Aliases	CUST_SOLD_PRDALIAS	Click the Product Aliases link on the General Information - Sold To Options page.	Set up product aliases. You can enter products on orders or quotations using the sold to customer's part number (product alias) or system product IDs. Both numbers appear on the order line.
VMI Options	CUST_SOLDTO_OPT2	Click the VMI Options link on the General Information - Sold To Options page.	Specify VMI sold to options.

Page Name	Object Name	Navigation	Usage
Miscellaneous General Info	CUST_GENERAL_MISC	<ul style="list-style-type: none"> 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, and subcustomer codes.
General Information - Vendor Info	CUST_VENDOR_INFO	Click the Vendor Information link on the Miscellaneous General Information page.	View vendor information for the vendor whom you specify on the General Information - Additional General Info page.
DMS Customer 1 (Debt Management Service customer one)	DMS_CUSTOMER_1	<p>Click the DMS Information (Debt Management Service information) link on the Miscellaneous General Info page.</p> <p>This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.</p>	Enter DMS agency information for individuals or corporations.
DMS Customer 1 (Debt Management Service customer one)	DMS_CUSTOMER_2	<p>Click the DMS Information link on the Miscellaneous General Info page.</p> <p>This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.</p>	Enter individual debtor information for DMS.
DMS Customer 3 (Debt Management Service customer three)	DMS_CUSTOMER_3	<p>Click the DMS Information link on the Miscellaneous General Info page.</p> <p>This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.</p>	Enter individual debtor employment information for DMS.
DMS Customer 4 (Debt Management Service customer four)	DMS_CUSTOMER_4	<p>Click the DMS Information link on the Miscellaneous General Info page.</p> <p>This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.</p>	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.

Page Name	Object Name	Navigation	Usage
Staffing Information	CUST_STAF_INFO	Customers, Customer Information, General Information Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.	Enter customer information specific to Staffing Front Office including customer owners and related contacts.
Target Qualifications	FO_CUST_QUALIFS	Customers, Customer Information, General Information Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box. Select <i>0090 - Target Qualification</i> in the Staffing Links drop-down list box.	Enter the target qualifications of the resources that this customer normally requests. This information can be used for opportunity searches.
Resource Qualifications - Select Qualification Profile	RS_SELQUALPROFILE	Click the Profile button on the Target Qualification page.	Add target qualifications from a qualification profile.
Resource Qualifications - Search for Qualifications	RS_QUALIF_SRCH	Click the List button on the Target Qualification page.	Add target qualifications from the qualifications list.
Resource Qualifications - Select Competencies	RS_SO_COMP	Click the Competency Tree button on the Target Qualification page.	Add target qualifications from a competency tree.
Target Job Title	FO_CUST_JOBTITLE	Customers, Customer Information, General Information Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box. Select <i>0110 - Target Job Titles</i> in the Staffing Links drop-down list box.	Enter job titles of the resources that customers commonly request. This information can be used for opportunity searches.
Career Master	FO_CUST_CAR_MASTR	Customers, Customer Information, General Information Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box. Select <i>0120 - Career Master</i> in the Staffing Links drop-down list box.	Enter information about how the customer is billed for career placements, and who conducts interviews and reference checks.

Page Name	Object Name	Navigation	Usage
Benefits	FO_CUST_BENEFITS	<p>Customers, Customer Information, General Information</p> <p>Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.</p> <p>Select <i>0140 - Benefits</i> in the Staffing Links drop-down list box.</p>	Enter benefits information that the customer offers its employees.
Peak Seasons	FO_CUST_PEAK_SEASN	<p>Customers, Customer Information, General Information</p> <p>Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.</p> <p>Select <i>0150 - Peak Seasons</i> in the Staffing Links drop-down list box.</p>	Enter the details of the customer's staffing requirements as they relate to seasonal variations and peaks.
Competitors	FO_CUST_COMPETITRS	<ul style="list-style-type: none"> • Customers, Customer Information, General Information <p>Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.</p> <p>Select <i>0160 - Competitors</i> in the Staffing Links drop-down list box.</p> <ul style="list-style-type: none"> • Staffing, Customers and Contacts, Add/Update Customers, Competitors 	Enter information about other staffing firms with which you compete for the customer. Alternatively, you can enter information to identify competitors or customers.
Lines of Business	FO_CUST_SRVC_AREA	<p>Customers, Customer Information, General Information</p> <p>Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.</p> <p>Select <i>0170 - Lines of Business</i> in the Staffing Links drop-down list box.</p>	Enter the lines of business in which the customer operates.

Page Name	Object Name	Navigation	Usage
Job Supplement	FO_CUST_JOB_SUPP	<p>Customers, Customer Information, General Information</p> <p>Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.</p> <p>Select <i>0180 - Job Supplements</i> in the Staffing Links drop-down list box.</p>	<p>Enter additional information about certain job descriptions at the customer.</p>
Forms	FO_CUST_FORMS	<p>Customers, Customer Information, General Information</p> <p>Select <i>0180 - Staffing Information</i> in the General Info Links drop-down list box.</p> <p>Select <i>0190 - Forms</i> in the Staffing Links drop-down list box.</p>	<p>Use this page to review forms currently associated with the customer record. From this page you can also click the Add New Form button to associate more forms with the customer record.</p>
Forms Detail	FO_CUST_FORMS_DTL	<p>Click the Add New Form button on the Forms page.</p>	<p>Associate additional forms with customer records. Forms can be configured to capture extra information about the customer that is not already captured in the delivered fields in the application.</p>
Worksite Master	CUST_WRKSTE_MSTR	<p>Customers, Customer Information, General Information</p> <p>Select <i>0190 - Worksite Master Page</i> in the General Info Links drop-down list box.</p>	<p>Enter additional information about a customer worksite by associating forms with a customer work address.</p>
Customer CSF,	CUST_CSF	<p>Customers, Customer Information, General Information</p> <p>Select <i>0200 - Customer CSF</i> in the General Info Links drop-down list box.</p>	<p>Select the Customer Field Definition templates that can be used when creating orders and assignments for a customer. These templates enable you to capture additional information in the order and assignment that can be sent to PeopleSoft Billing and used for invoice printing or reporting purposes.</p>

Adding Customer Names and Levels and Assigning Roles

Access the General Information - General Info page.

Customer Status	Select <i>Active</i> or <i>Inactive</i> . 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: <i>Prospect</i> : 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. <i>Temporary</i> : 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, <i>User 1</i> might represent manufacturing customers, <i>User 2</i> might represent retail customers, and so forth. Each label can be up to 10 characters long. You can modify or add translate values for this field using PeopleSoft Application Designer.
Name 1	Enter the customer's primary name. Enter the customer's standard name in the Name 1 field on this page. You can enter an alternate name in the Name 2 field on this page if the customer has a different doing business as (DBA) name. A third name field, Name 3, appears on the Miscellaneous General Information page, in addition to the Name 1 and Name 2 fields. <hr/> Note. The system uses only the Name 1 value as a search key. <hr/>
	When a customer's name changes, you can enter the new name and still maintain a record of the previous name. You can change a customer name up to two times. When you change the name for the first time, a previously unavailable field called Former Name 1 appears on the Miscellaneous General Information page and contains the previous Name 1 field value. When you change the value in the Name 1 field a second time, Former Name 2 appears adjacent to the Name 3 field on the Miscellaneous General Information page and contains the previous Name 1 field value.
Short Name	Enter a name to appear on pages 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 and Alt Name 2	Click to access the Alternate Character Type page and enter customer names in alternate characters. This link appears next to the Name 1, Name 2, and

Name 3 fields when you enable alternate character sets for the user on the User Preferences - Overall Preferences page.

Currency Code

Select a currency code. The system uses this code as the default currency for the Credit Profile page, for displaying credit amounts, and as the transaction currency for quotations, sales orders, and 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.

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. Two additional fields appear for entry of the setID and the customer ID of the new correspondence or remit from customer. PeopleSoft Billing and Receivables use these roles.

Ship To Customer

Select if the customer receives order shipments.

Note. This is labeled Worksite Customer when Staffing Front Office or Pay/Bill Management are being used based on installation options.

Sold To Customer

Select if the customer places orders.

Broker Customer

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

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

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

Indirect Customer

Select to associate an indirect customer with a ship to customer. 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. Two additional fields for the new corporate customer setID and customer ID appear.

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

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

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.

Support Team Information

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.

Address Locations and Details

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

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

Customer	If you are adding a new customer, <i>NEXT</i> appears until you save the page. Or you can override the <i>NEXT</i> and manually enter a value.
Location	Enables you to indicate an organization's different address types. For example you can specify one address to receive bills, another for shipping, a third for postal deliveries. Each address has a different location number. Every customer role must have a primary location, which the system uses on all pages where a customer address appears. The primary location, indicated by a <i>1</i> , is the address that you use most often when you contact the customer, and may be different from the customer's main address.
Bill To	Select at least one address as a bill to address if the customer is a bill to customer. You must also select one address as the primary bill to address by selecting the Primary check box.
Ship To	For intercompany transfers, the primary ship to address appears by default on the Material Stock Request - General Info page and the Express Issue page. You can only view the value on those pages; you cannot override it.
	<hr/> Note. Ship To addresses are called Worksite addresses when Staffing Front Office or Pay/Bill Management is installed based on installation options. <hr/>
Sold To	Enter the address that receives the order, quote, RMA, and buying agreement renewal letter documents. If you select the Primary check box, the sold to address is the address location that appears by default on the sales order, quote, and RMA when you select this customer ID.
RFID Enabled	Select to indicate that orders that are shipped to this destination require RFID tags. See <i>PeopleSoft Enterprise Inventory 8.9 PeopleBook</i> , "Picking Inventory," Creating Radio Frequency Identification Tags.
Broker	Enter an address for the broker who receives sample goods and courtesy copies of sales order acknowledgements and invoices.
Indirect	You can associate indirect customers with ship to customers.
Correspondence Address	Enter the address that receives correspondence.
VAT Default	Click to access the VAT Defaults Setup page. The VAT Defaults Setup page is a common page for setup of defaults for all PeopleSoft applications that process VAT transactions. On this page you can define customer defaults as applicable.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page. The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.
Effective Date and Status	Within each location number, you can enter multiple addresses that are keyed by effective date and status.

Language Code	Enter a code for the system to use as a default value for this location.
Tax Code	This value appears by default on bill lines in PeopleSoft Billing and on sales order lines in PeopleSoft Order Management. 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.
	<hr/> Note. This field is used for PeopleSoft provided taxation coding and is not used by Taxware or Vertax. <hr/>
Physical Nature	Select the default physical nature for transactions. Options are <i>Goods</i> or <i>Services</i> .
Where Performed	Select the default location for where a service is most often physically performed. Options are: <i>Buyer's Location</i> , <i>Ship From Location</i> , <i>Ship To Location</i> , or <i>Supplier's Location</i> .
Address 1, Address 2, and Address 3	Dynamic fields that the country selection determines. Enter location identifiers, such as <i>Printing Division</i> or <i>Western Annex</i> .
View Phone Information	Click to access the Country - Address Format page and enter phone information for the customer.
City	Enter the name of the city (for U.S. addresses) or town (for international addresses).
In City Limit	Select to enable third-party tax providers to determine additional city taxes for products as applicable.
Geocode	If you are using a third-party tax provider, you must click the Geocode Lookup link to retrieve the geocode.

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

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.

Viewing Role Designations for Bill To Customers

Access the General Information - Bill To Selection page.

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

Entering Indirect Customer Information for Ship To Customers

Access the General Information - Ship To Selection page.

Ship To Customer	Indicates the designation that you make on the General Info page.
	<hr/> Note. The Ship To Customer is called the Worksite Customer when Staffing Front Office or Pay/Bill Management is being used based on installation options. <hr/>
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	<p>The Correspondence Customer Group group box lists all of the customers whose billing information appears on the correspondence for this customer. This group box contains only the present customer's information, unless the customer is a correspondence customer (one who receives correspondence for other customers). The setID, customer ID, and customer name appear for each customer who is included in this customer's correspondence group.</p> <p>For example, the Selection page for customer QuickPrint Photography could list these three customers under Correspondence Customer Group:</p> <ul style="list-style-type: none"> • QuickPrint Photography • QuickPrint Services • QuickPrint Graphics
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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 Enterprise Receivables 8.9 PeopleBook, “Understanding Implementation Issues”

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

Access the General Information - Correspondence Options page.

Customer Defaults

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

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

Contact

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

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

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

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

Address

Address Select a customer correspondence address:

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

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

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

Remit To

Remit to Type Select a remit to type:

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

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

Bank and Account

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

Correspondence Options

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 Enterprise Receivables 8.9 PeopleBook, "Generating Correspondence," Generating Customer Statements

PeopleSoft Enterprise Receivables 8.9 PeopleBook, "Generating Correspondence," Generating Dunning Letters

PeopleSoft Enterprise Receivables 8.9 PeopleBook, "Generating Correspondence," Generating and Printing Follow-Up Letters

PeopleSoft Enterprise Receivables 8.9 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 Enterprise Receivables 8.9 PeopleBook, “Understanding Implementation Issues”

Viewing Corporate Customer Groups

Access the General Information - Corporate Customer Selection page.

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

Entering Optional Customer Data

Access the General Information - Additional General Info page.

Alternate Customer Information

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

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

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

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

DUNS +4 Suffix: This option is used to distinguish individual credit entities within a larger organization using the entity’s Dun and Bradstreet number followed by a 4 digit suffix.

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

Return to Previous Panel Click the Return to Previous Panel 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 *DUNS Number (with edit)* in the Standard ID Qualifier field and you accessed the page from the Dun and Bradstreet component.

SIC Codes

SIC Type (standard industry classification type) Select a value to specify the classification format that is used in Canada, France, Germany, the U.K., or the U.S. Major industry types and subsets

within industries use standard industry classification codes in various countries to group and facilitate reporting and analysis.

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

Setting Up and Reviewing Customer Credit Profiles

Access the General Information - Credit Profile - General page.

Credit Profile

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

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

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

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.

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 <i>Open</i> orders in the credit-checking calculations; it ignores orders in any other status.
	<hr/> <p>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.</p> <hr/> <p>Note. If the PeopleSoft Order Management Business Unit has credit checking enabled, then all bill to customers using that business unit are expected to have credit profiles. A missing credit profile will result in the orders for that customer in the business unit being put on hold.</p> <hr/> <p>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.</p> <hr/>
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 <i>60</i> , 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 the customer's credit worthiness allows.

% Over Limit (percentage over limit)

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

Range %

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 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.

See Also

PeopleSoft Enterprise Receivables 8.9 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 these types: <i>Accounting, Allocation Group, Buying Agreements, Collection, Direct Debit, Draft, Forecasting, Freight, Pricing, Pay/Bill Management, Pricing Arbitration Plan, Reporting, Tax, or Transportation.</i>

Note. A customer cannot be assigned to more than one of these Customer Groups: *Forecasting, or Pricing Arbitration Plan.*

See Also

PeopleSoft Enterprise Pricer 8.9 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: <i>Blanket:</i> Exemption category exists for all purchases of this type. <i>Single Purchase:</i> Exemption category exists for the specified purchase only. <i>Other:</i> 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: <i>Exonerated:</i> Select if the VAT entity is permanently excused from paying VAT. <i>Suspended:</i> 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 enables you to set up VAT defaulting for all PeopleSoft applications that process VAT transactions. On this page, you can define customer defaults as applicable.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page. The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.

See Also

PeopleSoft Enterprise Global Options and Reports 8.9 PeopleBook, “Working with VAT”

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: <i>Standard:</i> Assigns a standard note. For this value, select a standard note code. Standard notes are created on the Common Definitions Standard Notes page. <i>Custom:</i> Creates a custom note. For this value, select a note type, and then enter the custom note in the text field.
Use Predefined Standard Note	Select this option to use a predefined note for a customer note.

Note Code	Enter the note code for this note. If you are using predefined standard notes, select the standard note to assign to this page or type in the note code. The note type, note text, key words, and print on documents appear.
Note Type	For custom notes, select the note type for the note.
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.

Attachment Information

Add	Click the Add button to browse for and add an attachment.
View	After you upload an attachment, click the View button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a Description of the multimedia item that you're attaching.

Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Attaching Messages to Customers

Access the General Information - Messages page.

Sequence Number	Identifies each message. You can attach multiple messages to each customer. The system assigns a sequence number of 1 to the first message. Up to three messages at a time appear on this page.
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 (<i>None</i> , <i>Reject</i> , or <i>Hold</i>) 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 Additional Billing, Purchasing, Payment, and Write-Off 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 Project Costing, 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 PeopleSoft Order Management Business Unit level. The bill type appears by default on the Bill To section of the Order Entry Form page during order entry. If you 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 the bill according to the code that you select. If you do not have PeopleSoft Billing installed, this field is unavailable.
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Billing Consolidation Data

Consolidation Key	Assign a value to associate groups of bills to consolidate. This free-form field enables you to create labels that best suit business needs.
Customer ID	Select a value to determine which consolidation customer (defined on the General Info page) receives the consolidated bill for this bill to customer.

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

InterUnit Customer	Select to establish a customer for interunit transactions that are defined as intercompany transfers in PeopleSoft Inventory. Leave this field blank for all other customers.
General Ledger Unit	Enter the unit that this PeopleSoft Billing interunit customer represents. The value that you enter here appears by default on the bill to General Ledger business unit on the Standard Billing - Header - Info 1 page. If you do not select a value, you must enter a General Ledger business unit on the bill at bill entry. For PeopleSoft Inventory intercompany transfers, however, the system requires that you enter a value here.

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

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

Blanket Purchase Orders

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

Immediate Payment Options

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

Payment Method Options

Payment Method Select the customer's default payment method.

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

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

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

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

Draft Approval Select a value:

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

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

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

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 (ARPREDCCT) for the customer.

Partial Payment Switch

Select to allow partial payments for underpayments and to take unearned discounts when you use the #DTL_TLR algorithm group. You must also select a Payment Predictor method that executes #DTL_TLR.

If you clear this check box, the system uses the values that you specify on the Receivables Options - Predictor Detail page to determine whether to create a write-off or adjustment item for underpayments overpayments when Payment Predictor runs the #DTL_TLR algorithm group.

Payment Predictor Hold

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

Method

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

Bank Holiday Options

Holiday Options

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

Select a value:

Not Applicable: Does not change the due date.

Due After Holiday: Changes the due date to one day after the holiday.

Due Before Holiday: Changes the due date to one day before the holiday.

Days

The number of days to move the due date to accommodate the holiday.

Allow due date in next month Select to permit the new due date to fall in the next month, if you select *Pay After Holiday* as the holiday option. If you do not select this check box, the system adjusts the due date to the last business day prior to the original due date.

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

Default Write-Off Tolerances

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 Enterprise Order Management 8.9 PeopleBook, “Setting Up Transportation Lead Times and Freight Charges”

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Billing Orders”

PeopleSoft Enterprise Billing 8.9 PeopleBook, “Setting Up the Billing Interface”

PeopleSoft Enterprise Billing 8.9 PeopleBook, “Establishing InterUnit and IntraUnit Billing”

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Setting Up Exception and Collection Processing”

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Setting Up Draft Processing”

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Managing Direct Debits”

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Defining Receivables Business Units”

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Defining Additional Processing Options,” Setting Up Payment Terms

PeopleSoft Enterprise Receivables 8.9 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 Shipping and Returns page for the PeopleSoft Order Management Business Unit.

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

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

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

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

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

Just In Time Parameters

Ship Prior To Request Date	If you select <i>Yes</i> , 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 <i>Yes</i> if the customer prefers not to receive backorders.

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

Domestic and Export Shipment Options

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

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

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

Export Flags

Insurance Required

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

Flag Orders for Export

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

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

AERP (automated exporter reporting program)

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

Military

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

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Introduction to Sales Order Entry,” Default Ship From Values

PeopleSoft Enterprise Supply Chain Management Integration 8.9 PeopleBook, “Using an Electronic Data Collection System,” Generating Labels

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	<p>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.</p> <hr/> <p>Important! If you do not select this check box, alternate products do not appear during order entry, even if you set up product alternates on the Alternates page. Also, product substitutions cannot occur during the fulfillment process if you do not select this check box.</p> <hr/>
Restocking Fee	<p>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.</p>
Freight Charge Method	<p>Select a method if you use PeopleSoft Order Management freight charge calculations.</p>
Carton Label Format ID and Ship Container Label Format ID	<p>(Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels.</p> <hr/> <p>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.</p> <hr/>
Number Preference	
System Product ID and Customer Product ID	<p>Select to enter products on orders or quotations using the customer's part numbers (product aliases) or system product IDs. Both numbers appear 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.</p>
Pricing Options	
Grace Pricing Discount Days	<p>Designate the number of days to extend discounts on prices that have reached their expiration dates.</p>
Exclusive Pricing ID	<p>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.</p>
Weight and Volume	<p>Enter a value to use weight and volume pricing. This is an arbitration plan defined specifically for weight and volume pricing.</p>
Arbitration Plan	<p>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.</p>

VMI Options

VMI Order Consolidation Specify how the sales order requests generated in VMI replenishments will be grouped. The options are:

None: Select to instruct the VMI replenishment process to generate a separate order for every replenishment request.

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

Sold To Customer: Select to instruct the VMI Replenishment process to combine replenishment requests for the same sold to customer on the same sales order. This will apply only to sales orders for non-consigned customers.

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

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

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

See Also

[Chapter 11, “Managing Returned Material,” page 271](#)

[Chapter 9, “Setting Up Products,” Establishing Product Alternates, page 242](#)

PeopleSoft Enterprise Managing Items 8.9 PeopleBook, “Working with Items,” Fulfilling Orders with Substitute Items

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Setting Up Transportation Lead Times and Freight Charges,” Understanding Freight Calculations

PeopleSoft Enterprise Supply Chain Management Integration 8.9 PeopleBook, “Using an Electronic Data Collection System,” Generating Labels

PeopleSoft Enterprise Pricer 8.9 PeopleBook, “Creating Price Rules”

PeopleSoft Enterprise Pricer 8.9 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 <i>Pricing</i> only.
Territory	Define a territory to further establish a customer hierarchy.

Syndicated

Syndicated Data Type	Enter syndicated data information about customer activity.
Syndicated Number	Select a number for each customer.
Customer Channel	Segments customers for reporting, trade spending, and integration with PeopleSoft Demand Planning. The customer channel is also known as a class of trade. Examples of channels include: <ul style="list-style-type: none"> • 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.
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Entering VMI Information for the Ship To Customer

Access the VMI Options page.

VMI Options

VMI Enabled Customer	Indicates the Ship-To is used for Vendor Managed Inventory. <hr/> Note. This check box should not be selected until the proper value for the Goods Consigned at Customer check box is known. <hr/>
VMI Manager	Enter the employee responsible for approving and overseeing orders generated for the VMI customer, this should be a role.
Goods Consigned at Customer	Indicates that goods are not owned by the customer and are not paid for until they are consumed. They are not billed at shipment. <hr/> Note. The Goods Consigned at Customer check box cannot be deselected, if the customer is associated to either an open storage location or a VMI item. <hr/>

Customer Order Defaults

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

Customer Item Tracking

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

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

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

Access the Miscellaneous General Info page.

Miscellaneous General Information

Name 1, Name 2, and Name 3	Enter customer names. The system uses the primary name in the Name 1 field on the General Info page as the search key. Also, Former Name 1 and Former Name 2 appear once there is a former name 1 and subsequently a former name 2.
Tax ID	The corporate equivalent of a social security number. Some export documents in PeopleSoft Order Management require this information.
Vendor SetID and Vendor ID	<p>Select values to associate customers and vendors. If you installed both PeopleSoft Receivables and Payables, you can generate a report that includes combined Receivables and Payables balances.</p> <p>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 <i>and</i> the vendor record. When you assign a PeopleSoft Receivables customer to a particular vendor or when you change a vendor assignment, the system handles the request as follows:</p> <ul style="list-style-type: none"> • If you select a vendor that was previously assigned to another customer, the system alerts you and rejects the request. To make this change, dissolve the other vendor-customer association; then return to the first customer and enter the vendor information again. • If you select a vendor that was not previously assigned to another customer, the system accepts the customer record change and updates the vendor record with the correct information. If the customer record pointed to a different vendor before you made the change, the system also updates the old vendor record to reflect a blank customer.
Vendor Information	Click to access the General Information - Vendor Info page and view details about the vendor-customer relationship.
Workflow User	Indicates who in the organization receives workflow items for this customer. Any worklist entries that are associated with this customer appear on the worklist of the person whom you indicate.
Customer Website (web uniform resource locator)	Opens the customer's URL. Include <i>http://</i> in the URL to activate the link.
Stock Symbol	Click to view the stock quotation of a customer. You must establish the connection on the URL Maintenance (uniform resource locator maintenance) page.
DMS Information	<p>Click to access the DMS Customer (Debt Management Service customer) component on which you enter debtor information for DMS processing.</p> <p>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.</p>
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, which may include SubCustomer 1, and SubCustomer 2, depends on the number of qualifiers (one, two, or none) that you enable during installation on the Installation Options - Overall/GL page.

See Also

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Interfacing With U. S. Federal Systems,” (USF) Referring Delinquent Items to the DMS

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 <i>Individual, Corporation, Joint Venture, Other, Partnership, Sole Proprietorship</i> , and <i>State/Local Government</i> .
Taxpayer Information	Select <i>Social Security Number</i> for individuals or <i>Employee Identification Number</i> .
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 For federal military employees, select the employment status. Values are
(federal military employee) *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 For federal civilian employees, select the employment status. Values are
(federal civilian employee) *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.*

Entering Staffing Information

Access the Staffing Information page.

Customers Owners

User ID Enter the IDs of the individuals who are most closely related to and responsible for acquiring or servicing the customer.

Owner Type Enter *Other, Sales User, or Service User* to define the role of the individuals

Percentage Enter the percentage of ownership each individual has in the customer.

Contact

The Contact group box is read-only.

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

Entering Target Qualifications Information

Access the Target Qualification page.

Type	The category of the qualification, such as Competency, Language, License, or Membership.
Description	Description of the qualification.
Profile	Click the Profile button to add qualifications from a profile. These profiles can be set up by users for personal use, or by system administrators for public use.
List	Click the List button to add qualifications from a list.
Competency Tree	Click the Competency Tree button to add qualifications from a competency tree. The system administrator can define the tree during system setup.

Adding Qualifications from a Profile

Access the Resource Qualifications - Select Qualification Profile page.

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

Adding Qualifications from a List

Access the Resource Qualifications - Search for Qualifications page.

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

Search Criteria

Select search type	Select the type of qualification for which you would like to search: <i>Any Type, Competency, Degree, Language, License, Membership, or Other.</i>
Search by	Select <i>Code</i> or <i>Description</i> .
Keyword	Enter any keyword to further narrow the search results.
Search	Click the Search button to return records that match the criteria.

Search Results

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

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

Currently Selected Qualifications

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

Adding Qualifications from a Competency Tree

Access the Resource Qualifications - Select Competencies page.

Competencies

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

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

Entering Target Job Titles Information

Access the Target Job Titles page.

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

Entering Career Master Information

Access the Career Master page.

Effective Date	Enter the effective date of the career master information. If any of the information changes, insert a new effective-dated row and change the field.
Fee Schedule	Select the customer's fee schedule.
Email Schedule To	Select the person to whom you want to send the fee schedule. The options that are available for this field come from the contacts that you associate with the customer record.



Click the Send Email button to send an email to the contact. This will generate a pre-formatted email to the contact's email address. The fee schedule will be attached to the email as an Adobe Acrobat PDF file. The Crystal report should be modified by the system administrator to reflect the organization's needs.

Schedule Sent

Select the date that you sent the fee schedule to the customer.

Schedule Sign

Select the date that the customer signed the fee schedule.

Guarantee Days

Starting from the date when a candidate first begins a new position, enter the total number of days after which you no longer offer a refund of the placement fee or a credit. The organization's business processes dictate how this field is used.

Send Resume To

Select the name of the person to whom you should send resumes of candidates. The options that are available for this field come from the contacts that you associate with the customer record.

1st Interview, 2nd Interview and 3rd Interview

Select the name of the person who is responsible for conducting interviews with candidates. The entries that are available from these fields come from the contacts that you associate with the customer record.

Reference Check By

Select customer, staffing organization, or third-party to indicate who is responsible for completing the reference check on the candidate: *Customer*, *Recruiter*, or *Th. Party* (third-party).

Other Recruiters

If more than one recruiter is responsible for the placement of a candidate, enter the name of the recruiter.

First Review

Enter the date upon which the candidate, if placed, will receive a salary and performance review.

Extend Offer

Select *Customer*, *Recruiter* or *Th. Party* (third-party) to indicate who is responsible for extending an offer to the candidate once the customer makes a hiring decision.

Renewal % Increase

Enter the average percent increase a candidate is likely to receive upon a review of performance.

Weekly Hours

Enter the number of hours that the customer expects a candidate to work per week.

Entering Benefits Information

Access the Benefits page.

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

Entering Peak Seasons Information

Access the Peak Seasons page.

Contact Name

Select the name of the person that the staffing organization interacts with at the customer site. The options that are available come from the contacts that you associate with the customer record.

Date From	Select the date that the peak period begins.
Date To	Select the date that the peak period ends.
Comments	Describe the peak season period.

Entering Competitor Information

Access the Competitors page.

Competitor	Enter the name of the competitor. If the competitor does not appear in the list, you can enter the name in the field.
Type	Select the type of competitor: <ul style="list-style-type: none"> • <i>Ours</i>: Select for a company with which the staffing organization competes for the customer's business. • <i>Theirs</i>: Select for a company that the customer competes with for business.
Information	Select the entry that most closely describes the nature of the competitive information about the work that is performed at the customer's site.
Comments	Enter any comments about the competitor.
Rates	
Job Code	Select a job code. The Description populates automatically.
<hr/>	
Note. The pay and billable rates are keyed by job code.	
<hr/>	
Pay Rate	Enter the rate that the competitor pays its employees for the work that is performed at the customer's site. The currency code used here is the same as the one that you entered on the Customer page.
Billable Rate	Enter the rate that the competitor charges for the work that is performed at the customer's site. The currency code that is used here is the same as the one that you entered on the Customer - Customer page.

Entering Lines of Business Information

Access the Lines of Business page.

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

Entering Job Supplements Information

Access the Job Supplements page.

Job Supplement Information

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

Form Code Select the specific form that you want to use.

Note. The page view that appears for each form contains a different set of questions or fields for you to fill in. It is up to the organization to decide what information these forms contain.

Job Supplement Details

Field Name The system displays the name of the form fields as defined through system configuration.

Long Description Enter the values for each form field.

Entering Forms Information

Access the Forms page. This page lists all the forms previously associated with the customer record. From this page you can associate additional forms by clicking the Add a New Form button.

Form Description This field describes the form associated with the customer record. Click the description to access the Form Detail page and review the values for each Form Field.

Form Code View the code of the forms associated with the customer record.

View Form Click the View Form link to view the detail of a previously added form.

Add New Form Click the Add New Form button to associate additional forms with the customer record.

Adding Forms

Access the Form Detail page.

Form Type The form type *CUST* (customer form) will automatically populate in this component.

Form Code Enter the code of the form that you want to associate with the customer. Once you select a code, the system automatically loads the form definition. The form field names are automatically populated by Staffing Front Office from the form configuration. Enter the date that the form detail will be effective, then complete the form detail information.

Insert Row Click the Insert Row button if another effective-dated row is needed.

Entering Worksite Master Information

Access the Worksite Master page.

Address Seq (address sequence) Select the address sequence number that the worksite master is describing. The rest of the address information will be populated once the sequence number is selected.

Contact Select the contact name from the list of available entries.

Form Type	Select the form type that you want to use to enter worksite information.
Form Code	Select the specific form that you want to use. The page view that appears for each form contains a different set of questions or fields for you to fill in. It is up to the organization to decide what information these forms contain.

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

Entering Customer Fields Information

Access the Customer CSF page.

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

Creating User-Defined Customer Fields

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

Establish user-defined fields if you have requirements that are beyond the delivered options for defining customer attributes. Each User-Defined page contains fields of various sizes and types: 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.

See Also

Enterprise PeopleTools 8.46 PeopleBook: Application Designer, Using PeopleSoft Application Designer

Page Used to Create User-Defined Customer Fields

Page Name	Object Name	Navigation	Usage
General Information - User Defined	CUST_USERDEFINED_1	Select <i>0130 - User Defined</i> in the More field on the General Info page.	Create character-length alphanumeric fields.

CHAPTER 3

Maintaining Additional Customer Information

This chapter discusses how to:

- Establish customer-related general options.
- Set up customer support personnel.
- Use quick customer create functionality.
- Use short-term customers.
- Obtain Dun and Bradstreet credit reports.
- Define MICR (magnetic ink character recognition) IDs.
- Set up tree-based corporate customers.
- View vendor information.
- Associate EFT (electronic funds transfer) payment file names with customer IDs.
- Create customer reimbursable agreements.
- Make customer inquiries.

Establishing Customer-Related General Options

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

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

This section discusses how to:

- Establish customer group tables.
- Set up standard notes.

Pages Used To Establish Customer-Related General Options

Page Name	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, Alternate Sources of Supply, Buying Agreements, Back Orders/Reservations, Claimback Contracts, Collections, Direct Debit, Draft Management, Freight, Pay/Bill 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 the catalog number selection.

Setting Up Standard Notes

Access the Standard Notes page.

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. These 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 Enterprise Supply Chain Management Integration 8.9 PeopleBook*, “Managing PeopleSoft Supply Chain Management Integration Points”.

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.

This section discusses how to:

- Define team member types.
- Establish team member commissions.
- Establish support team members.

See Also

PeopleSoft Enterprise Order Management 8.9 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 is assigned to the individual team members within the type by default.
Team Member Personal Data - Member Data	MEMBER_PERSON1	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Data	Identify a team member's personal data and other information.
Team Member Personal Data - Member Commissions	MEMBER_PERSON3	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Commission	Define individual team member criteria. On the individual team member level, specify commission distribution criteria and, if necessary, override commission information that is established at the team member type level.
Team Member Personal Data - Member Address	MEMBER_PERSON2	Set Up Financials/Supply Chain, Common Definitions, Team Members, Team Member Personal Data, Member Address	Enter team member address information.
Support Team Members	TEAM_MEMBER_TABLE	Set Up Financials/Supply Chain, Common Definitions, Team Members, Support Team Members	Establish teams after defining individual team members. Associate with ship to customers, quotes, and sales orders.

Defining Team Member Types

Access the Team Member Types page.

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 (<i>Shipment</i>) or the amount booked (<i>Bookings</i>) 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.

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

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

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

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

Note. Because the algorithms that are used to calculate commissions vary 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 View the member type that is associated with each team member on the Team Member Personal Data - Member Commissions page.

Manager Select only one for the team.

Priority View which account member is the primary person for the account. The team member with the highest priority is referenced 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 of quick customer create and discusses how to:

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

Understanding Quick Customer Create

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

Search Logic for Quick Customer Create

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

To improve search results:

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

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

Entering New Customers and Contacts

The CSR can enter a new customer and contact from the Customer Search page or from the Customer Summary page if the search returned no results or if the customer is new. The new customer can have only one contact, customer, and address and must have the same sold to, bill to, and ship to information. When entering the new customer, select a setID and a template customer, which, selected from all customers in the setID, populates the additional fields in the customer tables that 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • CUSTOMER. • CUST_SOLDTO_OPT. • CUST_SHIPTO_OPT. • CUST_OPTION. • CUST_SHIPTO. • CUST_BILLTO. • PRODCCTLG_CUST. • PROD_CUST_ALIAS. • CUST_TEAM. • PRODCCTLG_PRDLST. • CUST_CGRP_LNK. • CUST_CREDIT. • CUST_CRSPD.

What Is Created	What Is Updated
Contact and Customer	<ul style="list-style-type: none"> • 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. • PRODCITLG_CUST. • PROD_CUST_ALIAS. • CUST_TEAM. • PRODCITLG_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 system applies customer and contact information to the transactions automatically.
Contact User Profile Display	QUICK_CUST_USR_DSP	Click the View User link on the Customer Summary - Detail page.	View contacts' user profile information. This page is read-only.
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	View the contact name that you enter on the Contact page.
User ID	View the contact user ID that you define on the Customer User Profile page.
Email ID	View the contact email address that you enter on the Contact page.

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

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

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

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

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

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

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

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

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

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

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

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

Viewing Customer and Contact Search Results

Access the Summary page.



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 View the business phone number if there are multiple phone numbers for the contact and if the search criteria did not include contact phone. If there is no business phone, the first number in the list appears.

Credit Card View 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	View 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

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

Customer Payment Inquiry	Click to access customer balances and view customer payment information.
Customer Information Update	Click to access the General Info page and view or update customer information.

Entering New Customer Information

Access the Create New Customer/Contact page.

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 [Chapter 3, "Maintaining Additional Customer Information," Using Quick Customer Create, page 84.](#)

Enter Contact Information

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

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

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

Enter Customer Information

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

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

Cust Char10 A and Cust N12.3 A Enter user-defined information 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 ID and the new customer ID are based on settings from the Automatic Numbering page.

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

Enabling Contacts to Access Self-Service Transactions

Access the Contact User Profile page.

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

Contact Roles

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

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

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

Using Short-Term Customers

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

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

- Enable role security for short-term customers.
- Add short-term customers.
- Add credit card information.
- Search for existing customers.

Understanding Short-Term Customers

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

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

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

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

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

The name, address, and phone is required for the short-term customer.

Adding a Short-Term Customer on a Sales Orders

When you are creating a sales order using a short-term customer:

1. Select the Short-Term Customer check box in add mode.
2. Enter the customer name, address, and phone.

Note. These are the required fields for adding a customer using a short-term customer template.

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

The customer will be generated after you save the order.

Prerequisites for Short-Term Customers

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

- Create the template customer in the customer General Information component.
- Add the template customer to the PeopleSoft Order Management Business Unit for sales orders, quotes, and RMAs.
- Define roles that can change or edit the default template on the transaction (optional).

See Also

[Chapter 3, “Maintaining Additional Customer Information,” Using Short-Term Customers, page 92](#)

Pages Used to Add Short-Term Customers

Page Name	Object Name	Navigation	Usage
Template Role	TEMPLATE_ROLE	Set Up Financials/Supply Chain, Product Related, Order Management, Order Management Foundation, Template Role	Use to enable certain roles to choose additional template customers on the transaction.
Short-Term Customer Setup	CUST_STERM_CREATE	<ul style="list-style-type: none"> In add mode, select the Short-Term Customer option from the sales order, quote, or RMA. Click the Short-Term Customer Setup link from the GoTo Header Menu on the Order Entry Form or Quote Entry Form page. Click the Short-Term Customer link from the Transfer To section of the RMA Form page. 	Use to add details for the short-term customer. Note. In add mode, select the Short-Term Customer flag in order to access the setup page.
Customer Summary	STCUST_SUMMARY	Click the Search for Existing Customer button on the Short-Term Customer Setup page.	Searches the existing customer data for matching short-term customers using the information you enter on the short-term customer page. Matching results appear in a grid. You can select an existing customer from the matching results and proceed with the transaction.
Credit Card Data	STCUST_CREDCRD	Click the Credit Card Data link on the Short-Term Customer Setup page.	Use to enter credit card information for the new customer. Note. The payment method must be credit card for the order group assigned to the user.

Enabling Role Security for Short-Term Customers

Access the Template Role page.

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

All Templates

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

Adding Short-Term Customers

Access the Short-Term Customer Setup page.

Short-Term Customer Setup

Enter Customer Name and Address Information

Template ID: 80 Short-term customer template

Customer Name:

Support Team Code: Super Support Team

Address

Country: United States [Change Country](#)

Address 1:

Address 2:

Address 3:

City: In City Limit

County: **Postal:** [Lookup](#)

State: California

Telephone

International Prefix: **Phone:**

Extension: **Fax:**

Short-Term Customer Setup page (1 of 2)

Tax Information

Tax Code: **Physical Nature:** **Where Service Performed:**

[Tax Exempt Certificates](#) [VAT Information](#)

Pricing

Arbitration Plan:

Customer Group:

Short-Term Customer Setup page (2 of 2)

Create Short-Term Customer

Select the option if you want the system to create a customer when you save the order.

Template ID

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

Customer Name	Enter the name for the new customer. The Customer ID will be created after you save the transaction. This is required for the new customer.
Search for Existing Customer	Searches the existing customer data for matching short-term customers using the information you enter on the short-term customer page. Matching results appear in a grid.
Remove Short-Term Customer	Click the Remove Short-Term Customer button if you want to clear the information for the new customer.
Address	This is required for the new customer.
Telephone and Tax Information	This is required for the new customer.
Tax Exemption Certificates	If you want the certificate to be saved for the new customer when it is created, enter the information.
Arbitration Plan and Customer Group	Enter either value to apply the pricing arbitration plan or pricing customer group to the customer.
	<hr/> <p>Note. If the template has more than one associated pricing customer group, a default customer group will not populate the Customer Group field. The pricing customer group you enter on the short-term customer page will be used in addition to those set up for the template customer when pricing the order or quote. Only one additional pricing customer group can be attached on this page. If you want additional pricing customer groups, use the Customer General Info component to set them up.</p> <hr/>
OK	Takes you to the main transaction page. The short-term customer will be created when you click Save on the transaction page.
Skip	Takes to you to the main transaction page without passing any customer data.

Adding Credit Card Information

Access the Credit Card Information page.

See Also

[Chapter 7, “Processing Credit Cards,” Processing Credit Cards for Authorization Only, page 199](#)

Searching for Existing Customers

Access the Customer Summary page.

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

Obtaining 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, lists prerequisites, 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 Enterprise Integration Broker to enable the interface.

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

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

- Business Verification.
- Quick Check.
- 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`). Only the key fields appear in the reports on the Operations, Credit and Risk, and Financials pages. If you want to view the entire report in text format, use the Full Text Report page. Also, some reports might not populate all of the fields. Associate the report with a customer on the Dun and Bradstreet - Operations page.

Note. If you do not use the Dun 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 the organization.

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

See Also

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Component Interfaces

Prerequisites

Perform these tasks 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 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. Activate the DNB_REQUEST_MESSAGE and DNB_RESPONSE_MESSAGE messages in PeopleSoft Enterprise Application Designer.

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

1. Create a gateway definition using the Gateways component (IB_GATEWAY) in PeopleSoft Integration Broker.
2. Create a remote node for the Dun and Bradstreet connection using the Nodes component (IB_NODE).
3. Set these parameters on the On the Node Definitions - Connectors page:
 - a. Enter *HTTPTARGET* in the Connector ID field.
 - b. If you need to set a location, enter *Location* in the Property Name field and enter *request* in the associated Value field.

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

Note. Verify with Dun and Bradstreet that this is still the correct URL for the interface.

4. Create an outbound synchronous transaction for the node on the Node Definitions - Transactions page.
 - a. Enter *DNB_REQUEST_MESSAGE*, in the Request Message field on the Transactions page.
 - b. Enter *DNB_RESPONSE_MESSAGE* for the response message in the Message Name field on the Messages page.
5. Create a relationship between the local node and the remote node that you have just created using the Relationships component (IB_RELATIONSHIP).
 - a. Enter *DNB_CONVERT* in the Relationship ID field when you add the relationship on the Relationship Transactions page.
 - b. Enter *DNB_TRANSFM* in the Request field in the Transformations group box on the Transaction Modifiers page.

See Also

PeopleSoft Enterprise Application Fundamentals 8.9 PeopleBook, “Setting Installation Options for PeopleSoft Applications,” Setting Up Cross-Application Installation Options

Enterprise PeopleTools 8.46 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 business 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 customer 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
Dun & Bradstreet Lookup/Order	DB_LOOKUP_ORDER	<ul style="list-style-type: none"> Customers, Customer Information, Dun & Bradstreet Lookup/Order, Dun & Bradstreet 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 Search or Purchase D & B Info link on the Additional General Info page or the Credit Profile page for a customer. 	Retrieve online information from the Dun and Bradstreet database, order Dun and Bradstreet reports, and update the PeopleSoft database.
Operations	DB_OPERATIONS	<ul style="list-style-type: none"> Customers, Customer Information, Dun & Bradstreet, Operations Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Operations Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Operations 	Enter or review operational information such as demographics, business associations, or relationships. View a list of customers who are associated with a DUNS number.
Credit Profile	CUST_CREDIT_PRFL1	Click the Go to Credit Profile Page link on the Dun and Bradstreet - Operations page.	Review credit profile information for the customer.
Additional General Info	CUST_GENERAL2	Click the Additional General Info link on the Credit Profile page.	Link new DUNS numbers to customers.

Page Name	Object Name	Navigation	Usage
Credit And Risk	DB_CREDITNRISK	<ul style="list-style-type: none"> • Customers, Customer Information, Dun & Bradstreet, Credit And Risk • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Credit And Risk • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Credit and Risk 	Enter or review credit and risk information.
Financials	DB_FINANCIALS	<ul style="list-style-type: none"> • Customers, Customer Information, Dun & Bradstreet, Financials • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Financials • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Financials 	Enter or review financial statement information for the current and previous periods.
Full Text Report	DB_REPORT_TEXT	<ul style="list-style-type: none"> • Customers, Customer Information, Dun & Bradstreet, Full Text Report • Accounts Receivable, Customer Accounts, Customer Information, Dun & Bradstreet, Full Text Report • Set Up Financials/Supply Chain, Common Definitions, Customers, Dun and Bradstreet, Full Text Report 	View entire Dun and Bradstreet reports in text format.

Ordering Dun and Bradstreet Reports

Access the Dun & Bradstreet Lookup/Order page.

Dun & Bradstreet Lookup/Order

SetID:

Name:

DUNS Number:

Business Number:

Non Post City:

Reason:

Address:

City:

State / Province: **Postal Code:**

Country: United States

Telephone:

Search Results Customize | Find | View All | First 1 of 1 Last

Select	DUNS Number	Name	Address	City	State/Province	HQ/Branch
<input checked="" type="checkbox"/>	172181450	PEOPLESOFT INC	4500 PEOPLESOFT PKWY	PLEASANTON	CA	Single Location

Products To Be Purchased Customize | Find | View All | First 1 of 1 Last

	DUNS Number	*Product	Language	Trade Up	Last Purchased Product	Last Purchase Date	Error Message
1	172181450	<input type="text" value="Business Verification"/>	<input type="text" value="English"/>	<input type="checkbox"/>	Business Verification	06/06/2005	

Dun & Bradstreet Lookup/Order page

Searching the Dun and Bradstreet Database

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

- Name** Enter the legal name for the business.
- DUNS Number** Enter the identification number assigned by Dun 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 the 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.

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

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

3. Click the Purchase DB Information button.

A confirmation message appears.

Viewing Operational Information and Linking Reports to Customers

Access the Operations page.

[Operations](#) | [Credit And Risk](#) | [Financials](#) | [Full Text report](#)

SetID: SHARE **DUNS Number:** 00091013 [Purchase Dun and Bradstreet Information](#)

Operation Details Find | View All | First 1 of 1 Last

Effective Date: 04/22/2005 **Product:** Business Verification

Name: Vancouver Industries
Address: 10818 Granville
City: Vancouver
State/Province: BC **Postal Code:**
Country: CAN
Telephone: 286-999-0987 **Fax Number:**

Headquarter/Branch: Headquartr **Primary SIC Code:**
Started Year: 1970 **Owns/Rents:** Owns
Incorporation Year: 1990 **Company Moved**
Total Employee: 3000 **Out of Business**
CEO: **Employee Here:**

Enquiry DUNS:
Parent DUNS:
Parent Name:

Operations page (1 of 2)

Customer List				Customize Find View All First 1 of 1 Last
SetID	Customer ID	Customer Name		
1 SHARE	1001	Apex Systems	Go To Credit Profile	

Operations 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.

Headquarter/Branch

Select the value that indicates whether the organization is a parent or a subsidiary location. Values are: *Headquartr* (headquarters), *Branch*, or *Single Loc* (single location).

Primary SIC Code
(primary standard industrial classification code)

Enter a SIC code, which is an index that describes the function (manufacturer, wholesaler, retailer, or service) and the line of business in which the company is engaged.

Started Year

Enter the year in which the entity commenced present operations. If the entity was formed to acquire or continue a preexisting entity's operations, then the start date may reflect this original start date.

Owns/Rents

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

Incorporation Year	Enter the year in which the business incorporated. The incorporation year may not be the same as the year in which the business started.
Total Employee	Enter the total number of employees, including staff at branches, divisions, and subsidiaries located elsewhere.
Company Moved	Select if the business has moved.
Out of Business	Select if the business is no longer active at this location.
Employee Here	Enter the total number of employees at the headquarters location.
Enquiry DUNS	Enter the number assigned by Dun 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

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

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

Access the Credit And Risk page.

Operations	Credit And Risk	Financials	Full Text report
SetID: SHARE		DUNS Number: 00091013	
Purchase Dun and Bradstreet Information			
Credit and Risk Find View All First 1 of 1 Last			
*Effective Date: 04/22/2005		Product: Business Verification	
Legal Proceedings		Paydex for 3 months ago	
<input type="checkbox"/> Bankruptcy	Judgements Indicator: <input type="checkbox"/>	3 mons Paydex: <input type="text"/>	Comment: <input type="text"/>
<input type="checkbox"/> Suits		Paydex Norm: <input type="text"/>	Prior Year Paydex Rating: <input type="text"/>
<input type="checkbox"/> Liens Present			
Credit Information			
Credit Risk Score: <input type="text"/>	Credit Score Percent: <input type="text"/>	Explanation: <input type="text"/>	
Rating: <input type="text"/>	Score Date: <input type="text"/>	Score Class: <input type="text"/>	
Commercial Score: <input type="text"/>	High Score: <input type="text"/>	Highest Credit: <input type="text"/>	
	Low Score: <input type="text"/>	Average High Credit: <input type="text"/>	
All Firms PCTG: <input type="text"/>	Range PCTG: <input type="text"/>		
Commentary: <input type="text"/>			
Payment Information			
Total Payment Experience: <input type="text"/>	Past Due Amount: 25000	Negative Comments: <input type="text"/>	<input type="text"/>
	Past Due Payments: <input type="text"/>	Slow Payments: <input type="text"/>	<input type="text"/>
Failure Risk(Financial Score)			
Failure Risk Score: <input type="text"/>	Failure Risk Score Nat Percent: <input type="text"/>		<input type="text"/>
Failure Risk Score Commentary: <input type="text"/>	Failure Risk Score Ovrld Code: <input type="text"/>		<input type="text"/>

Credit and Risk page (1 of 2)

Vendor/Supplier Information			
<input checked="" type="checkbox"/> Small Business	<input type="checkbox"/> 8(A) Firms	Debarments Date: <input type="text"/>	<input type="text"/>
<input type="checkbox"/> Minority Owned	<input type="checkbox"/> Woman Owned	Debarments Count: <input type="text"/>	<input type="text"/>

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.
Score Class	View the risk of delinquent payments over the next 12 months, as indicated by a number from 0 to 5..
Commercial Score	Enter the numeric score that corresponds to the delinquency performance.
High Score	Enter the high range of the commercial credit score for which an incidence of delinquency percentage could be linked. If the range is 240 to 280, the high range score is 280.
Highest Credit	Enter the highest account balance during the past 12 months.
Low Score	Enter the low range of the commercial credit score for which an incidence of delinquency percentage could be linked. If the range is 240 to 280, the low range score is 240.
Average High Credit	Enter the median of the highest credit extended over the past 12 months. This is calculated by taking the sum of all of the high credit dollar amounts divided by the total number of account experiences.
All Firms PCTG (all firms percentage)	Enter the delinquency percentage for the company as it relates to all firms in the Dun and Bradstreet US database.
Range PCTG (range percentage)	Enter a delinquency percentage as it relates to a specific commercial credit score range.
Commentary	Enter an explanation about the conditions driving the score.
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 the Dun and Bradstreet U.S. database.
(USA) Failure Risk Score Commentary	Enter text that explains the conditions that drive the score that is assigned to the organization. This field is available only in the U.S.
(AUS) Failure Risk Score Ovrld 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.

Operations		Credit And Risk		Financials		Full Text report	
SetID:	SHARE	DUNS Number:	000005593	Purchase Dun and Bradstreet Information			
Financial Details Find View All First 1 of 1 Last							
*Effective Date:	09/10/2003 <input type="text"/>	Product:	Business Verification <input type="text"/>				
Current							
Cash and Liquid Assets:	<input type="text" value="44000000.00"/>	Statement Date:	<input type="text"/>				
Accounts Receivables:	<input type="text" value="550000.00"/>	Total Current Liabilities:	<input type="text" value="675000.00"/>				
Inventory:	<input type="text"/>	Total Liabilities:	<input type="text" value="725000.00"/>				
Total Current Asset:	<input type="text" value="44500000.00"/>	Net Worth Amount:	<input type="text" value="33000000.00"/>				
Total Asset:	<input type="text" value="44550000.00"/>	Gross Profit:	<input type="text" value="3000000.00"/>				
Sales:	<input type="text"/>						
Previous							
Previous Net Worth:	<input type="text" value="25000000.00"/>	Previous Statement Date:	<input type="text"/>				
Previous Sales:	<input type="text"/>						
Previous Working Capital:	<input type="text"/>						

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	View 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.
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Linking Customers to DUNS Numbers

Access the Additional General Info page.

Standard ID Qualifier and DUNS Number	Select <i>DUNS Number With Edit</i> to associate the customer with a DUNS number in the system and enter the DUNS Number.
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Defining MICR IDs

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

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

- Associate MICR IDs with remit from customers.
- Enter customer-specific bank information.

Understanding MICR IDs

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

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

Pages Used to Define MICR IDs

Page Name	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 the 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 the 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	View data from the MICR Information - Address page.
Remit From Customer	For each MICR ID that you set up for the customer, enter the bank account information to process direct debits and drafts electronically. This associates the bank account details with the remit from customer and the MICR ID that you enter on the MICR Information - Address page.
Country	View data from the MICR Information - Address page and 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, the Bank Name Alt Characters button appears next to Bank Name. Click to enter each name in alternate characters.

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

Bank ID Qualifier

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

See *PeopleSoft Enterprise 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.

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

Setting Up Tree-Based Corporate Customers

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

This section discusses how to:

- View corporate tree structures.
- Access customer information.
- Define corporate tree nodes.
- Update corporate customer tree messages.

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

Pages Used to Set Up Tree-Based Corporate Customers

Page Name	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 node characteristics. The Corporate Customer Tree page from the Maintain Customers menu, where you can enter or change information for corporate customers, appears.
Corporate Tree Messages,	CUST_MSG_CORPT	<ul style="list-style-type: none"> Accounts Receivable, Customer Accounts, Customer Information, Corporate Tree Messages Customers, Customer Information, Corporate Tree Messages 	View and update messages for customers who are associated with a particular corporate umbrella.

Viewing Corporate Tree Structures

Access the Tree Manager page.

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 appear with their node name and a description (such as ALLIANCE_GROUP - Alliance Group). Nodes may be customers as well as organizational tools. Detail values always exist under nodes and cannot have children.

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

See *Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Tree Manager*

Accessing Customer Information

Access the Tree Manager page.

Edit Data Click the Edit Data 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 page. However, PeopleSoft Order Management does not use the information on this page for credit checking. You can use this information in reports and in a Workflow to determine which customers have exceeded their credit limit.

SetID and Corporate Customer	For an existing node, the tree populates these fields. If you are creating a new node, the corporate customer name comes from the tree node that you supply in the Tree Node dialog box when you insert the node.
Effective Date	This credit information is keyed by effective date to let you keep a history of the changes and to enter changes that will go into effect on a future date.
% Over Limit (percentage over limit)	Enter a credit limit tolerance, a percentage by which you allow customers to exceed their credit limit. You can use this field with Workflow to retrieve customers who exceed their tolerance amount. If a customer has a 2 percent over limit, for example, an extra two percent of their credit limit is added to their available credit amount. Depending on the percentage that you enter here, you may see credit limits that are higher than those you originally established for the customer.
Range %	Enter a credit limit comfort level. Use this field with Workflow to retrieve customers who exceed their range percent. You can flag certain customers when they get within 80 percent of their credit limit, and allow others to reach 110 percent of their credit limit.
Credit Limit Date	The current date appears by default; you can override this value. This date is kept separate from the effective date, so changes to the credit limit or other credit information are independent of each other.
Credit Limit Review Date	Enter a date on which you want to reevaluate the corporate credit limit.
Risk Code	An indicator of customer credit history. Credit class is another way of grouping customers by defining additional credit categories.
<hr/>	
	Note. The values for the Risk Code and Credit Class fields are translate values that can be adapted to the business needs.
<hr/>	
Collection and Dispute	Select customer credit status based on the circumstance. Additional fields appear next to the Collection or Dispute fields.
	When you turn a customer over for collection, select a collection code from those that are defined on the Collection Status page. Codes vary according to business practices. For example, they may represent different collection agencies that you use. The date on which the account was assigned for collection is the current date by default.
	When you place a customer in dispute, select a dispute code from those that are defined on the Dispute Status page. Dispute codes vary by business. These codes usually indicate the cause for dispute, such as a pricing error or an incorrect shipment. The date on which the account was placed in dispute is the current date by default. The dispute amount that you enter can be a negative or positive value.
<hr/>	
	Note. Altering the account status has no effect on item or payment processing. These are informational fields only.
<hr/>	
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 read-only mode). The system transfers you to the Messages page, where you can assign or modify messages for customers who are associated with the corporate customer.
Hold Code	Appears if the customer has an action of <i>Hold</i> .

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

This section discusses how to view vendor names and IDs.

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 Miscellaneous 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 the system.

Associating EFT Payment File Names With Customer IDs

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

Page Used to Associate EFT Payment File Names With Customer IDs

Page Name	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 (CUST_AGREEMENT).

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

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

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	<ul style="list-style-type: none"> 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.
Credit Available,	CUST_CREDIT_AVAIL	<ul style="list-style-type: none"> Order Management, Quotes and Orders, Review Customer Information, Credit Available, Customer Credit Customers, Review Customer Information, Credit Available 	Check customers' credit positions.
Customer Messages	CUST_MESSAGES	<ul style="list-style-type: none"> Order Management, Quotes and Orders, Review Customer Information, Messages, Customer Messages Customers, Review Customer Information, Messages, Customer Messages 	View messages that are associated with customers.
Customer Notes	CUST_NOTES	<ul style="list-style-type: none"> Order Management, Quotes and Orders, Review Customer Information, Notes, Customer Notes Customers, Review Customer Information, Notes, Customer Notes 	View notes that are available for customers.

Checking Customers' Available Credit

Access the Credit Available page.

Bill-To Customer

Total Backlog Amount

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

Total Aged AR (total aged accounts receivable)

Number of open receivables that are included in the credit-checking algorithm. The open receivables that are included in this number are contained in the aging categories that you select for credit checking on the Aging page.

Credit Available

Determined by this equation:

$$\text{Credit Limit} - (\text{Total Aged AR}) - (\text{Total Backlog Amount within X Days}) \\ = \text{Credit Available} + \% \text{ over limit}$$

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 chapter provides overviews of customer control information and conversion fields, and discusses how to:

- Complete conversion prerequisites.
- Convert customer information.
- Complete, verify, and test conversions.

Understanding Customer Control Information

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

Note. *Required* means that you must place a row in the table with correct default values, even if you 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.					

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_NOTE_KEYWD	Customer notes key words for searching Note. Only needed if using notes.					
CUST_OPTION	Bill to customer options	X	X (if customer is a bill to customer)	X (if customer is a bill to customer)	X	X (if customer is a bill to customer)
CUST_PM_CHANNEL	Customer channel information					
CUST_REGN_TYPE	Customer region code types					
CUST_SHEX_BLK	Dates on which shipments are blocked					
CUST_SHEX_DT	Dates and times when shipments are not received					
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)		

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_SIC_CODES	Customer standard industry codes					
CUST_SOLDTO_OPT	Sold to customer options		X (if customer is a sold to customer)	X (if customer is a sold to customer)		
CUST_TEAM	Customer support teams	X	X	X	X	X
CUST_VAT_EXCPTN	Customer value-added tax (VAT) exceptions	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	
CUST_VAT_REG	Customer VAT registration	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	

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

Understanding Customer Conversion Fields

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

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

You must assign a value to these fields during conversion.

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

Record Name	Field Name	Edit Table	Required
CUSTOMER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes

Record Name	Field Name	Edit Table	Required
	CUST_STATUS		Yes
	CUST_STATUS_DT		No
	STCUST_DAYS		No
	EXPIRATION_DATE		No
	TEMPLATE_ADDR		No
	CUSTOMER_TYPE		Yes
	SINCE_DT		Yes
	ADD_DT		Yes
	NAME1		Yes
	NAMESHORT		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

Record Name	Field Name	Edit Table	Required
	REMIT_FROM_CUST_ID	CUST_REM_A1S_VW	No
	CRSPD_SETID	SP_SETID_NONVW	No
	CRSPD_CUST_ID	CUST_CR_A1S_VW	No
	CONSOL_BUS_UNIT	BI_CONSOL_BU_VW	No
	VENDOR_SETID	SP_SETID_NONVW	No
	VENDOR_ID	VENDOR_AR2	No
	REFER_TO_SETID	SP_SETID_NONVW	No
	REFER_TO_CUST_ID		No
	REVIEW_DAYS		No
	FORMER_NAME_1		No
	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

Record Name	Field Name	Edit Table	Required
	SOLD_TO_FLG		Yes
	BROKER_FLG		Yes
	INDIRECT_CUST_FLG		Yes
	CUST_LEVEL		No
	ADDRESS_SEQ_SOLD		Yes
	CNTCT_SEQ_SOLD		No
	ADDRESS_SEQ_SHIP		Yes
	CNTCT_SEQ_SHIP		No
	ADDRESS_SEQ_BRK		No
	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

Record Name	Field Name	Edit Table	Required
	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
	GM_DEL_LOC_REFS_SW		No
	GRANTS_SPONSOR_FLG		No
	SPNSR_SALARY_CAP		No
	FEDERAL_INDICATOR		No
	TRADING_PARTNER		No
	IPAC_INTERFACE		No
	CNTCT_SEQ_IPAC		No
	CUSTOMER_ALC	AGENCY_LOC_CD	No
	CUST_FIELD_C1_A		No
	CUST_FIELD_C1_B		No
	CUST_FIELD_C1_C		No

Record Name	Field Name	Edit Table	Required
	CUST_FIELD_C1_D		No
	CUST_FIELD_C2		No
	CUST_FIELD_C4		No
	CUST_FIELD_C6		No
	CUST_FIELD_C8		No
	CUST_FIELD_C10_A		No
	CUST_FIELD_C10_B		No
	CUST_FIELD_C10_C		No
	CUST_FIELD_C10_D		No
	CUST_FIELD_C30_A		No
	CUST_FIELD_C30_B		No
	CUST_FIELD_C30_C		No
	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

Record Name	Field Name	Edit Table	Required
	CUST_FIELD_N15_C		No
	CUST_FIELD_N15_D		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ADDRESS	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	ALT_NAME1		No
	ALT_NAME2		No
	LANGUAGE_CD		No
	TAX_CD	TAX_SU_HDR_VW	No
	COUNTRY	COUNTRY_TBL	No
	ADDRESS1		No
	ADDRESS2		No
	ADDRESS3		No
	ADDRESS4		No
	CITY		No

Record Name	Field Name	Edit Table	Required
	NUM1		No
	NUM2		No
	HOUSE_TYPE		No
	ADDR_FIELD1		No
	ADDR_FIELD2		No
	ADDR_FIELD3		No
	COUNTY		No
	STATE	%EDIT_STATE	No
	POSTAL		No
	GEO_CODE		No
	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

Record Name	Field Name	Edit Table	Required
	DATE_LAST_MAINT		No
	URL_LONG		No
CUST_ADDR_SEQ	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	DESCR		No
	BILL_TO_ADDR		Yes
	SHIP_TO_ADDR		Yes
	SOLD_TO_ADDR		Yes
	CRSPD_TO_ADDR		Yes
	BROKER_ADDR		No
	INDIRECT_ADDR		No
	RFID_ENABLED		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ATT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SCM_ATTACH_ID		No
	ATT_VERSION		No

Record Name	Field Name	Edit Table	Required
	ATTACHSYSFILENAME		No
	ATTACHUSERFILE		No
	ATTACH_TYPE		No
	DESCR		No
CUST_BILLTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BILL_TO_CUST_ID	CUST_BI_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_BROKER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BROKER_ID	CUST_BRK_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CGRP_LNK	SETID	SP_SETID_NONVW	Yes
	CUST_ID		Yes
	CUST_GRP_TYPE		Yes

Record Name	Field Name	Edit Table	Required
	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
	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

Record Name	Field Name	Edit Table	Required
	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
	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

Record Name	Field Name	Edit Table	Required
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
	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

Record Name	Field Name	Edit Table	Required
	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
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CRSPD_REM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	REMIT_ADD_TYPE		Yes
	BANK_CD	BANK_AR_BR_VW	No

Record Name	Field Name	Edit Table	Required
	BANK_ACCT_KEY	BANK_AR_R_VW	No
CUST_EXEMPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	ISSUING_AUTHORITY		No
	AUTHORITY_TYPE		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_EXEMPT_DTL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	EFFDT		Yes
	EFF_STATUS		No
	TAX_EXEMPT_FLAG		No
	EXEMPT_CATEGORY		No
	ISSUED_DT		No
	EXPIRATION_DT		No
	DESCR		No

Record Name	Field Name	Edit Table	Required
	DESCR254		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_GROUP_TBL	SETID	SP_SETID_NONVW	Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	DESCR		Yes
	DESCRSHORT		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No
	GLOBAL_FLAG		No
	ADJUST_BAPRC_FLG		No
CUST_HIERARCHY	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		No
	PM_DIVISION	PM_DIVISION	No

Record Name	Field Name	Edit Table	Required
	PM_REGION	CUST_REGION_VW	No
	PM_TERRITORY	PM_TERRITORY	No
	PM_SYNDICATED_TYPE	PM_SYNDICATED	No
	PM_SYNDICATED_NUM		No
	CLASSIFICATION	PM_CLASSIFICATE	No
CUST_ID_NBRS	SETID		Yes
	CUST_ID		Yes
	STD_ID_NUM_QUAL		Yes
	STD_ID_NUM		No
	STD_ID_SETID	SP_SETID_NONVW	No
	CREDIT_FLG		No
CUST_INDIRECT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	INDIRECT_CUST_ID	CUST_IND_A1S_VW	Yes
	SHPTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_MSG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes

Record Name	Field Name	Edit Table	Required
	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
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

Record Name	Field Name	Edit Table	Required
	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
	IMMEDIATE_PAYMENT		No
	RETENTION_DAYS		No
	PP_HOLD		Yes
	PP_METHOD	PP_MET_TBL	No
	REF_QUALIFIER_CODE	AR_FLD_REF_VW	No
	PARTIAL_PY_SW		Yes
	PO_REQUIRED		Yes
	BILL_BY_ID	BI_BILL_BY_VW	No
	FREIGHT_BILL_TYPE		Yes
	BILL_CYCLE_ID	BI_CYCLE_VW	No
	BILL_INQUIRY_PHONE	BI_INQPHONE_VW	No
	BILL_TYPE_ID	BI_TYPE_EF_VW	No

Record Name	Field Name	Edit Table	Required
	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
	END_DATE		No
	MICR_ID	REMIT_MICR_VW	No
	CONSOL_SETID	SP_SETID_NONVW	No
	CONSOL_CUST_ID	CUST_CONSOL_VW	No

Record Name	Field Name	Edit Table	Required
	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
	DEPOSIT_PCT		No
	DISPLAY_PRICES		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_PM_CHANNEL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes

Record Name	Field Name	Edit Table	Required
	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
	CUST_ID		Yes
	SHIP_DAY		No
	TIME_FROM		Yes

Record Name	Field Name	Edit Table	Required
	TIME_TO		Yes
	DTTM_FROM		No
	DTTM_TO		No
CUST_SHIPTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SHIP_TO_CUST_ID	CUST_SHP_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHIPTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	SHIP_TYPE_ID	SHIP_METHOD_VW	No
	SHIP_TYPE_ID_EXP	SHIP_METHOD_VW	No
	SHIP_PRIOR_FLAG		No
	SHIP_PARTIAL_FLAG		No
	BCKORDR_CNCL_FLAG		No
	LANGUAGE_CD		No

Record Name	Field Name	Edit Table	Required
	SHIP_PRIORITY_ID	PRIORITY_SHIP_VW	No
	DS_NETWORK_CODE	DS_NETHDR_TBL	No
	FREIGHT_TERMS	FREIGHT_TERMS	No
	FREIGHT_TERMS_EXP	FREIGHT_TERMS	No
	SHIP_EARLY_DAYS		No
	SHIP_LATE_DAYS		No
	SHIP_PARTIAL_ORD		No
	STORE_NUMBER		No
	NAFTA_REQ_EXP		Yes
	CCI_REQ_EXP		Yes
	SED_REQ_EXP		Yes
	COO_REQ_EXP		Yes
	AERP		No
	INSURANCE_REQD		No
	MILITARY_FLG		No
	EXPORT_ORDER_FLG		No
	CARRIER_ID	CARRIER_SHP_VW	No
	CARRIER_ID_EXP	CARRIER_SHP_VW	No
	SHIP_PRIORITY_EXP	SHIP_PRIORITY	No

Record Name	Field Name	Edit Table	Required
	SINGLE_SHIP_FLAG		No
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	ALLOW_OVERPICK_FLG		No
	MAX_PICK_TOLERANCE		No
	STOCKOUT_RATE	STKOUT_RATE_INV	No
	VMI_REORDER_CHK		No
	RANGE_PCT		No
	VMI_CUST_FLG		No
	VMI_MANAGER		No
	BUSINESS_UNIT_IN		No
	REORD_QTY_OPTION		No
	REPL_CALC_PERIOD		No
	SELL_CONSIGNED_FLG		No
	LOT_CONTROL		No
	SERIAL_CONTROL		No
	CONTAINER_CONTROL		No
	STAGED_DATE_CNTRL		No
	DEFAULT_PO		No

Record Name	Field Name	Edit Table	Required
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_SIC_CODES	SETID		No
	CUST_ID		No
	SIC_CD_QUAL		No
	SIC_CODE		No
CUST_SOLDTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No
	FRT_CHRG_METHOD		No
	GRACE_PRICE_DAYS		No
	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

Record Name	Field Name	Edit Table	Required
	RESTOCK_FEE_FLAG		Yes
	ADJUST_BAPRC_FLG		No
	VMI_ORDER_CONSOL		No
	VMI_ORDER_VERIFY		No
	RECEIPT_TRACK_FLG		No
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_TEAM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SUPPORT_TEAM_CD	TEAM_CODE_TBL	Yes
	DEFAULT_FLAG		Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_EXCPTN	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	COUNTRY	COUNTRY_VAT_VW	Yes
	COUNTRY_CODE		No
	EFFDT		Yes
	EFF_STATUS		Yes

Record Name	Field Name	Edit Table	Required
	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 79

Completing Conversion Prerequisites

This section discusses how to:

- 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 the 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 Customer Connection, Continuous Documentation section

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 Enterprise Global Options and Reports 8.9 PeopleBook*, "Working with 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 the 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 a conversion program that reads records from the existing system and inserts them into the appropriate PeopleSoft customer tables. When creating a program, you have complete control over the conversion, and you can run it directly on most servers. Many customers write their conversion programs using Structured Query Report.

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

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

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

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

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

Using the Data Dictionary

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

- CUSTOMER
- CUST_ADDRESS
- CUST_ADDR_SEQ
- CUST_ATT
- CUST_BILLTO
- CUST_BROKER
- CUST_CGRP_LNK
- CUST_CREDIT
- CUST_CRSPD
- CUST_CRSPD_REM
- CUST_EXEMPT
- CUST_EXEMPT_DTL
- CUST_GROUP_TBL

- CUST_HIERARCHY
- CUST_ID_NBRS
- CUST_INDIRECT
- CUST_MSG
- CUST_NOTE
- CUST_NOTE_DOC
- CUST_NOTE_KEYWD
- CUST_OPTION
- CUST_PM_CHANNEL
- CUST_REGN_TYPE
- CUST_SHEX_BLK
- CUST_SHEX_DT
- CUST_SHIPTO
- CUST_SHIPTO_OPT
- CUST_SIC_CODES
- CUST_SOLDTO_OPT
- CUST_TEAM
- CUST_VAT_EXCPTN
- CUST_VAT_REG

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

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

Completing, Verifying, and Testing Conversions

This section discusses how to:

- Print customer reports.
- Maintain customer information.

Printing Customer Reports

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

See Also

[Appendix B, “PeopleSoft Working With Order to Cash Common Information Reports,” page 319](#)

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

Internal Contacts

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

User ID and Role Assignment

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

Security Establishment

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

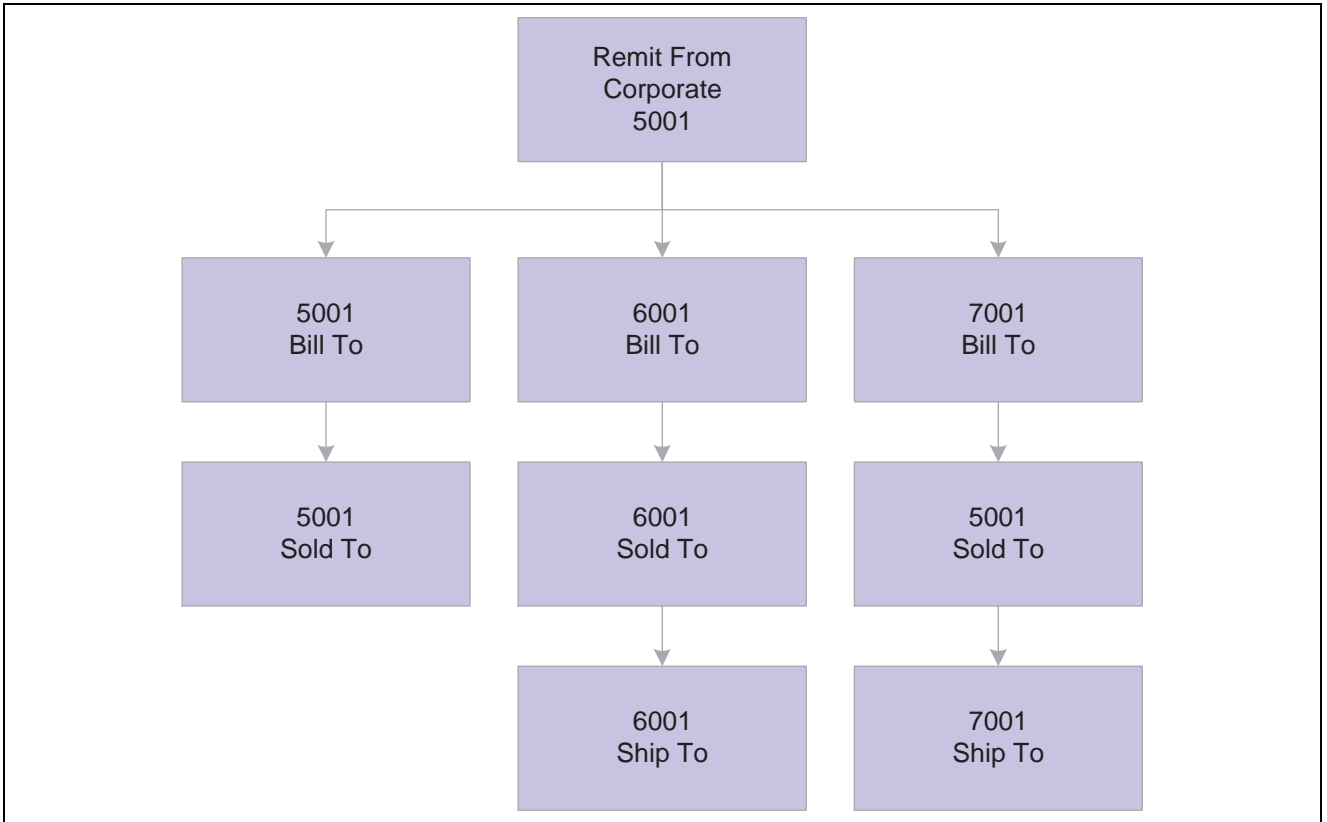
Important! The contact table is not a child record of the customer. The system updates contact information in both the contact and customer tables. You can enter contact information only in the Maintain Contact component.

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

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

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

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

User	Role	Access to Customer IDs	Customer type	Transactions
Sally	AP Clerk	5001, 6001	Bill To	View Bills.
				Pay Bills.
				Account Balance Inquiry.
				Payment Summary.

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

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

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

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

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

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

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

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

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Ed	7001	Y	NA	N	Y
Tim	6001	N	Y	N	N
Brian	5001	N	Y	NA	N
Mary	5001	N (if Mary needs to View Bills, this is Y)	Y	NA	N
	6001	Y	Y	N	N

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

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

Setting Up Contacts

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

This section provides overviews of third-party integration and staffing setup pages and discusses how to:

- Define internal or external contacts.
- Link contacts to customers and specify security options.
- Select communication preferences and enter contact credit card information.
- Set up contact type and phone information.
- Complete contact user profiles.
- Enter staffing front office contact information.
- Add and view orders.
- Associate marketing activity events with contacts.
- View contact history.
- Add contact agendas.
- Add contact history.
- Enter contact related employees.
- Add target qualifications.
- Enter target job titles.
- View and add forms.
- Add new forms.
- View and add attachments.

Understanding Third-Party Integration

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

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

Understanding Front-Office Staffing Setup Pages

These pages described in this section are only applicable for Staffing Front Office use:

- Staffing Information.
- Marketing Activity.
- Related Employees.
- Target Qualifications.
- Resource Qualifications - Select Qualification Profile.
- Resource Qualifications - Search for Qualifications.
- Resource Qualifications - Select Competencies.
- Target Job Titles.
- Forms.
- Forms Detail.
- Attachments.

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	<ul style="list-style-type: none"> • Customers, Contact Information Click the Contact Customer Information link on the Contact page. • Click the Contact Customer Information link on the other pages in the Contact Info component. 	Build relationships between contacts and 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.

Page Name	Object Name	Navigation	Usage
Contact Phone and Type	CONTACT_PHONE_PAGE	<ul style="list-style-type: none"> Customers, Contact Information Click the Contact Phone and Type link on the Contact page. Click the Contact Phone and Type link on the other pages in the Contact Info component. 	Enter phone information and contact types for internal and external contacts.
Contact User Profile	CONTACT_USER_PROF	<ul style="list-style-type: none"> Customers, Contact Information Click the User Profile link on the Contact page. Click the User Profile link on the other pages in the Contact Info component. 	Enter the information that enables contacts to access self-service transactions, and determine the roles to which the contact will be assigned.
Staffing Information	CONT_STAF_INFO	Customers, Contact Information Click the Staffing Information link on the Contact page.	Enter contact information for use in Staffing Front Office.
Order	FO_ORDER_HDR	<ul style="list-style-type: none"> Select <i>010 - View Orders</i> from the Go To drop-down list on the Staffing Info page. Select <i>020 - Add Order</i> from the Go To drop-down list on the Staffing Info page. 	View and add orders associated with this contact. <i>See PeopleSoft Enterprise Staffing Front Office 8.9 PeopleBook, "Creating and Managing Orders and Assignments," Recording General Information About a Job Order.</i>
Marketing Activity	CONT_MRKTNG_ACTIV	Select <i>030 - Marketing Activities</i> from the Go To drop-down list on the Staffing Information page.	Enter the type of marketing events for which you want this contact to be included.
Review History	FO_HISTORY	Select <i>040 - View History</i> in the Go To drop-down list on the Staffing Info page.	Review the history items associated with the contact.
Agenda Detail	FO_AGENDA_DETAIL	Select <i>050 - Add Agenda</i> from the Go To drop-down list on the Staffing Info page.	View agenda details and add agenda items for contacts.
History Detail	FO_HISTORY_DTL	Select <i>060 - Add History</i> from the Go To drop-down list on the Staffing Info page.	View history details.
Related Employees	CONTACT_EMP	Select <i>070 - Related Employees</i> from the Go To drop-down list on the Staffing Info page.	Enter the IDs of the employees that the contact usually requests for staffing services.

Page Name	Object Name	Navigation	Usage
Target Qualifications	CONT_QUALIFS	Select <i>080 - Target Qualifications</i> from the Go To drop-down list on the Staffing Information page.	Enter the target qualifications that the contact requests most often. This information can be used in Opportunity searches.
Resource Qualifications - Select Qualification Profile	RS_SELQUALPROFILE	Click the Profile button on the Target Qualifications page.	Add target qualifications from a qualification profile.
Resource Qualifications - Search for Qualifications	RS_QUALIF_SRCH	Click the List button on the Target Qualifications page.	Add target qualifications from the qualifications list.
Resource Qualifications - Select Competencies	RS_SO_COMP	Click the Competency Tree button on the Target Qualifications page.	Add target qualifications from a competency tree.
Target Job Title	CONT_JOBTITLE	Select <i>090 - Target Job Titles</i> from the Go To drop-down list on the Staffing Information page.	Enter the job titles that the individual contacts request most often. This information can be used for Opportunity searches.
Forms	CONT_FORMS	Select <i>100 - Forms</i> from the Go To drop-down list on the Staffing Information page.	Review the forms associated with the contact.
Forms Detail	CONT_FORMS_DTL	Click the Add New Form button on the Forms page.	Associate a new form with the contact record and enter the appropriate values for the fields in the form. Forms enable you to capture information that is not already captured in other fields in the component. The fields in each form are defined through system configuration.
Attachments	CONT_ATTACHMENT	Select <i>110 - Attachments</i> from the Go To drop-down list on the Staffing Information page.	Add attachments to contacts.

Defining Internal or External Contacts

Access the Contact page.

Contact ID

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

Contact Flag

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 the organization and needs to be set up as a contact to receive email through PeopleSoft Conversations and PeopleSoft Contact Us.

Email ID

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

See [Chapter 7, “Processing Credit Cards,” Entering Credit Card Data and Authorizing Credit Card Transactions Online, page 201.](#)

Salutation Code and Salutation

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

Language Code

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

Person ID

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

Linking Contacts to Customers and Specifying Security Options

Access the Contact Customer page.

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.

Note. You can have numerous current contacts for a customer, but you must designate one of them as the primary contact for each role. The primary sold to contact appears as the default on sales orders, contracts, return material authorizations (RMAs), and quotes. You can override the primary contact by selecting another contact.

Warning! If you select a Primary Bill To, Primary Ship To, or Primary Sold To that wasn't selected as a primary bill to, ship to, or sold to on the General Information - Address Page it will override the information on the Address page.

Self Service Security Tab

View All Orders	In the case of brokers, select this option so they can view all of the orders placed on behalf of a customer instead of only the orders they create.
Bill To, Ship To, Sold To, Broker Customer, and Correspondence	Select customer roles and types 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 and 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	View the default credit card number that appears on the Credit Card Data page during sales order entry.
First Name and Last Name	Enter the cardholder's name in 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 <i>MM</i> and <i>YYYY</i> formats. For example, if the credit card expires in March 2002, enter <i>03</i> in the Credit Card Expiration Month field and <i>2002</i> 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 these 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 appears, by default, as the preferred communication method for each document. You can override this value.

Setting Up Contact Type and Phone Information

Access the Contact Phone and Type page.

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 appears on the Credit Card Data page during sales order entry if the customer is paying by credit card. If the contact has a business or home phone number on file, the business phone appears first; if there isn't a business phone, the home phone appears by default.

Contact Type

Classifies contacts according to the department in which they work or the function they perform. Some examples of contact types, within the customer's business, include billing, sales, or executive management. Because a contact

person may perform several roles at once, you can assign multiple contact type codes to each contact. Establish contact codes on the Contact Type Code page.

Completing Contact User Profiles

Access the Contact User Profile page.

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

Logon Information

User ID, Password, and Confirm Password

Enter these values for external contacts who must access self-service transactions.

Locked Out?

Select to disable the contact's access to the system. For example, you may want to disable system access while the individual is out on disability 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.

Entering Staffing Front Office Contact Information

Access the Staffing Information page.

Preferred First Name

Enter the name the contact prefers to be called.

Birthday

Enter contact's date of birth to help you to remember to contact the person on that day.

Best Time To Call

Enter *Early Morning*, *Mid Morning*, *Noon / Lunch*, *Afternoon*, or *Evening* to define when to best contact this person.

Agenda Events

Auto Plan User	Enter the user who is primarily responsible for keeping in touch with this contact. Any agenda items that you establish for this contact are assigned to this user by default.
Recurring Event Days	Specify the number of days that are to elapse before contacting this person again when recurring events are set up.
Order Event Group	Select the type of agenda items that you want to automatically add to the user's agenda when assignments are made for orders belonging to this contact.
Order Events Hold	Select this check box to prevent the system from automatically creating agenda items when users create assignments for orders belonging to this contact.

Contact Owners

User ID	Enter the ID of the individual most closely related to and responsible for acquiring or servicing the contact.
Owner Type	Enter <i>Other</i> , <i>Sales User</i> , or <i>Service User</i> to indicate the owner role in relation to the contact.
Owner Priority	Indicate how important this contact is for a particular owner by associating it with a priority level. You can use this information when planning sales calls to contacts.

The Go To drop-down list options enable you to access pages documented in subsequent sections of this chapter.

Adding and Viewing Orders

Access the Order page.

See Also

PeopleSoft Enterprise Staffing Front Office 8.9 PeopleBook, "Creating and Managing Orders and Assignments"

Associating Marketing Activity Events with Contacts

Access the Marketing Activity page.

Contact Event Type	Enter the name of the marketing event that you want to associate with a contact.
Contact Event Frequency	The event frequency will populate based upon the setup for the event type selected.

Viewing Contact History

Access the Review History page.

View history for this contact, including customer name and end date time.

Adding Contact Agendas

Access the Agenda Detail page.

Add an agenda item for this contact by completing as many of the Agenda Detail fields for which you have information.

Adding Contact History

Access the History Detail page.

Add a history item for the contact.

See Also

PeopleSoft Enterprise Staffing Front Office 8.9 PeopleBook, “Using the Agenda and History Functions”

Entering Contact Related Employees

Access the Related Employees page.

Employee ID	Enter the ID of the employee who is related to the contact.
Comments	Enter a description of how the employee is related to the contact. For example, you may state that the contact requested this employee for many assignments due to excellent work performance.

Adding Target Qualifications

Access the Target Qualifications page.

This page view changes depending on which button you click. Each of the resulting pages functions similarly to corresponding pages described in the customer qualifications sections.

See Also

[Chapter 2, “Maintaining General Customer Information,” Adding Qualifications from a Profile, page 73](#)

[Chapter 2, “Maintaining General Customer Information,” Adding Qualifications from a List, page 73](#)

[Chapter 2, “Maintaining General Customer Information,” Adding Qualifications from a Competency Tree, page 74](#)

Entering Target Job Titles

Access the Target Job Titles page.

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

Viewing and Adding Forms

Access the Forms page. This page lists all the forms previously associated with a contact record. From this page you can associate additional forms by clicking the Add a New Form button.

Form Code	The code of the forms associated with a contact record.
Form Description	The form associated with the contact record. Click the description to view the values for each form field.
View Form	Click the View Form link to view the detail of a previously added form.
Add New Form	Click the Add New Form button to associate additional forms with a contact record.

Adding New Forms

Access the Forms Detail page.

Form Type	The form type of <i>CONT</i> (contact form) will be used, by default, for this component.
Form Code	Enter the code of the form that you want to associate with a contact. Once you select a code, the system automatically loads the form definition. The form field names are automatically populated by Staffing Front Office from the form configuration.
Sequence	When the same form is associated multiple times with a contact, the sequence number of each form of the same code that was added appears.
Date	Enter the date that the form detail is effective, then complete the form detail information.
Form Field Values	Enter the value of the form field.
Insert Row	Click the Insert Row button if another effective-dated row on details is needed.

Viewing and Adding Attachments

Access the Attachments page.

Add	Click the Add link to browse for and upload attachments such as driving directions to the contact work site, contact work policy manuals, and so on.
View	Click the View link to view the attachments associated with the contacts.
Attached File	Name or description of the attachment.
Attachment Type	Enter the type of attachment that you want to add for the contact. Attachment types are defined through system configuration.

CHAPTER 6

Setting Up and Maintaining a Cash Drawer

This chapter provides an overview of cash drawer receipting and discusses how to:

- Set up a cash drawer.
- Use a cash drawer.

Understanding Cash Drawer Receipting

There may be instances where business needs to recognize the receipt of cash from a customer and to record the receipt of the payment into a cash drawer. Business needs may also require that you provide a written or printed acknowledgement of the payment received and that this receipt be immediately available to give to customers for each transaction.

The cash drawer component enables you to track money received from a customer and record it in a cash drawer. A cash drawer receipt can be created to record the money received. The receipt that is recorded can be made up of multiple payment methods. For example, if a customer wants to pay \$100 to his account, the customer can choose to give you \$70 with a check and \$30 in cash. You can create one receipt for the \$100 payment, and the receipt will detail each of the payment methods.

At the end of the day (or whatever time period you choose), you can reconcile the receipts that have been recorded into a cash drawer. This reconciliation process consists of manually counting all cash and checks that have been collected during the time period and comparing the actual counts with the system recorded receipts. After the cash drawer has been reconciled, you can send the payments recorded in the cash drawer to the PeopleSoft Receivables payment staging tables to have payments created in the Receivables product. From Receivables, the payments can be applied as any other payment recorded in Receivables by using the Payment Worksheet or Payment Predictor process (ARPREDCCT). Also after a cash drawer has been reconciled, you can generate a deposit slip to assist with the nightly bank deposit.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Entering Counter Sales”

Setting Up a Cash Drawer

This section discusses how to:

- Define a cash drawer.
- Specify the bank information.
- Define user-specific cash drawer privileges.

- Define currency denominations.
- Print cash drawer receipts.
- Set up feature security.

Pages Used to Set Up a Cash Drawer

Page Name	Object Name	Navigation	Usage
Cash Drawer	CASH_DRAWER_TBL	Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer	Define the properties of a single physical cash drawer.
Bank Information	CASH_DRAWER_PYM	Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer, Bank Information	Define the bank account per payment method. This would account for the case where cash is associated with one bank account, but credit cards are associated with another.
Cash Drawer by User	CDR_USER	Set Up Financials/Supply Chain, Common Definitions, Cash Processing, Cash Drawer by User	Establish the set of cash drawers that a user may use.
Currency Denominations	CURR_DENOM_TBL	Set Up Financials/Supply Chain, Common Definitions, Currency, Currency Denominations	Define the denominations for each currency.
Credit Card Interface Installation	EOEC_CCI_INSTAL	Enterprise Components, Component Configurations, Credit Card Interface, Setup	Set up card processing. See Chapter 7, “Processing Credit Cards,” page 189 .

Defining a Cash Drawer

Access the Cash Drawer page.

Bus Unit Type (business unit type)	View the type of business unit that you defined for the cash drawer. You can define cash drawers for PeopleSoft Order Management Business Units and PeopleSoft Accounts Receivable Business Units.
Business Unit	View the business unit that you defined for the cash drawer. Each business unit can define its own set of cash drawers.
Cash Drawer ID	View the user-defined value that you entered on the Add / Search page. This value uniquely identifies the cash drawer.
Location Code	Specify the location code for the cash drawer that represents a physical street address. This code is used in printing the company address on the cash drawer receipt.

Bank Code	Specify the bank code that is referenced when payments are sent to PeopleSoft Accounts Receivable after cash drawer reconciliation is completed.
Bank Account	Specify the code that represents the bank account number. Payments sent to PeopleSoft Accounts Receivables reference this bank account. This code is also used by PeopleSoft Accounts Receivable when assigning the asset chart of accounts.
Drawer Currency	Define the currency that the cash drawer can accept. <hr/> Note. You can define a cash drawer to handle only one currency. If a physical drawer must deal with multiple currencies, then you can insert a record for each drawer and currency combination. For example, if Cash Drawer <i>C1</i> can accept USD as well as CAD, then define two IDs for this cash drawer: one called <i>C1-USD</i> and another called <i>C1-CAD</i> . Define C1-USD for USD, and define C1-CAD for CAD. <hr/>
Beginning Cash Amount	Enter the initial balance of the cash drawer. This amount is also called the float amount and is used in reconciliation.
Max Refund Amount	Enter the amount of cash that the cashier is allowed to refund out of the cash drawer per transaction. Any refund over this amount must have a check issued from PeopleSoft Accounts Payable or have a supervisor override.
Tolerance Amount	Define the acceptable amount of overage or shortage that is calculated during the cash drawer reconciliation process. If the amount that the cash drawer is over or under the is within the defined Tolerance Amount, then the cashier can continue to complete the reconciliation process without management intervention.
Last Reconciled	View the timestamp of each cash drawer reconciliation process. This field is for informational purposes only.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Establishing Feature Function Security”

Specifying the Bank Information

Access the Bank Information page.

Note. This page is optional; use it only if you use different banks for different payment methods.

Payment Method	Select the payment method that you are defining: <i>Cash</i> , <i>Check</i> , <i>Credit Card</i> , <i>Debit Card</i> , or <i>Procurement Card</i> . <hr/> Note. Procurement Cards are valid only when recording a receipt from a sales order. <hr/>
Bank Code	Enter the code you want referenced on payments sent to PeopleSoft Accounts Receivable after cash drawer reconciliation is completed. The value that you define here overrides the value defined in the Bank Account field on the main Cash Drawer page for the payment method.

Bank Account Enter a code that represents the bank account number you want referenced on payments sent to PeopleSoft Accounts Receivables. PeopleSoft Accounts Receivable also uses this code when assigning the asset chart of accounts. The value that you define here overrides the value defined in the Bank Account field on the main Cash Drawer page for the payment method.

Add a new row for each payment method if the bank information for the payment method differs from the bank defined on the main cash drawer page.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Entering Counter Sales”

Defining User-Specific Cash Drawer Privileges

Access the Cash Drawer by User page.

Bus Unit Type (business unit type) Designate the type of business unit for the cash drawer. You can define cash drawers for PeopleSoft Order Management Business Units and PeopleSoft Accounts Receivable Business Units.

Cash Drawer ID Select the cash drawer ID from the list of available cash drawers.

Maximum Refund Amount Enter the amount of cash that the cashier is allowed to refund out of the cash drawer per transaction. Any refund over this amount must have a check issued from PeopleSoft Accounts Payable or have a supervisor override. If you don't define an amount for a given user, the system uses the maximum refund amount defined for the cash drawer.

Reconciliation Tolerance Amount Define the acceptable amount of overage or shortage that is calculated during the cash drawer reconciliation process. If the amount that the cash drawer is over or under is within this defined tolerance amount, then the cashier can continue to complete the reconciliation process without management intervention. If you have not defined a tolerance amount for a given user, the system uses the tolerance amount defined for the cash drawer.

Access All Drawers Enable this option if you want the user to have access to all cash drawers.

Defining Currency Denominations

Access the Currency Denomination page.

Set up the denominations for each currency, bills, and coins. This information appears in an online “worksheet” during the cash drawer reconciliation process, where the cashier can enter cash totals by denomination.

Printing Cash Drawer Receipts

You can print cash drawer receipts immediately and hand them to customers. Receipts are generated using the Printable Document Framework. You can customize the format of the receipt with logos and unique layouts. Cash drawer receipt printing uses the CDR style sheet report type.

See Also

PeopleSoft Enterprise Supply Chain Management 8.9 Common Information PeopleBook, “Working with the Printable Documents Framework”

Setting Up Feature Security

There may be certain cash drawer functions that must have security controls in place on who can access them. For example, you may need to control who can cancel receipts or who can reconcile a cash drawer when there is a discrepancy that is over the defined tolerance. These cash drawer features can have security rules defined for them by using Feature Security:

- Canceling a receipt.
- Updating the cash drawer ID.
- Reconciling a cash drawer when the discrepancy is over tolerance.
- Updating the beginning balance for a cash drawer reconciliation.
- Updating reconciliation comments.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Establishing Feature Function Security”

Using a Cash Drawer

This section discusses how to:

- Create a cash drawer receipt.
- Print cash drawer receipts.
- Reconcile the cash drawer.
- Process cash drawer receipts.
- Print a bank deposit slip.

Pages Used to Work with a Cash Drawer

Page Name	Object Name	Navigation	Usage
Cash Drawer Receipt	CDR_RECEIPT	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt	Create a receipt for payment from a customer.
Additional Information - Check	CDR_CHECK_DATA	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, Additional Information	Record payment details for checks, such as the check number, name, address, drivers licence number, expiration date, secondary ID and authorization number, and check amount. Note. When the value in the Payment Method field is <i>Check</i> , the Additional Information link takes you to the Additional Information - Check page.

Page Name	Object Name	Navigation	Usage
Additional Information - Card	CDR_CARD_DATA	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, Additional Information	Record payment details for cards, such as card type, card number, name, address, and authorization details. Note. When you select <i>Credit Card</i> or <i>Debit Card</i> in the Payment Method field, clicking the Additional Information link takes you to the Additional Information - Card page.
Credit Card Selection	ORDENT_HDR_CC_SEL	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, Additional Information, Select Card	Select from a list of credit cards stored for the contact of the customer identified on the Cash Drawer Receipt page.
Reference Information	CDR_REF_DATA	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt, References	Associate a payment with a particular invoice, sales order, and other such details.
Correct Cash Drawer Receipts	CDR_RECEIPT_INQ	Accounts Receivable, Payments, Cash Drawer, Correct Cash Drawer Receipts	Correct certain fields of a cash drawer receipt. You can edit only receipts that are in a <i>Printed</i> status using this component. Once a receipt is printed, you can edit only these fields: payment method, cash drawer, check number, and comments.
Cash Worksheet	CDR_RECON_CASH	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer, Cash Worksheet	Enter the actual cash counted from the drawer. This page is optional; you can bypass it to enter the actual cash count on the Reconcile tab.
Checks Worksheet	CDR_RECON_CHECK	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer, Check Worksheet	Enter the actual check numbers and amounts from the physical checks in the drawer. This page is optional; you can bypass it to enter the actual check count on the Reconcile tab.
Reconcile	CDR_RECONCILE	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer Select the Reconcile tab.	Complete the cash and check worksheets, as well as the reconcile page, to reconcile the cash drawer.

Page Name	Object Name	Navigation	Usage
Total Payments	CDR_TOTALS_SEC	Accounts Receivable, Payments, Cash Drawer, Reconcile Cash Drawer. Select the Reconcile tab, and then click the Total Payments link. (The link is not active unless the reconciliation is in a <i>Pending</i> status.)	View the payment method totals. This is a drill-down page that enables you to view additional detail about the payments made for this cash drawer.
Process Cash Drawer Receipts	RUN_CDR_LOADPMT	Accounts Receivable, Payments, Cash Drawer, Process Cash Drawer Receipts	Use this batch process to send cash receipt payments to the Accounts Receivable staging table. These payments will be processed by the Payment Loader process (AR_PAYLOAD).
Reconciliations to be Processed	CDR_RECON_LIST_SEC	Accounts Receivable, Payments, Cash Drawer, Process Cash Drawer Receipts, Reconciliations to be Processed	View a list of Reconciliation IDs that are selected for processing.
Receipt Inquiry	CDR_RECEIPT_INQ	Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt Inquiry	View receipts in read-only mode. You can view receipts of any status from this page; however, all fields are read-only. For security reasons, only the last four digits of the credit card number appear.
Print Bank Deposit Slip	RN_CDR_PRNTDEP	Accounts Receivable, Payments, Cash Drawer, Print Bank Deposit Slip	Print a bank deposit slip from the reconciliation. This slip lists cash to be deposited, as well as a list of the checks (check number and amount) to be deposited.

Creating a Cash Drawer Receipt

Access the Cash Drawer Receipt page.

Note. You can view only those receipts that are in a status of *New*, *Hold*, or *Canceled*.

Deposit Unit	View the Accounts Receivable Business Unit that was entered by the cashier on the Add page.
Receipt No (receipt number)	View a unique value that is automatically generated at save time. This number is unique across business units.
Receipt Status	Select from these options:

New: The default status of a receipt once it is created. When the receipt is in a *New* status, all fields on the receipt are editable. The cashier can update this status to *Hold*.

Printed: The status of a printed receipt. You can edit these fields on a receipt when it is in *Printed* status: Payment Method, Comments, Cash Drawer, and Check Number.

Reconciled: Once the cash drawer that is associated to the receipt has been reconciled, the status is automatically updated from *Printed* to *Reconciled*. At this time, you cannot update the receipt information.

Canceled: If a receipt was entered by mistake, you can mark it as *Cancelled*. Canceled receipts are not included in the Cash Drawer reconciliation process. A cashier can update a receipt in *Canceled* status to a status of *New* or *Hold*. The ability to cancel a receipt is controlled by feature function security.

See *PeopleSoft Enterprise Order Management 8.9 PeopleBook*, “Establishing Feature Function Security”.

Hold: If you must temporarily exclude a receipt from the cash drawer reconciliation process, then save the receipt with a *Hold* status. You can then print the receipt if necessary. However, after printing, the status will remain in a *Hold* status instead of automatically getting set to *Printed*.

The *Hold* status enables the cashier to handle the payment method “unknown” scenario for cash on delivery (COD) scenarios where a receipt must be provided to the customer on delivery of goods. Cashiers can update a *Hold* status to a status of *New*, *Printed*, or *Canceled*.

Cash Drawer BU (cash drawer business unit)	View the business unit of the cash drawer. This value appears automatically from Order Management user preferences.
Drawer BU Type (drawer business unit type)	View the business unit type of the cash drawer: <i>OM</i> (Order Management) or <i>AR</i> (Accounts Receivable).
Cash Drawer ID	View the value selected by the cashier. The list of valid drawers is determined by the Cash Drawer by User setup and displayed from the defaults specified on the PeopleSoft Order Management User Preferences page.
Bill To Customer	View the ID of the customer who made the payment.
Currency	View the currency defined by default for the cash drawer definition. This is a read-only field.
Payment Amount	View the total amount that is to be received from the customer. This amount is entered by the cashier. It might be the total amount of a sale, including taxes.
Payment Purpose	Describe the purpose of the receipt or reason for collecting the payment. For example, you might describe an item or service sold: <i>Payment in advance of an invoice</i> .
Payment Method	View the method entered by the cashier: <i>Cash</i> , <i>Check</i> , <i>Credit Card</i> , or <i>Debit Card</i> .
Amount Tendered	View the amount of money received by the customer for each payment method, as entered by the cashier.
Non-cash Received	View the sum of the Amount Tendered column for all non-cash payments. This is a system-generated amount.

Cash Received	View the amount of cash received. If there is a row in the grid for cash, then the value in this field is equal to the amount tendered of the row. This is a system-generated amount.
Total Tendered	View the sum of the non-cash received + cash received (or a sum of amount tendered of all rows in the grid). This is a system-generated amount.
Remaining Balance	View how much more is due by the customer, if multiple payment methods are entered into the grid. Once you enter all payment methods and amounts, the value in the Remaining Balance field is 0. This is a system-generated amount.
Change Due	View the amount of change due, which is calculated by subtracting the payment amount from the total tendered. This is a system-generated amount.
Comments	View the comments that the cashier entered. This is a free-form 256 field.
Cashier ID	View the User ID.
Date/Time	View the current date and time.

Recording Check Information

Payment Method	Select <i>Check</i> .
Additional Information	Click the Additional Information link to access the Additional Information - Check page. When recording check payments, enter the appropriate check-specific information, such as check number, name, address, driver's licence number, expiration date, secondary ID and authorization number, and check amount.

Note. Entering a check number is important for check matching if you choose to reconcile checks during cash drawer reconciliation.

Recording Card Information

Payment Method	Select <i>Debit Card</i> or <i>Credit Card</i> .
Additional Information	Click the Additional Information link to access the Additional Information - Card page. Enter credit card information, such as credit card number, expiration date, and contact information.
Process Card	Click the Process Card button to initiate the call to the third-party credit card processor where the card will be authorized and billed. <ul style="list-style-type: none"> • If the credit card was processed successfully, then the Authorization Code and Authorization Date fields are automatically populated on the page. • If the credit card processing was declined, then the reason for decline appears in the Message 1, 2, and 3 fields. If the process failed, the cashier must take some action: either try another card or select a different payment method.

Note. Each time that a credit card transmission is processed by the third-party processor (successful or not), a row is tracked in a history table (CRCARD_HST_TBL). You can use this row for audit purposes.

Process Card Manually Enable this option on the receipt if the card is processed from a separate card swiping machine. This option is used when there is no automated third-party integration. When you select this option, the Authorization Date and Authorization Code fields are available for entry, and the Authorization Status is set to *Manually Approved/Settled*.

Recording Reference Information

From the Cash Drawer Receipt page, click the References link.

The reference information is passed to PeopleSoft Accounts Receivable with the payment to facilitate payment matching. Downstream processing in PeopleSoft Accounts Receivable takes care of either manual or automatic application to open invoices once they are raised.

Note. If the payment is being made to pay for future invoices, then leave the reference information blank. The payment will then be referenced by the bill to customer ID.

Qual Code (qualifier code) Identifies the type of reference in the reference fields: *Item (Invoice)*, *Sales Order*, or *Purchase Order*.

Reference This reference is used downstream by PeopleSoft Accounts Receivable for payment matching. The prompt on this field is a No-Edit smart prompt. For example, if you selected *Sales Order* in the Qual Code field, then the prompt here lists valid sales orders, but you can override the default with a free-form value.

Printing Cash Drawer Receipts

Once you create a receipt, you can print it so that you can immediately hand it to the customer. The printable receipt information appears in a separate browser window when you click the Print Receipt link. The Print Receipt link does appear until after you save the receipt. Once the printable receipt appears, you can use the browser print function to generate a hardcopy of the receipt. After you print the receipt, you can close the browser window containing the printable receipt.

The receipt is generated using the Printable Document Framework. You can customize the format of the receipt. Cash Drawer receipt printing uses the CDR style sheet report type.

See Also

PeopleSoft Enterprise Supply Chain Management 8.9 Common Information PeopleBook, “Working with the Printable Documents Framework”

Reconciling the Cash Drawer

Access the Cash Drawer Reconciliation page.

Cash Worksheet
Checks Worksheet
Reconcile

Business Unit: US001

Cash Drawer ID: C2

Reconciliation ID: 0000000000000001

Drawer BU Type: OM

Status: Pending ▼

Reconciled Date/Time: 05/03/2005 12:12PM

Paper		
Description	Quantity	Amount
\$100	<input type="text" value="3"/>	300.00
\$50	<input type="text" value="5"/>	250.00
\$20	<input type="text" value="11"/>	220.00
\$10	<input type="text" value="13"/>	130.00
\$5	<input type="text" value="15"/>	75.00
\$2	<input type="text" value="2"/>	4.00
\$1	<input type="text" value="29"/>	29.00

Cash Worksheet page (1 of 2)

Coin		
Description	Quantity	Amount
Dollar	<input type="text" value="0"/>	0.00
Fifty-cent	<input type="text" value="0"/>	0.00
Quarter	<input type="text" value="12"/>	3.00
Dime	<input type="text" value="22"/>	2.20
Nickel	<input type="text" value="23"/>	1.15
Penny	<input type="text" value="65"/>	0.65

Actual Cash Count: 1,015.00 USD Calculate

Cash Worksheet page (2 of 2)

You should reconcile cash drawers periodically to compare the system-entered receipts against the physical money in a cash drawer. The reconciliation process compares actual cash and checks for a given drawer. It does not include any card transaction for comparison to actual totals. You should reconciling card transactions as a separate business process.

Initiate a cash drawer reconciliation by creating an entry in the Reconcile Cash Drawer component. The system sets the reconciliation date and time to the current date and time. However, you can edit this default date and time. The reconciliation date and time controls which receipts are included for reconciliation. Any receipts with a timestamp after this date and time are not included in the reconciliation process. Receipts dated before are included for reconciliation. A reconciliation can have a *Pending*, *Reconciled*, or *Canceled* status. When a reconciliation is first created, it will have a *Pending* status, which indicates that the reconciliation is considered a work in progress. You can save it while the drawer is in the process of getting reconciled or while discrepancies are researched. Only one pending reconciliation can exist for a given drawer at any time. After reconciliation, the status of the drawer is set to *Reconciled*.

Note. The Cash Worksheet page is built dynamically based on the currency defined for the drawer and based on the denominations defined for the currency. The Reconciliation Date/Time field controls which receipts are reconciled.

Cash Worksheet

The cashier can complete the Cash Worksheet to help calculate currency totals by denomination and actual cash count. Alternatively, the cashier can skip the Cash Worksheet page and enter the actual cash count on the Reconcile page.

Quantity	Enter a count for each of the paper bills and coins identified in the grid.
Actual Cash Count	Click the Calculate button to view the summed amount of the monies identified in the grid. The actual cash count computed on the Cash Worksheet is automatically carried over to the Actual Cash Count field on the Reconcile page.

Checks Worksheet

Access the Checks Worksheet page.

The Checks Worksheet page is also optional. On this page, you can enter the physical checks in the drawer and total them for comparison against the system receipts. If there is a discrepancy in the check amount, check receipts and Check Worksheet entries are matched by check number and amount. If the system cannot find a match for each check receipt and each Check Worksheet entry, the cashier is prompted to identify which check receipt matches with a particular check worksheet entry. You cannot save the reconciliation as reconciled until all worksheet entries and all check receipts are matched.

Alternatively, the cashier can skip the Checks Worksheet and enter the actual check count on the Reconcile page. When doing this though, if the actual check count does not match the system generated check expected amount, then the cashier must list the actual checks on the Worksheet page so that the check discrepancy can be processed.

Check Number	Enter the check number specified on the physical check.
Amount	Enter the check amount specified on the physical check.
Actual Check Count	Click the Calculate button to view the summed amount of the checks identified in the grid.

Reconcile Page

A summarization of the cash drawer activity to assist in reconciling the actual cash and checks in the drawer appears under Reconcile tab. The opening balance (float) of the cash drawer, plus the total receipts for the day, minus any non-cash or check receipts, plus any non-cash paid out will generate the cash/check expected amount. The cashier can compare the cash/check expected amount with the actual physical cash/check count.

Beginning Cash Amount	<p>Enter a beginning cash amount. This amount becomes the float amount defined for the cash drawer. Users who have appropriate security can change the float amount. If you change the amount, use the Comment field to explain why.</p> <p>See <i>PeopleSoft Enterprise Order Management 8.9 PeopleBook</i>, “Establishing Feature Function Security”.</p>
Total Payments	View the sum of all positive amount receipts for the cash drawer. All payment methods are included in this total.
Total Paid Out	View the sum of all negative amounts receipts for the cash drawer. All payment methods are included in this total.
Total Receipts	View the amount arrived at by the system when subtracting the total paid out amount from total payments.
Non-cash/check Payments	View the sum of all positive amount payments received into the cash drawer that were not cash or check for the given day. This total is subtracted from the total receipts to help arrive at the cash/check expected amount.
Non-cash Paid Out	View the amount of all negative receipts that were not cash for the given day. This total is added to the total receipts to help to arrive at the cash/check expected amount.
Cash/Check Expected	View the amount of the cash and checks that should be in the cash drawer (cash/check expected = opening balance + total receipts - non-cash/check payments + non-cash paid out). This amount is compared to the actual totals to determine if the cash drawer is balanced.
	<hr/> <p>Note. Negative checks are not included in this total because no physical negative check is expected in the drawer.</p> <hr/>
Cash Expected	View the amount of the total cash that is expected to be in the cash drawer.
Check Expected	View the total check amount that is expected to be in the cash drawer.
	<hr/> <p>Note. Negative checks are not included in this total because no physical negative checks are expected in the drawer.</p> <hr/>
Actual Cash Count	View the amount of physical cash counted from the cash drawer. This value is carried forward from the Cash Worksheet page or entered by the cashier if the Worksheet page is bypassed.
Actual Check Count	View the physical check amounts totalled from the cash drawer. This value is carried forward from the Checks Worksheet page or entered by the cashier if the Worksheet page is bypassed.
Actual Total	View the total value of the actual cash count plus the actual check count from the cash drawer.
Shortage/Overage	View the amount of cash drawer shortage or overage of both cash and checks combined. The calculation is Shortage/Overage = Actual Count - Expected.
Cash Shortage/Overage	View the amount that the cash drawer is over or short in cash.
Check Shortage/Overage	View the amount that the cash drawer is over or short in checks.
Save as Reconciled	Once a cash drawer is reconciled, the following occurs:

- The statuses of all receipts associated with this reconciliation change from *Printed to Reconciled*. You can no longer modify these receipts and they won't get picked up in the next reconciliation. Also, each receipt is updated with the reconciliation ID.
- The Date/Time Last Reconciled field value is recorded back to the cash drawer.

Note. Any discrepancies found in the reconciliation are written to the CDR_DISCREP_STG staging table.

- Any cash over or shortage is sent to Receivables as an adjustment payment with a blank customer (cash control customer). For example, if the cash drawer is short by \$2, then a -\$2 cash payment is created and sent along with the cash payment deposit control entry.

If there was a discrepancy in a check, then the actual check amount is sent to Receivables. For example, if a check receipt was recorded as \$20.01, but the actual check was written for \$20.00, then the payment information will get created in Receivables as the actual \$20.00 amount.

Note. If the cash drawer does not reconcile, you can research the discrepancy using the drill-down capabilities. Alternatively, if the discrepancy amount is within the defined tolerance, you can choose to flag the drawer as *Reconciled* by clicking the Save as Reconciled button. Any discrepancy amount is logged to the discrepancy staging table (CDR_DISCREP_STG). If the discrepancy is outside of the defined tolerance amount, then a user with security can choose to override and mark the drawer as reconciled. The Comment field is available for the user to enter a justification for the discrepancy.

Drill-down capabilities are built in to the Reconcile page to assist you in the reconciliation process. For example, when you click the Total Receipts Amount link, a secondary page appears with a breakdown of the amounts by payment method.

Note. You cannot edit the Receipt Amount field during reconciliation, but you can update payment methods of receipts. After correcting a receipt using the drill-down features, click the Calculate button on the Reconcile tab to refresh the latest receipt changes.

Feature Security controls reconciliation.

Reconciled Date/Time

Edit this field for pending reconciliation processes. This enables you to include any receipts added to the drawer after the reconciliation process was last saved. In order to include these receipts in the totals, you must save the updated reconciled date/time. After you edit the Reconciled Date/Time field, click the Calculate button. When asked if you want to save the data, select *yes* and the totals on the page are refreshed. Select *no*, and nothing occurs.

Processing Cash Drawer Receipts

Access the Process Cash Drawer Receipts page.

After you have reconciled a cash drawer, you can pass the payments associated with the reconciliation over to the PeopleSoft Receivables payment staging tables. Processing the cash drawer receipts, using CDR_LOADPMT, populates the staging tables with the details of each payment transaction, such as reference information, bill to customer, payment method, and payment amount. Once the staging tables have been populated, you can run the Payment Loader process (AR_PAYLOAD) to create payments from the cash drawer receipts.

CDR_LOADPMT is an Application Engine process. All receipts that meet the run control parameters and have a status of *Reconciled* are selected for processing. Receipt payments are grouped into Receivable Deposit Control entries as follows:

- Receipt payments are grouped by bank account and currency.
- Cash and check payments are recorded in separate deposits.
- Procurement cards, debit cards and, credit cards are grouped as a single deposit with a payment method of EFT.

After the receipt payments are successfully processed, the Receivables Deposit control ID and payment sequence numbers that were assigned are saved back to the receipt payment. You can view them from the Receipt Inquiry component. A single deposit batch ID is assigned to each of the reconciliations that were picked up to be processed, as well. You can view the deposit batch ID that was assigned from the Reconciliation component. This deposit batch ID is needed for printing the associated deposit slip.

Note. Gift voucher payment types are passed to PeopleSoft Billing and processed as a line on the invoice as opposed to being sent to Receivables as a payment.

See *PeopleSoft Enterprise Receivables 8.9 PeopleBook*, “Receiving Payments Electronically,” Receiving Cash Drawer Payments.

Accounting Date	Enter the accounting date to associate with the payments. If you leave this field blank, the current date appears by default.
Cash Drawer Business Unit	Specify the business unit to which the cash drawer belongs.
Cash Drawer BU Type (cash drawer business unit type)	Specify the cash drawer business unit type. The available options are <i>OM</i> and <i>AR</i> .
Range Selection	Select the processing option that applies: <i>Cash Drawer</i> : Select to identify a range of cash drawers that need to be processed. <i>Recon Date</i> (reconciliation date): Select to identify a range of reconciliation dates and a range of cash drawers. <i>Recon ID</i> (reconciliation ID): Select to identify a range of reconciliation IDs for a given cash drawer ID.

Printing a Bank Deposit Slip

After the CDR_LOADPMT process has processed cash drawer receipts, you can generate and print a bank deposit slip. This slip lists the cash, as well as the checks (check number and amount) to be deposited to the bank. A batch deposit ID is assigned to the reconciliations that are picked up for processing by the CDR_LOADPMT process. You can specify this batch deposit ID on the run control page of the bank deposit slip, and the system will print on the deposit slip all cash and check receipt payments that were included in that batch. You can think of the batch deposit ID as a rubber band around all of the cash drawer reconciliations that were processed and passed to Receivables. The batch deposit ID that was assigned to the reconciliation is viewable from the Reconciliation component.

CHAPTER 7

Processing Credit Cards

This chapter provides an overview of credit card processing, lists common elements, list prerequisites, and describes how to:

- Set up credit card processing for PeopleSoft applications.
- Process credit cards for authorization only.
- Process credit cards for immediate payment.
- Process credits of deposit refunds.
- Process credit cards in PeopleSoft Billing.
- Process credit cards in PeopleSoft Receivables.

See Also

[Appendix A, “Installing the PeopleSoft Credit Card Interlink,” page 303](#)

Understanding Credit Card Processing

This section discusses:

- Credit card authorizations.
- Immediate payments.
- Deposit refunds.
- Billing processes.
- Receivables processes.

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

Note. Once credit card numbers are entered, they are stored in an encrypted format. The encrypted card number does not appear on pages used to enter credit card information. Pages used to review the credit card information, such as the Customer Summary using Quick Customer Create, display the encrypted number.

Credit Card Authorizations

This section describes how credit card data can be entered for an order and have an authorization only processed to the card. An auth and bill of the card will be discussed later.

1. Enter an order with a payment method of credit card on the Order Entry Form page and click the Credit Card Data button to enter or modify the credit card information.

2. Authorize the credit card online while entering a sales order or place the order on hold and run these two processes:
 - a. Load CC Interface process (OM_CRCARD).
 - b. CC Processing 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 the system.

3. Review failed credit card transactions and review authorization codes on the Pending CC Trans (pending credit card transaction) page. You can also reauthorize 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.

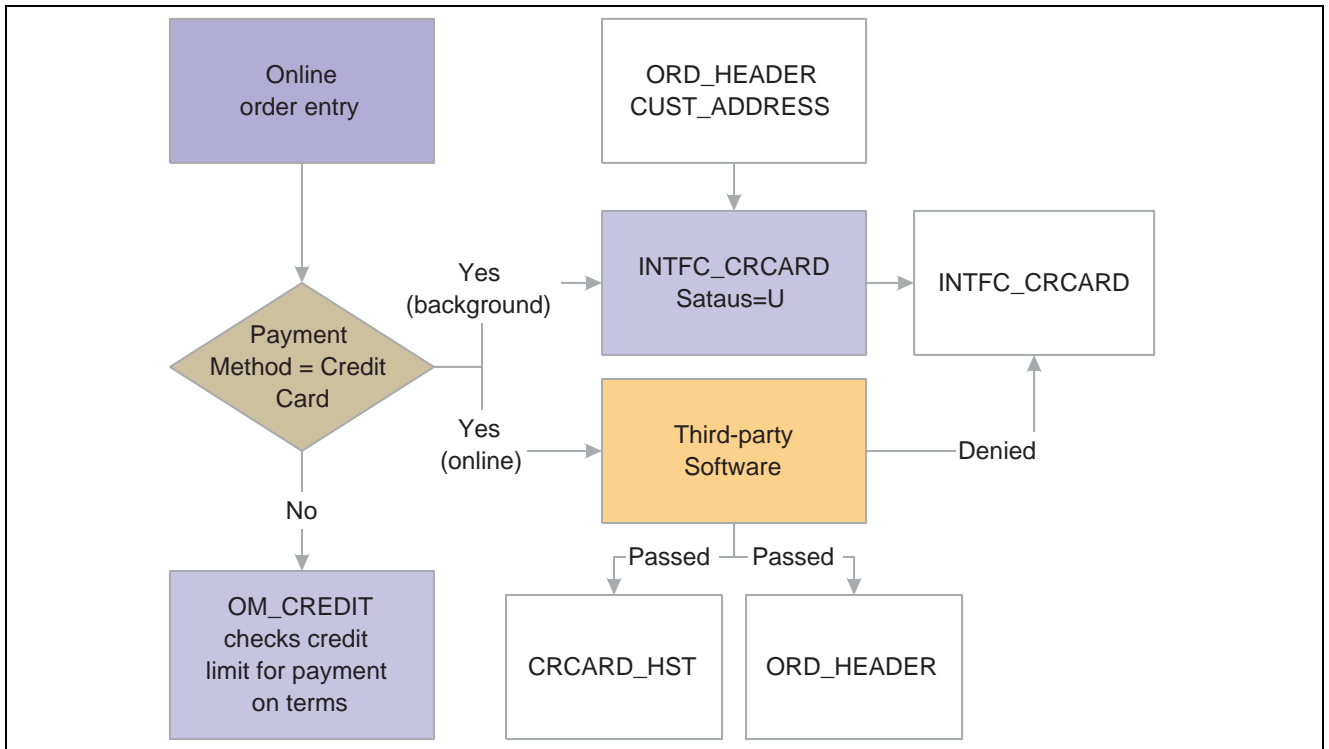
4. Review the credit card transaction history for the order on the Credit Card History page.
5. Run the OM Billing Interface process (OM_BILL).

After the authorization is successful or you 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.

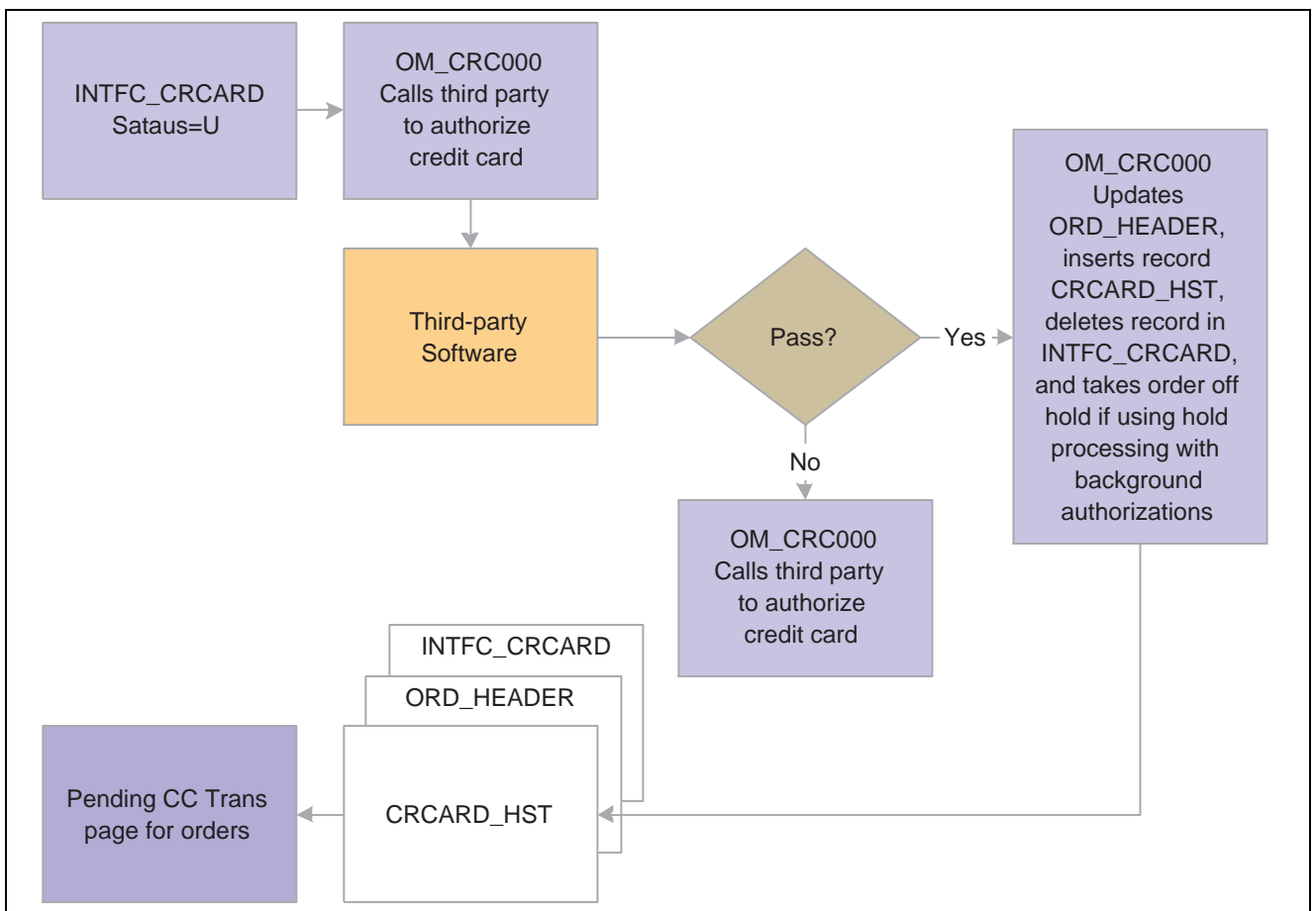
Note. Authorizing credit cards in PeopleSoft Order Management is optional. If you aren't performing authorizations, disable the hold associated with the credit card on the order.

PeopleSoft Order Management Credit Card Process Flow

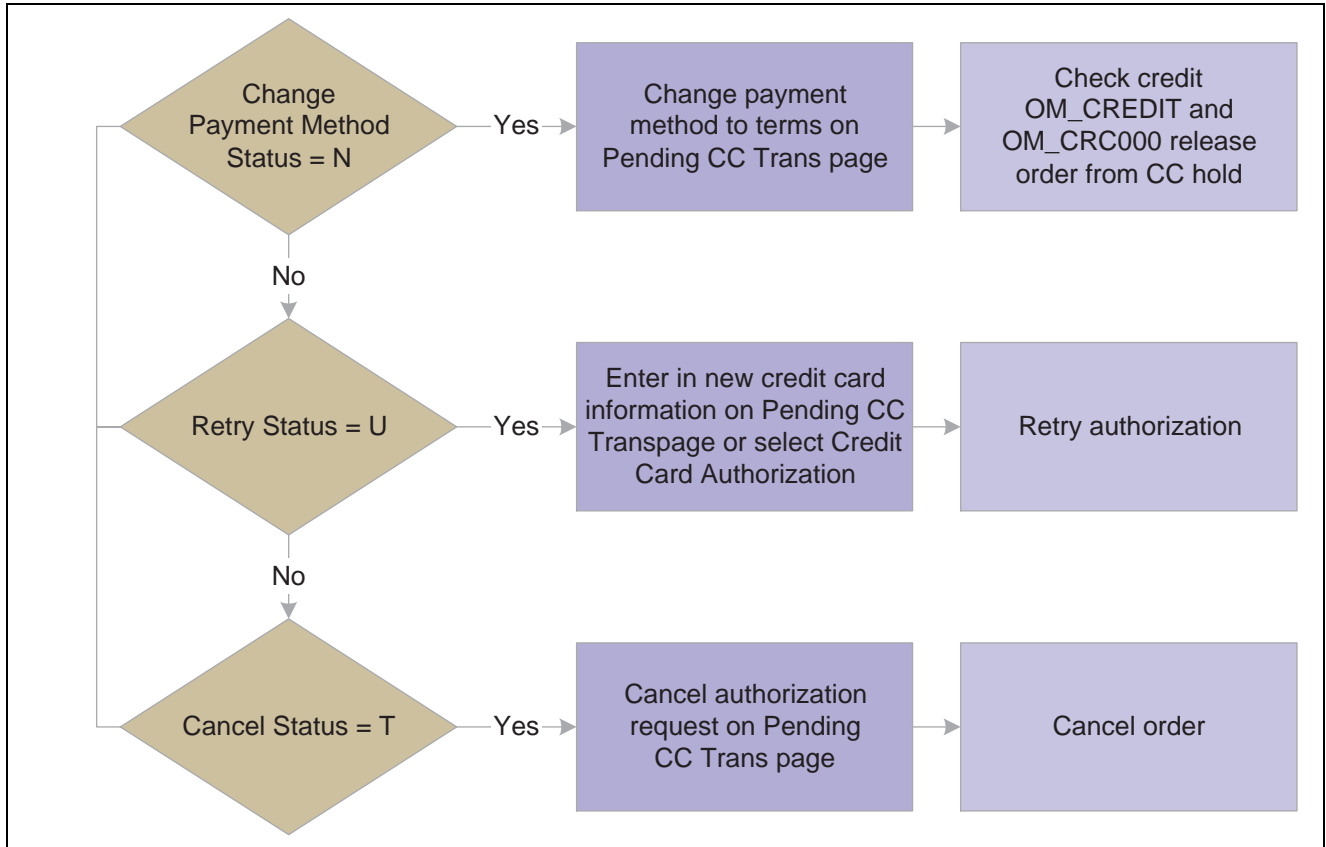
The next four diagrams illustrate the PeopleSoft Order Management credit card process flow:



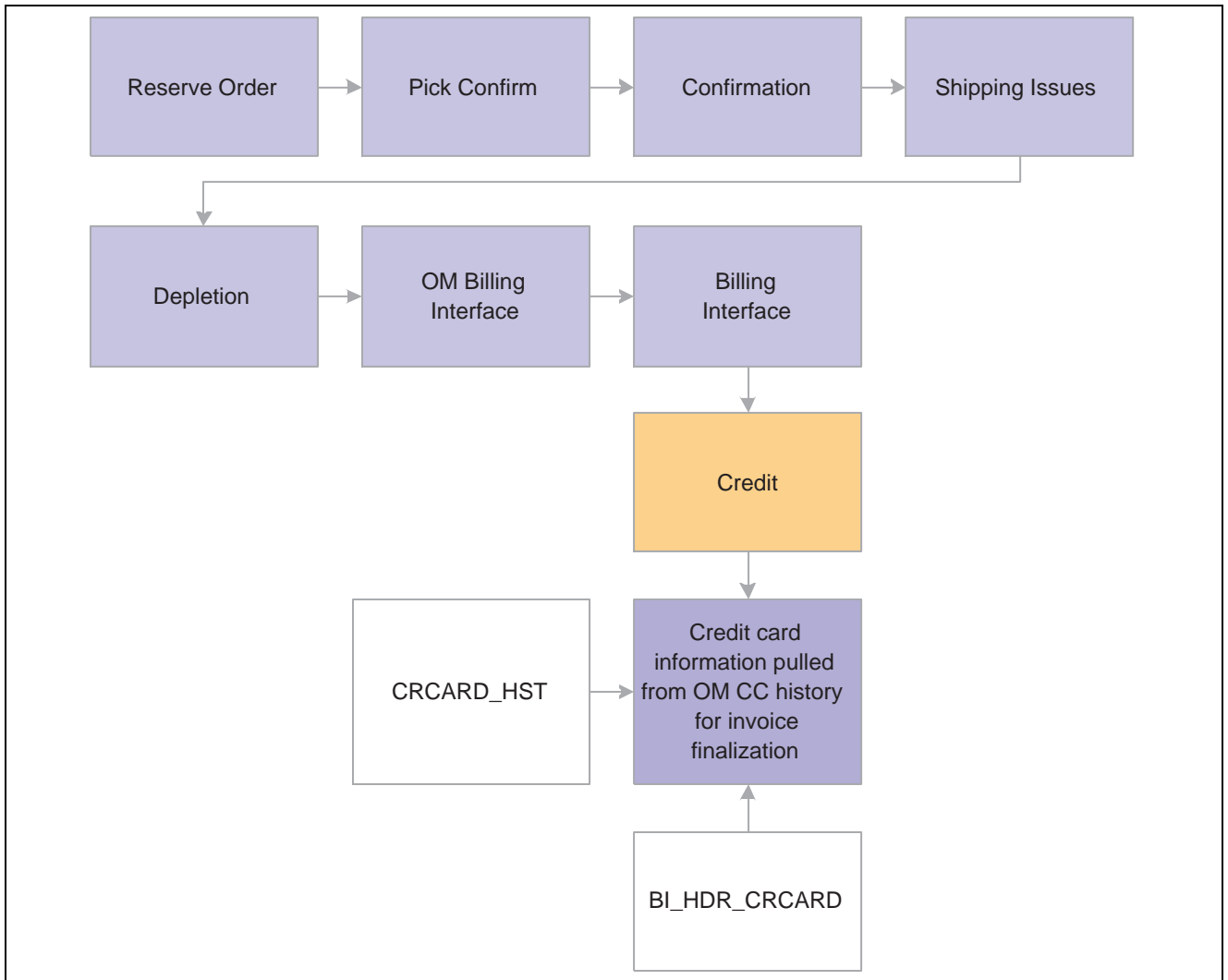
Creating credit card charges during online order entry in PeopleSoft Order Management



Submitting credit cards for background processing in PeopleSoft Order Management



Processing failed credit card authorizations in PeopleSoft Order Management



Processing orders through PeopleSoft Inventory and passing to PeopleSoft Billing

Credit Card Authorization Status Codes

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

Status Code	Short Name, Long Name	Comments	Used In
U	Unproc/Ret Unprocessed/Retry	The transaction has not been processed or a previous authorization has failed and is being resubmitted for inclusion in the next CC Processing run.	OM, BI, AR
A	Auth Authorized	The transaction is approved and funds are reserved. You can obtain approvals through batch or manual credit card processing.	OM - batch and manual

Status Code	Short Name, Long Name	Comments	Used In
C	Cred Credited	A credit has been authorized and processed for the transaction. The funds are credited back to the specified card.	BI, OM Refunds
D	Denied	The transaction has failed credit card processing and has been declined, or disallowed, by the organization issuing the credit card.	OM, BI, AR
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.	OM, BI, AR
M	Man Apprv Manually Approved/Settled	The transaction received verbal approval. Enter manual approvals on the Review Pending Cred Card Trans - Credit Card Address page in PeopleSoft Billing.	BI only
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

Immediate Payments

In PeopleSoft Order Management, a credit card can also be authorized and billed immediately. This is used in a counter sale environment when payment is collected immediately at the time of the order. It is also used when accepting a deposit on unfulfilled goods.

1. Enter a counter sale order, then press the Record Payment button.
2. On the Record Payment page, select *Credit Card* (or *Procurement Card* or *Debit Card*) as the payment method.
3. Enter an amount to be charged to the credit card in the Payment Tendered grid and click the Additional Information link next to the amount.
4. Fill out the Card Data page and click the Process Card button. This will initiate an online authorization and bill of the card to the third-party credit card authorization and payment application. Results of the authorization and bill transmission appear immediately on the Card Data page.

Note. Credit card auth and bill transactions can also be initiated by clicking the Record Deposit button on the regular Order Entry component.

Deposit Refunds

In PeopleSoft Order Management, a deposit that was taken for an order can be refunded back to a credit card. When doing this, a credit transaction is issued to the third-party credit card application.

1. On the Deposit Refund page, select *Credit Card* as the refund payment method and fill in an amount to be refunded back to the card.
2. Click the Process Card button next to the refund amount.
3. Fill out the Card Data page and click the Process Card button. This will initiate an online credit of the card to the third-party credit card authorization and payment application. Results of the credit transmission appear immediately on the Card Data page.

Billing Processes

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

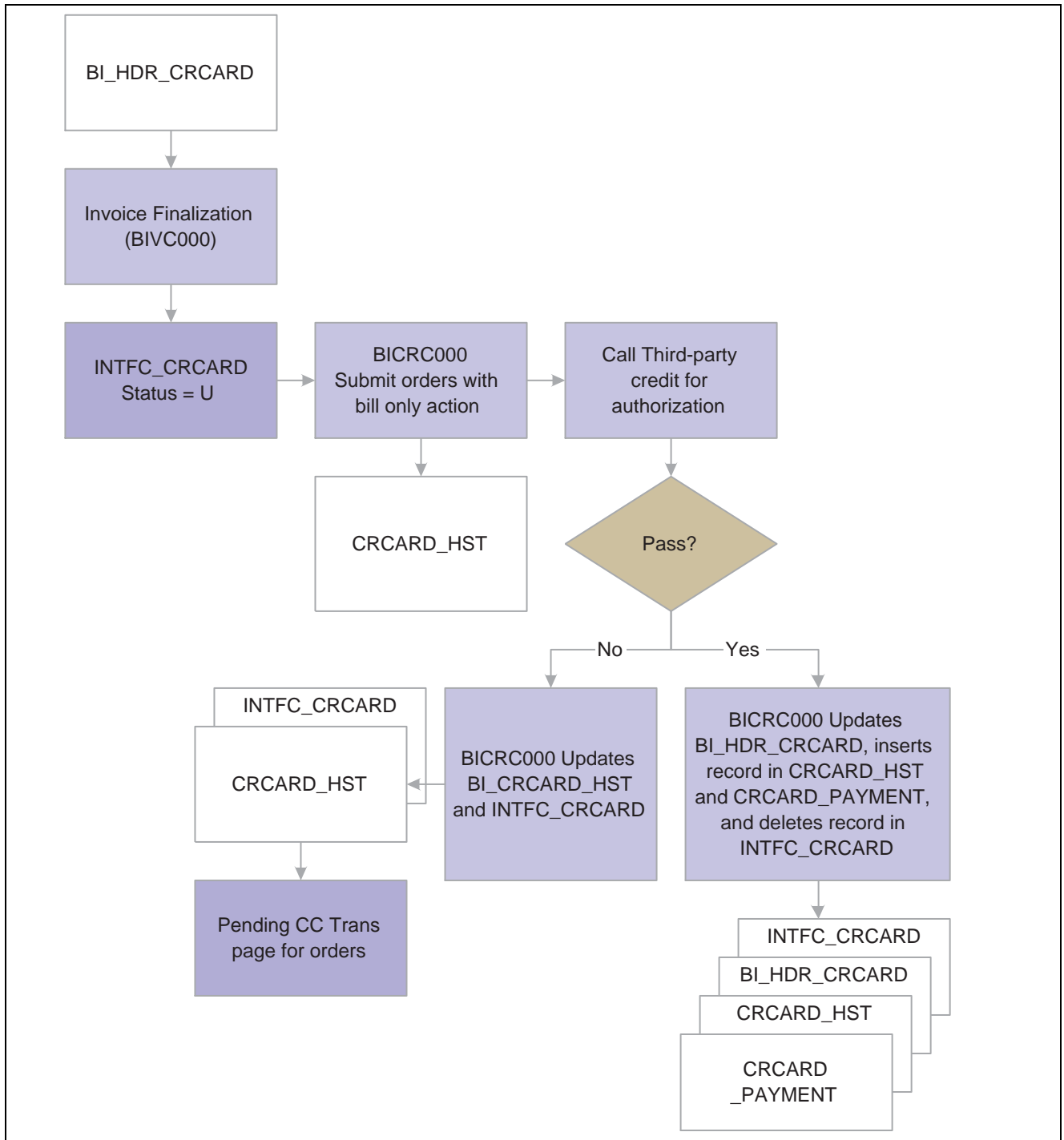
1. Run the Pre-Process and Finalization Process (BIIVC000).
2. Run the Process Credit Card Invoices (BICRC000) process.

Note. In order for BICRC000 to process pending credit card transactions, a working 3rd party integration to the credit card application must be installed in the system.

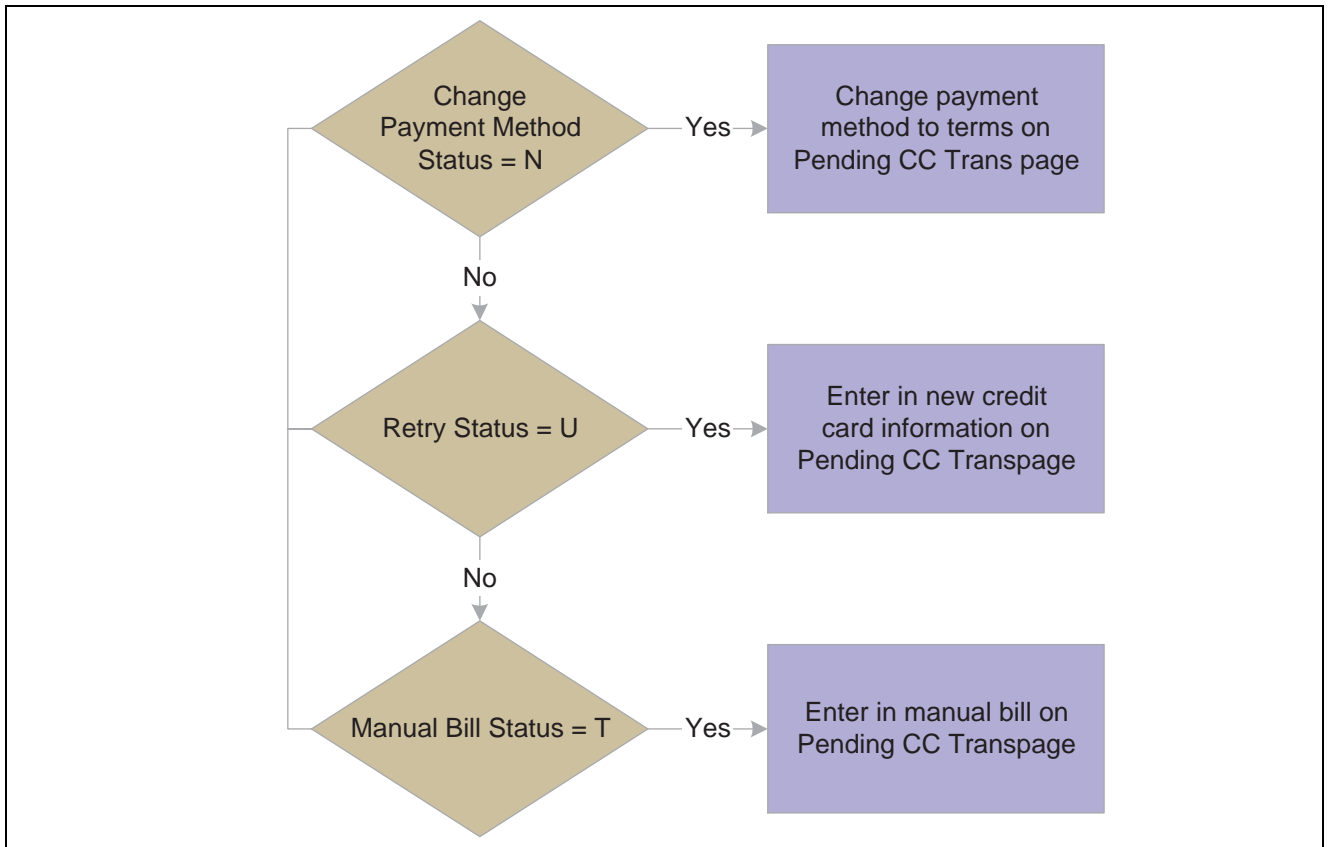
3. Use the Review Pending Cred Card Trans (review pending credit card transactions) (BI_INTFC_CRCARD1) page to review failed and pending credit card transactions.
4. Use the Pending Credit Card Transactions - Credit Card Address page to correct and resubmit the credit card for billing, authorize the card manually, or remove the transaction from further credit card processing by electing to pay using default payment terms.

PeopleSoft Billing Credit Card Process Flow

The next two diagrams illustrate the PeopleSoft Billing credit card process flow:



Authorizing and Billing Credit Cards in PeopleSoft Billing



Processing failed credit card authorizations in PeopleSoft Billing

See Also

[Appendix A, “Installing the PeopleSoft Credit Card Interlink,” page 303](#)

Receivables Processes

After completing credit card setup, process credit card payment in PeopleSoft Receivables in this manner:

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. Also, one of the collection methods for the bank account must be Credit Card on the Collection Methods page.

2. Obtain credit card approval.

The method that you use 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 Item Maintenance - Detail 1 page to view unpaid items.
- If you want to pay the entire balance for a business unit or customer, use the Customer Pay Balance - Item List page to view outstanding items—whose payment method is check or credit card—and the balance for each 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 Receivables Credit Card process (AR_CRCARD) 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 (ARUPDATE) to apply the credit card payments.

See Also

PeopleSoft Enterprise Banks Setup and Processing 8.9 PeopleBook, “Getting Started With PeopleSoft Enterprise Bank Setup and Processing”

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Defining Additional Processing Options”

Common Elements Used in This Chapter

Authorization	Funds are reserved against a specified credit card. An authorization number is obtained for the current amount being authorized. No actual charges take place against the credit card.
Auth Date/Time, Authorization Date /Time, and CrCardAuth Dt (credit card authorization date)	Reflects the date and time the transaction was authorized plus the expiration days. If a transaction is denied, 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.
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.
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: <ul style="list-style-type: none"> • 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 Address 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 Cybersource third-party credit card authorization and payment application. These messages appear automatically after an attempt to process this transaction by the third-party application. This information is written to the Credit Card History table.

If you make a change to payment terms, we recommend that you clear the messages and enter comments to maintain an audit trail for the transaction.

Sequence or Seq. Nbr
(sequence number)

A unique identifier assigned to each line charge in these tables: INTFC_CRCARD for PeopleSoft Order Management and Billing transactions. CRCARD_AR_HST for PeopleSoft Receivables transactions.

Prerequisites

Before you begin accepting credit card charges from customers, you must set up this information:

- The connection parameters for credit card processing calls to a 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 303](#)

Processing Credit Cards for Authorization Only

This section discusses how to:

- Enter credit card data and authorize credit card transactions online.
- Submit credit card charges for background authorization-only processing.
- Change processing parameters for pending transactions.
- Review and reauthorize pending credit card transactions.

Processing Replacement Orders created from 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 11, “Managing Returned Material,” Populating RMA Lines From the Shipment History, page 286](#) and *PeopleSoft Enterprise Billing 8.9 PeopleBook*, “Setting Up the Billing Interface,” Using the Bill-By Identifier with the Billing Interface.

PagesUsed to Process Credit Cards for Authorization Only

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	OM_INTFC_CREDCRD	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 and Authorizing Credit Card Transactions Online

Access the Credit Card Data page.

When modifying credit card information, note that:

- The primary credit card information is the default information stored on the Contact Additional Info page. This page validates the credit card number and verifies that the required information is 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 the PeopleSoft system.
- Credit cards can be authorized online or in the background depending on how you set up the PeopleSoft Order Management Business Unit definition. If you selected:
 - Online authorizations on the Order Entry Features page, click the Authorize Credit Card link to authorize the credit card during online entry. If the authorization fails, the CSR can enter another credit card or change the payment terms.
 - Credit Card Hold on the Credit Processing page, the order is placed on hold until the credit card can be authorized by the CC Processing process (OM_CRC000)..

Modify the credit card information on the Credit Card Data page; enter the required values for:

Clear Credit Card Info	Click the Clear Credit Card Info button to erase current credit card information on the page.
Select Primary Card	Click the Select Primary Card 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 Select Credit Card link to enter a new credit card for this customer.
Telephone	<p>If the contact has only one number on file, this number populates the field automatically. If the customer has:</p> <ul style="list-style-type: none"> • Multiple telephone numbers, select one from the drop-down list box before saving the page. • A business or home phone number on file, the business phone appears by default first. If there is no business phone, the home phone appears.
Authorization Status	<p>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.</p> <p>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.</p>
Authorize Credit Card	<p>Click the Authorize Credit Card 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 appears 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:</p> <ul style="list-style-type: none"> • Approved, the message <i>Credit card approved</i> appears. • Denied, the message <i>Credit card denied</i> appears. 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 copy a sales order that was paid with a credit card, the Payment Type is copied, but you need to select or enter new credit card information on this page.

See Also

[Chapter 5, “Maintaining Contacts,” page 157](#)

[Chapter 2, “Maintaining General Customer Information,” Adding General Customer Information, page 30](#)

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Setting Up PeopleSoft Order Management Business Units,” Establishing Order Entry Features

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Implementing PeopleSoft Order Management Options”

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Maintaining Order Header and Line Information”

[Chapter 7, “Processing Credit Cards,” Processing Credit Cards in PeopleSoft Billing, page 205](#)

Submitting Credit Card Charges in Background Authorization-Only Processing

When submitting credit card charges for third-party authorization and processing:

1. Access the Load Credit Card Interface page to initiate the Load CC Interface process.

This process loads the credit card information from the ORD_HEADER table and address information from the CUST_ADDRESS table into the INTFC_CRCARD, the main staging table for the credit card authorization interface program to the third-party credit card authorization and payment application.

2. Access the Credit Card Processing page to initiate the Credit Card Processing process.

The Credit Card Processing process takes the credit card information from the INTFC_CRCARD staging table and calls the Process Credit Card process. It also removes the hold that was applied when the order was created, assuming you have set up the PeopleSoft Order Management Business Unit to do that.

Changing 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 <i>Unproc/Ret</i> . 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 7, “Processing Credit Cards,” Processing Credit Cards for Authorization Only, page 199](#)

Reviewing and Reauthorizing Pending Credit Card Transactions

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 for Immediate Payment

This section lists the page used to process credit cards for immediate payment.

Page Used to Process Credit Cards for Immediate Payment

Page Name	Object Name	Navigation	Usage
Additional Information - Card	CDR_CARD_DATA	Click the Additional Information link on the Record Payment page of the sales order.	Record credit card data and process for immediate payment. <i>See PeopleSoft Enterprise Order Management 8.9 PeopleBook, "Entering Counter Sales," Entering Payments for Credit, Debit, and Procurement Cards.</i>

Processing Credits of Deposit Refunds

This section lists the page used to process credits of deposit refunds.

Page Used to Credit Deposits

Page Name	Object Name	Navigation	Usage
Customer Deposits	CUST_DEPOSIT	Order Management, Quotes and Orders, Review Customer Information, Customer Deposits	Use to view and refund deposits. See <i>PeopleSoft Enterprise Order Management 8.9 PeopleBook</i> , “Entering Counter Sales,” Viewing and Refunding Deposits.

Processing Credit Cards in PeopleSoft Billing

This section discusses how to:

- Enter credit card data.
- Submit credit card charges.
- Review pending credit card transactions.
- Change processing parameters for pending transactions.
- View credit card transaction history.

Pages Used to Process Credit Cards in PeopleSoft Billing

Page Name	Object Name	Navigation	Usage
Credit Card Information	BI_HDR_CRCARD	Click the View Credit Card Information button on the Standard Billing - Header - Info 1 page.	Enter or modify customer credit card information.
Credit Card Address	BI_HDR_CRCARD2	Click the Credit Card Address 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 the third-party credit card authorization and payment application for this transaction, enter manual credit card authorizations, or change the authorization status of a transaction.
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

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

[Appendix A, "Installing the PeopleSoft Credit Card Interlink," page 303](#)

PeopleSoft Enterprise Billing 8.9 PeopleBook, "Entering Bills Online," Entering Bill Header Information

Submitting Credit Card Charges

When submitting credit card charges for third-party authorization and processing:

- Run the Pre-Process and Finalization process (BIIVC000).
 - The Pay Method field on the Standard Billing - Header - Info 1 page flags the invoice for credit card processing by the Bill Finalization process. This process changes the invoice status of credit card bills to FNL (final) and populates the INTFC_CRCARD table.
- Run the Process Credit Card Invoices process (BICRC000). This process:
 - Picks up credit card bills with an authorization status of:
 - Unproc/Retry* (unprocessed/retry) in INTFC_CRCARD and sends them to a third-party credit card authorization and payment application for credit card authorization or billing, as needed.
 - Manual Authorization* and *Change to Terms*. For 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 a 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.
 - Changes the invoice status from FNL to IVC on the BI_HDR table.
- Resume the PeopleSoft Billing business process flow of printing, currency conversion, pre-load, load to Receivables, and load to General Ledger for the invoice.

Note. For partial shipments, the first shipment is authorized at order entry. It can be billed without doing another authorization in PeopleSoft Billing as long as the authorized amount is greater than or equal to the billed amount. The second shipment requires another authorization for the amount of the second shipment.

See Also

PeopleSoft Enterprise Billing 8.9 PeopleBook, “Generating Invoices,” Running the Pro Forma, Finalization, Print, and Reprint Processes

PeopleSoft Enterprise Billing 8.9 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 <i>Unproc/Ret</i> (unprocessed/retry).

Changing Processing Parameters for Pending Transactions

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 <i>Unproc/Ret</i> (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 <i>Man Appr</i> (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 read-only.

If you obtained a manual authorization, the approval code you entered on the Review Pending Cred Card Trans - Credit Card Address page appears.

Note. There are two menu items in PeopleSoft Billing that access 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

This section provides an overview of credit card processing in PeopleSoft Receivables and discusses how to:

- Review the customer's balance.
- Enter and transmit credit card data.
- Verify credit card payment authorization.

Understanding Credit Card Processing in PeopleSoft Receivables

There are two methods of obtaining credit card authorization in PeopleSoft Receivables:

- To obtain credit card authorization for a single item, use the Pay Balance Now link on the Item Maintenance - Detail 1 page.

See *PeopleSoft Enterprise Receivables 8.9 PeopleBook*, "Applying Payments," Paying for a Single Item by Credit Card.

- To obtain credit card authorization for all open items with a check or credit card payment method for a business unit or customer, use the Credit Card Payment option on the Customer Information menu.

After you obtain credit card authorization, run the Receivables Credit Card process. The process:

- Creates a virtual payment or check for every successful credit card transaction.
The payment ID for each payment is the credit card authorization code.
- Matches payments with the items they pay.
- Creates a payment worksheet automatically set to Batch Standard.

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 (ARUPDATE) process to post the payments and update the customers balance.

Note. The Receivables Credit Card process creates a payment for all items with outstanding authorized credit card payments entered in PeopleSoft Receivables, Billing, or Order Management. In other words, it creates payments for all items for which you have obtained credit card authorization in Receivables since the last run and all items that you interfaced from PeopleSoft Billing and obtained credit card authorization in either PeopleSoft Billing or Order Management since the last run.

See Also

Chapter 7, “Processing Credit Cards,” Receivables Processes, page 197

PeopleSoft Enterprise Receivables 8.9 PeopleBook, “Posting and Unposting Groups”

Pages Used to Process Credit Cards in PeopleSoft Receivables

Page Name	Object Name	Navigation	Usage
Item List	AR_ITEM_LIST	Accounts Receivable, Customer Accounts, Customer Information, Credit Card Payment, 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, Customer Accounts, Customer Information, Credit Card Payment, 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, Customer Accounts, Customer Information, Credit Card Payment, 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	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.

Note. Items with the payment methods of *CHK* (check) or *CC* (credit card) appear on the Item List page. Items that were paid by a credit card and are not yet posted do not appear.

Entering and Transmitting Credit Card Data

Access the Credit Card Data page.

You must enter data in all the fields required by a third-party credit card authorization and payment application for the credit card data to be authorized.

Amount	The transaction amount appears by default 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	<i>No Action</i> saves the current information and retains it for future processing. <i>Transmit</i> 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 <i>Transmit</i> , the system populates these fields. The approval code appears in the Authorization Code field. The processing history appears in the Message 1, Message 2, and Message 3 fields. A message with a prefix of <i>ICS</i> 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 <i>Transmit</i> , the system populates these fields. The approval code appears in the Authorization Code field. The processing history appears in the Message 1, Message 2, and Message 3 fields. A message with a prefix of <i>ICS</i> 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.

CHAPTER 8

Managing Conversations

This chapter provides an overview of conversations and discusses how to:

- Set up conversations.
- Enter and review conversations.

Understanding Conversations

Conversation pages track ongoing conversations with customer contacts. For example, you can track invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific purchase order, invoice, contract, or receivables item. In addition, you can use the PeopleSoft notification feature to send an email to an interested party to announce that 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 contain the continued history of the discussion.

You can set up the conversation so that you review it after a specified number of days from the creation date, or you can have a supervisor review it. For review by a supervisor, the system automatically assigns the supervisor who is associated with the user profile of the person who created the entry.

You can also attach documents to a conversation, such as proof of delivery slips, bills of lading, spreadsheets, or text documents.

Setting Up Conversations

To set up conversations, use these components:

- Conversation Subject Topics (SUBJECT_TOPIC_TBL).
- Conversation Subjects (SUBJECT_TABLE).
- Follow Up Actions (FOLLOW_UP_TABLE).
- Keywords (KEYWORD_TABLE).

This section provides an overview of conversation setup and discusses how to establish conversation subjects.

Understanding Conversation Setup

Perform these tasks before entering conversations:

1. (Optional) Define subject topics on the Conversation Subject Topics page.
2. (Optional) Define subjects and assign subtopics on the Conversation Subjects page.
3. (Optional) Define follow-up actions for conversations.

When you define a conversation query by selecting a follow-up action, you limit the items that you can view to the items that are tagged for the specified follow-up.

Create as many follow-up actions as you need to categorize the actions that result from conversations with customers.

If you use the Condition Monitor process (AR_CNDMON) in Receivables, you can create rules to generate actions on the customer action list and send an email notification to the action owners who are specified in the rules.

4. (Optional) Define keywords to search for conversations.

When you enter a conversation, you can associate it with up to three keywords. Create as many keywords as you need to categorize all conversations with customers.

5. (Optional) Enter the file transfer protocol (FTP) site where you post file attachments for conversations in the URL (universal record locator) field on the URL Maintenance page for the CUST_CONVER_ATT URL identifier.
6. For eBill Payment only, determine to whom you will be sending messages by subject within the organization.

For each subject, assign a unique role, and for each role assign the appropriate users. Users need to have valid email addresses to receive messages.

See Also

[Chapter 5, “Maintaining Contacts,” page 157](#)

Enterprise PeopleTools 8.46 PeopleBook: System and Server Administration, “Using PeopleTools Utilities”

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, Conversation Subject Topics	Define subtopics for conversation subjects.
Conversation Subjects	SUBJECT_TABLE	Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subjects, Conversation Subjects	Define subjects for categorizing conversations.
Follow-Up Actions	FOLLOW_UP_TABLE	<ul style="list-style-type: none"> Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Follow-Up Actions, Follow-Up Actions Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Follow-Up Action, Follow-Up Actions 	Define a follow-up action to assign to a conversation, such as calling the customer again.
Keyword	KEYWORD_TABLE	<ul style="list-style-type: none"> Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Keywords, Keyword Set Up Financials/Supply Chain, Product Related, Receivables, Options, Keyword, Keyword 	Define the keywords that you use for search criteria when you retrieve conversations.

Establishing Conversation Subjects

Access the Conversation Subjects page.

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 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 eBill Payment.

Qualifier

Select the type of references with which this subject is associated. Options are *Buying Agreement*, *Contract*, *Document Number*, *Invoice Number*, *Item*,

Bill of Lading, Purchase Order Number, Payment ID, Quotation, RMA, and Sales Order.

Entering and Reviewing Conversations

This section provides an overview of conversation components, lists common elements, and discusses how to:

- Enter conversations.
- Associate conversations with references.
- Attach files to conversations.
- Send notifications of conversations.

Understanding Conversation Components

PeopleSoft provides several components to access the conversation pages. Each component provides different search criteria to help you locate conversation entries. This table describes the components for each menu option:

Menu Option	Description
Update Conversations	Use to create new conversations and to update existing ones. This component enables you to search by customer, conversation date, status, and a reference linked to the conversation, such as an invoice, receivables item, or purchase order.
Associate Keywords	Use to review or update conversations. This component enables you to search by customer, conversation status, and the keyword that is assigned to the conversation.
Define Follow Up Actions	Use to review or update conversations. This component enables you to search by customer, conversation status, and a follow-up action that is assigned to the conversation.
Select Conversation to Review	Use to review or update conversations. This component enables you to search by customer, conversation date, and status.
Need Supervisor Review	Use to review or update conversations. This component enables you to search by customer, conversation date, status, the supervisor review status, and the user ID of the individual who should review the conversation.

Common Elements Used in This Section

Status

Select the current status for the conversation. Values are:

Closed: Select when you complete the dialog with the customer. This status is informational only. You can change a closed conversation.

New: The system automatically assigns this when you create a new conversation, before anyone reviews or responds to it.

Open: Select when you review or respond to a new conversation.

Date

View the date that you entered the conversation.

Pages Used to Enter and Review Conversations

Page Name	Object Name	Navigation	Usage
Conversations	CONVER_DATA1_SS	<ul style="list-style-type: none"> Customers, Conversations, Update Conversations, Conversations Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations Numerous other navigation paths are available for this page. 	Enter details for a conversation, including review information, reference amount, keywords, and the customer contact. Enter multiple conversation entries for a conversation.
References	CONVER_DATA2_SS	<ul style="list-style-type: none"> Customers, Conversations, Update Conversations, References Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, References Numerous other navigation paths are available for this page. 	Link a conversation with a reference, such as an invoice, purchase order, or receivables item.
Item Activity	ITEM_DATA2	Click the View Item Activity link on the References page.	Review or update details for a receivables item.
Attachments	CONVER_DATA5_SS	<ul style="list-style-type: none"> Customers, Conversations, Update Conversations, Attachments Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Attachments Numerous other navigation paths are available for this page. 	Add, view, or delete conversation attachments, such as Microsoft Word™ documents, Microsoft Excel™ spreadsheets, and images.
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.

Conversations 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.

- Description** (Required) Enter a description of the conversation to help identify a conversation when searching for conversations.

- Subject and Sub-Topic** (Optional) Select a subject and subtopic from the available options that you set up on the Conversation Subject Topics page and the Conversation Subject page. This 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** View an ID, which is the user ID by default, when you enter either a number of days or a date. You can change the user ID of the reviewer if necessary.

- Done** Select when the review is complete.

- Supervisor Review** Select to create an action for the individual whose user ID you entered in the User field. If you have Receivables, the Condition Monitor process creates the action the next time that you run the process and sends the user notification.

Status	Select a status for the review. Values are <i>New</i> , <i>Incomplete</i> , and <i>Reviewed</i> . This field is available only if you selected Supervisor Review.
Follow Up	
Action	<p>Select the type of follow-up action for the customer, such as <i>CALL</i> or <i>VERIFY</i>. When you press TAB to exit this field, the system populates the User ID field with the user ID, and the Done check box becomes available so that you can specify whether the task is complete. You define follow-up actions on the Follow-Up Action page.</p> <p>If you have Receivables, you can define rules for the Condition Monitor process to create an action on the customer action list for the follow-up action and to send a notification to the owner who is specified in the rule.</p>
Letter	<p>If you are responsible for receivable activities, you can follow up a conversation by mail. Select <i>F</i> 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).</p> <p>See <i>PeopleSoft Enterprise Receivables 8.9 PeopleBook</i>, “Generating Correspondence,” Generating and Printing Follow-Up Letters.</p>
Date	View the date that you created the follow-up letter.
Reference Amount	
Amount	<p>Enter the amount associated with the referenced items for this conversation.</p> <p>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.</p> <hr/> <p>Note. You link items to conversations by selecting items on the Item List page and then selection either the <i>Tie To A New Conversation</i> or <i>Tie To The Last Conversation</i> 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.</p> <p>If you remove items from the References page, the system recalculates the amount as long as there is no promise date.</p> <hr/>
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 <i>High</i> , <i>Medium</i> , and <i>Low</i> .

Keywords

Keyword1, Keyword2, and 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 view the conversation on the 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.

References page

Include Closed Information Select to associate closed items in Receivables with the conversation.

Qualifier Select the type of reference to link to the conversation. Depending on the selection, additional fields appear where you enter the reference information. Values are:

BA: Enter a buying agreement ID.

BI: Enter an invoice, business unit, and customer.

CT: Enter a contract number, business unit, and customer.

D: Enter a document number in the Reference ID field.

I: Enter an item ID, business unit, and customer ID. Also enter an item line number if applicable.

L: Enter a bill of lading in the Reference ID field.

P: Enter a purchase order number in the Reference ID field.

PY: Enter a payment ID in the Reference ID field and also prompt for the business unit and customer.

QU: Enter a quote and prompt for an order number, business unit, and customer.

RM: Enter an RMA number, business unit, and customer.

SO: Enter a sales order number, business unit, and customer.

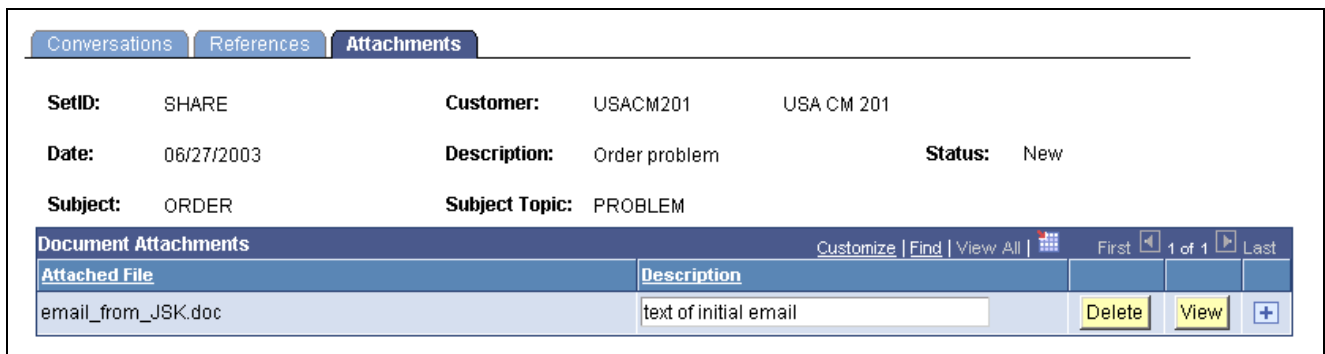
View Item Activity

Click to access the Item Maintenance component, where you view details for a Receivables item. This link is available only if you select *I* for the qualifier.

Note. If you link items to conversations on the Item List page or on the Item Maintenance component and you have selected an item or multiple items, the system automatically populates the reference information.

Attaching Files to Conversations

Access the Attachments page.



Attachments page

Attach

Click to attach a file to a conversation. After you select a file by using the Browse field, click Upload. The file name appears in the Attached File field. Enter a description for the file, if needed.

Delete

Click to remove a file attachment from the conversation.

View

Click to open the attached file.

Sending Notifications of Conversations

Access the Send Notification page.

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 9

Setting Up Products

This chapter provides an overview of the product definition, lists prerequisites and common elements, and discusses how to:

- Set up product group tables.
- Establish product definitions.
- Establish additional product attributes.
- Define product kits.
- Work with product load 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 are created in PeopleSoft Inventory, use the pages in PeopleSoft Order Management to change or add product attributes.

You can share product information across multiple business units and access PeopleSoft Inventory data to determine the availability of stocked products. Product catalogs enable you to choose the products that best fit each customer’s needs. You can also group products to facilitate pricing, sales analysis, and reporting. Products have the organization’s product numbers or customer part numbers on sales orders.

PeopleSoft Order Management uses the product ID as a primary search key for the Product Master table. 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 these 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 Product Group Tables

To define the product group table, use the Product Group (PROD_GROUP_TBL) and alternate cost adjustment exceptions (PRGR_PRICE_EXCP) components. Use the PROD_GROUP_TBL_CI component interface to load data into the table for this component.

The section discusses how to:

- Establish the product group table.
- Enter alternate cost adjustment exception information.

Pages Used to set up 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.
Alternate Cost Adjustment Exceptions	PGRP_PRICE_EXCP	Click the Alternate Cost Adjustment Exceptions link on the Product Group Table page.	Define alternate cost adjustment exceptions for this product group code.

Establishing the Product Group Table

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	<p>Click to access the VAT Defaults Setup page. This option is available for only <i>VAT</i> product group types.</p> <p>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.</p>
VAT Service Treatment Setup	<p>Click to access the Services VAT Treatment Drivers Setup page. This option is available for only <i>VAT</i> product group types.</p> <p>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.</p>
Pricing Option	<p>Select an option to determine whether the product or product group selling price can be adjustment using margin manipulation. This field appears only if the Product Group Type is <i>Pricing</i>.</p> <p><i>KVI</i> (known value item): Designated product groups where the selling price cannot be reduced or increased.</p> <p><i>NDP</i> (non-discountable product): Designated product groups where the selling price cannot be decreased, but can be increased.</p> <hr/> <p>Note. If during interim adjustments, the price of a NDP item has increased, then it may be discounted in subsequent calculations until it reaches the original price.</p> <hr/> <p><i>Regular</i>: Regular (or blank) indicate that the product group is neither NDP nor KVI.</p>
Margin Base	<p>Used to identify the basis to apply adjustments. Values are:</p> <p><i>Cost</i>: Use this option to base the cost on the unit cost.</p> <p><i>Alternate Cost</i>: Use this option if you base the cost on an additional charge. For example, you may increase the cost by 5 percent to include the cost of commission.</p> <p>This field appears only if the Product Group Type is <i>Pricing</i>.</p>
Alternate Cost Adjust %(alternate cost adjustment percent)	Add a value for the percentage to apply to the unit cost to derive an alternate cost. This field appears only if the Product Group Type is <i>Pricing</i> .
Do Not Adj. For Alternate Cost (do not adjust for alternate cost)	Select this option if you don't want the product (or product group to be adjusted by a different cost. This field appears only if the Product Group Type is <i>Pricing</i> .

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Adjusting Pricing in PeopleSoft Order Management,” Creating Margin Adjustments During Sales Order Entry

Entering Alternate Cost Adjustment Exception Information

Access the Alternate Cost Adjustment Exception Information page.

Note. This page is only available if an adjustment cost factor is specified or the Do Not Adjust check box is selected.

Business Unit Product	Select an exception for the product business unit for either the ship from <i>Inventory Business Unit</i> or the <i>Order Management Business Unit</i> . You might charge more for a ship from location that is further away or charge more for a PeopleSoft Order Management Business Unit that sells more of a product group.
Business Unit	Select from the available options based on the selection in the Business Unit Product field.
Adjustment Percent	Enter an amount for the adjustment.

Note. If there are two conflicting override values, the higher of the two values will be used. For example, you may have the PeopleSoft Order Management Business Unit adjustment factor as 20 percent and the Inventory Business Unit as 18 percent. The system would use the PeopleSoft Order Management Business Unit value in this example.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Adjusting Pricing in PeopleSoft Order Management,” Creating Margin Adjustments During Sales Order Entry

Establishing Product Definitions

To define products, use the Product Definition component (PROD_DEFN).

Use the PROD_DEFN_CI component interface to load data into the table for this component.

This section provides an overview of the product definition process and discusses how to:

- Establish the product definition.
- Establish product images.
- Establish product definition options.
- Establish additional product definitions.
- Establish product competitor information.
- Establish product contract options.
- Create user-defined product fields.

Understanding the Product Definition Process

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	<ul style="list-style-type: none"> • Products, Identify Product Details, Definition • Products, Review Product Information, Definition 	Define the product.
Product Image	PROD_IMAGE	Click the View Product Image link on the Product Definition - Definition page.	Use to set up the product image.
Product Definition - Options	PROD_OPTIONS	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Products, Identify Product Details, Definition, Options2 • Products, Review Product Information, Definition, Options2 	Use to add PeopleSoft Project Costing links, defaults, cost element for non-stock products, and configuration information.

Page Name	Object Name	Navigation	Usage
Product Definition - Competitor	PROD_COMPTRRS	<ul style="list-style-type: none"> • Products, Identify Product Details, Definition, Competitors • Products, Review Product Information, Definition, Competitors 	Use to keep track of competitors' equivalent products by product number, as well as any alternate products competitors might 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	<ul style="list-style-type: none"> • Products, Identify Product Details, Definition, Product Custom Info 1 • Products, Review Product Information, Definition, General Info 1 	Use to create character-length alphanumeric fields.
Product Custom Info 2	PROD_GEN_INFO2	<ul style="list-style-type: none"> • Products, Identify Product Details, Definition, Product Custom Info 2 • Products, Review Product Information, Definition, General Info 2 	Use to create additional character-length alphanumeric fields.
Product Custom Info 3	PROD_GEN_INFO3	<ul style="list-style-type: none"> • Products, Identify Product Details, Definition, Product Custom Info 3 • Products, Review Product Information, Definition, General Info 3 	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 the item ID, you can create it on the Product Definition - Definition page. You can also create multiple product IDs for one item ID for greater marketing and reporting flexibility.

Associating Products with Items

If the product is not a kit, and you defined the product ID during item definition using the Item Definition – General: Common page, the Item ID associated with the product ID defaults. You can override this default. Associate multiple product IDs with a single inventory item to enhance marketing and sales tracking capabilities.

This item information defined on Item Definition – General: Common page appears:

Standard UOM	The unit of measure that reflects the most common unit of measurement for the item. <hr/> Note. This field is not used for Contracts Only products. <hr/>
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. <hr/> Note. This field is not used for Contracts Only products. <hr/>
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, these fields appear:

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. <hr/> Note. If the Product Use is <i>Contracts Only</i> , this field does not appear. <hr/>
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 these options: <hr/> Note. If PeopleSoft Contracts is not installed, the field is hidden and populated with the value <i>General Use Excluding Contracts</i> by default. If PeopleSoft Order Management is not installed and PeopleSoft Contracts is installed, the field is visible and the value <i>Contracts Only</i> appears by default. <hr/> <hr/> Note. These rules apply to what type of component can be used with a product kit: General Use Including Contracts 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. <hr/>
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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 Including Contract: The product can be used anywhere in the system that prompts for a product ID.

Catalog Number and Model Number	If a product appears in another vendor catalog, you 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 <i>Active</i> .
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: <i>Intangible/Services</i> or <i>Physical Goods</i> .
Where Performed	Select the default location for where a service is most often physically performed. Options are: <i>Buyer's Location</i> , <i>Ship From Location</i> , <i>Ship To Location</i> , or <i>Supplier's Location</i> .
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 Enterprise Order Management 8.9 PeopleBook, “Order Processing in a VAT Environment”

PeopleSoft Enterprise Product Configurator 8.9 PeopleBook, “Using PeopleSoft Product Configurator,” Creating Configured Product Sales Orders

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 a slash (/) in front of the file name. Make sure that you have already defined an image directory, locally or on the web, on the Image Location page.
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Alternative Image 1 and 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 the business unit settings, places the order schedule on hold.

Lower Margin % and 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 and Upper Margin Amount If you want the system to calculate the difference between the unit cost and net unit price using a flat amount, select the appropriate Currency, and enter value in these fields.

Margin Base Used to identify the basis to apply adjustments. Values are:

Cost: Use this option to base the cost on the unit cost.

Alternate Cost: Use this option as the basis for upper and lower limits for adjustments. For example, you may increase the cost by 5 percent to include the cost of commission.

Do Not Adj. For Alternate Cost (do not adjust for alternate cost) Select this option if you don't want the product (or product group) to be adjusted by a different cost.

Alternate Cost Adjust % (alternate cost adjustment percent) Add a value for the percentage to apply to the unit cost to derive an alternate cost.

Sales Tax Options

Tax Product Number, Transaction Type and Transaction Sub Type This is passed to the third-party tax provider and is matched against a table of rates or exceptions to find the correct tax rate for the product and ship to destination. You can use the Transaction Type and Transaction Sub Type to further qualify the tax product number.

Note. If the field is not populated for a new product, the product ID defaults to this field at save time.

See Also

Chapter 11, "Managing Returned Material," page 271

PeopleSoft Enterprise Order Management 8.9 PeopleBook, "Structuring Commissions," Calculating Commissions

PeopleSoft Enterprise Supply Chain Management Integration 8.9 PeopleBook, "Calculating Sales and Use Tax in Supply Chain Management," Understanding PeopleSoft Tax Solutions

Establishing Additional Product Definitions

Access the Product Definition - Options2 page.

Project Cost Options

Project ID and Activity ID You can associate a project code and activity with the product. This information uses the to the order or quotation schedule project and activity ID by default.

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.

Direct Ship from Vendor Select to indicate that this product is shipped directly from another vendor to the 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 the product 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 the configured kit. The configuration code on configured kits is informational during order entry. It is formatted and appears only during order entry. The code is based on 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 appears if PeopleSoft Contracts is installed.

The table lists the allowable price types for each revenue method:

Price Type	Revenue Recognition Method
Amount or Percent	Milestone, Percent Complete, Apportionment, Billing Manages Revenue
Rate	As Incurred
Recurring	Billing Manages Revenue

Price Type The price type that you select for a product determines the details that you can define for that product and the billing and revenue recognition methods with which you can associate the product. Select from these options: *Amount*, *Percentage*, *Rate*, or *Recurring*.

Recognition Method Defines the criteria that must be met before revenue can be recognized. Select from these options:

Apportionment: Recognize a fixed amount of revenue over a predefined period of time.

As Incurred: Manage revenue on an as needed basis manually or using scheduled processes. This is the only method used for rate-based contract lines.

Billing Manages Revenue: Have PeopleSoft Billing, not PeopleSoft Contracts, manage the revenue for a contract line. Only fixed-amount and recurring contract lines can use this method. You must always use this method with recurring price types.

Milestone: Recognize a fixed amount of revenue spread over time and triggered as each milestone is met.

Percent Complete: recognize revenue based on a manually entered percentage of completion.

Third Party Flag Select 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. If the product is a kit, the renewable flag is required to be OFF.

Renewal Action Select the appropriate renewal action. The options are Automatic and Manual. A value is required if the Renewable flag is ON.

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 for the contract billing business unit and contract header. You can select a renewal plan template to automate the creation of renewal plans.

Creating User-Defined Product Fields

PeopleSoft Order Management delivers a wide variety of options for defining the product attributes; however, the business may have additional requirements. You can use the Prod Custom Info (product custom information) pages to establish user-defined fields to be stored in the Product Master table.

Each of the Prod Custom Info pages contains fields of various sizes and types: from 1 to 30 characters long in alphanumeric, numeric with decimal places, or numeric without decimals formats. You use the PeopleTools Application Designer to modify the field labels on the page, and you must provide the appropriate code changes 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) and Prod Char30 D (product character 30) A – D alphanumeric fields, up to 30 characters in length.

Prod Char 1 A (product character 1), Prod Char 1 B (product character 1), Prod Char 1 C (product character 1) and Prod Char 1 D (product character 1) A – D alphanumeric fields, 1 character in length.

Product Custom 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) and Prod Char 10 D (product character 10)	A-D alphanumeric fields, up to 10 characters in length.
Prod Char 2 (product character 2)	Alphanumeric fields, up to 2 characters in length.
Prod Char 4 (product character 4)	Alphanumeric fields, up to 4 characters in length.
Prod Char 6 (product character 6)	Alphanumeric fields, up to 6 characters in length.
Prod Char 8 (product character 8)	Alphanumeric fields, up to 8 characters in length.

Product Custom 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) and dProd N12.3 D (product number 12.3)	A-D numeric fields, up to 12 integers and 3 decimal places in length.
Prod Nbr 15 A (product number 15), Prod Nbr 15 B (product number 15), Prod Nbr 15 C (product number 15) and Prod Nbr 15 D (product number 15)	A-D numeric fields, up to 15 integers in length.

See Also

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft 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.

This section discusses how to:

- Establish product attributes by unit of measure.
- Establish product prices.
- Establish product alternates.
- Establish product attachments.
- Establish product messages.
- Establish product notes.
- Establish product groups.
- Establish product catalogs.
- Establish product specifications.
- Run the Refresh Catalog Prompt Table process.

Note. PeopleSoft Order Management delivers inquiry pages that enable you to view product information and to provide separate access to users that should have read-only access to product information. The inquiry pages are generally duplicates of their associated update pages, except that they are in a read-only format. Exceptions to this standard are located in the 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	<ul style="list-style-type: none"> • Products, Identify Product Details, Alternates • Order Management, Quotes and Orders, Review Product Information, Alternates 	Use the Alternates page to set up product alternates.

Page Name	Object Name	Navigation	Usage
Attachments	PROD_ATT	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Products, Identify Product Details, Messages • Order Management, Quotes and Orders, Review Product Information, Messages • Products, Review Product Information, Messages 	Use to choose messages or attach product holds to a product.
Notes	PROD_NOTE	<ul style="list-style-type: none"> • 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	View information about the comparable customer part numbers for the products established on the General Information - Product Aliases page.
Product Specifications	PROD_SPECS	<ul style="list-style-type: none"> • Products, Identify Product Details, Specifications • Products, Review Product Information, Specifications 	Use to enter detailed product specifications.

Page Name	Object Name	Navigation	Usage
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 View 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 View the conversion rate from the UOM table in PeopleSoft Inventory. This factor is used to convert the Standard Unit of Measure into the UOM you are referencing. For example, if a *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 and Maximum Order Quantity The system checks the values in the fields during order and quotation entry. If these limits are violated, the system warns you, and depending on the business unit settings, places the order line on hold.

Increment Use 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 the business unit settings.

Currency

Select to set up minimum selling price thresholds for each unit of measure by currency code.

Pricing Option

Select an option to determine whether the product or product group selling price can be adjustment using margin manipulation.

KVI (known value item): Designated products where the selling price cannot be reduced or increased.

NDP (non-discountable product): Designated products where the selling price cannot be decreased, but can be increased.

Note. If during interim adjustments, the price of a NDP item has increased, then it may be discounted in subsequent calculations until it reaches the original price.

Regular: Prevents the product setting from overriding or being applied to a product.

Pricing UOM

Select *Yes* if this UOM can be used as pricing UOM. Select *No* if this UOM cannot be used as the pricing UOM. Select *Default* if this unit of measure is the default pricing UOM.

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 different 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 the pricing system design.

This diagram illustrates how the price is determined on an order line if using list prices and standard discounts.

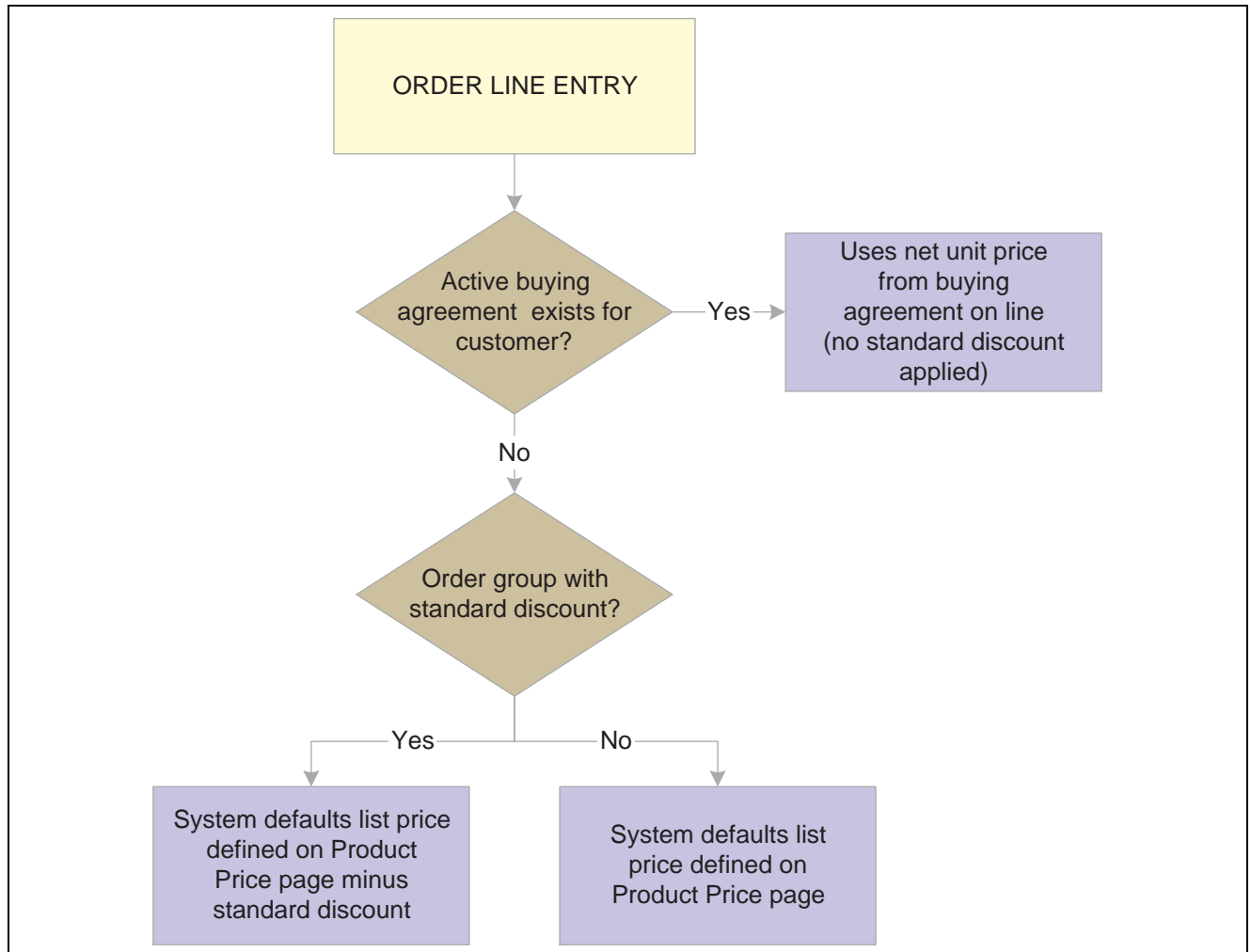


Diagram of a pricing structure using list prices and standard discounts

To use more complicated pricing criteria, you can set up price rules and arbitration plans.

See *PeopleSoft Enterprise Pricer 8.9 PeopleBook*, "Understanding Enterprise Pricer".

Based on the selection on the Product Definition - Definition page, product kits can be priced at two levels:

- Top parent product ID level.
- Component level.

You assign a list price to the kit at the top level using the Product Price page, but use the Product Kit Component Pricing page to associate prices with a kit's components.

Access the Product Price page.

Certain fields on this page appear and others are not visible depending on the type of product that you are pricing.

Product Types	Active Fields That 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 PeopleSoft Inventory Business Unit that stocks a product or you cannot take advantage of the pricing capabilities of PeopleSoft Order Management. If you do not define list prices, you will need to manually enter the selling price on the sales order line or schedule.

Currency Enter a currency for each PeopleSoft Inventory Business Unit. If the system doesn't find a base price in the transaction currency while 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 appears 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 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 read-only.

Kit Click the Kit 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 these conditions:

- You have set up one or more alternatives for a product on the Alternates page.
- The sold to customer permits substitutions. You indicate this option on the General Information - Sold To Options page. This option 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 appears. You can select the Message link from the drop-down menu during order entry to view any messages associated with the product alternates listed.
- The alternate is an active product.

When you choose an alternate on the order line, the system brings the product ID of the alternate into the Product ID field on the order line and then places the original product requested into a field on the order line called Original Product Ordered. This enables you to print both product IDs on order acknowledgments and other documents.

By selecting the Allow Product Substitutions option on the Sold To section of the Order Entry Form page during order entry, you can also enable substitutions to occur during the Inventory fulfillment picking process.

See *PeopleSoft Enterprise Managing Items 8.9 PeopleBook*, “Working with Items,” Fulfilling Orders with Substitute Items.

Priority

Use to establish the order in which alternates are listed, starting with the one you want to appear first.

Interchangeable

If two products are completely interchangeable, set one up as the product alternate for the other and select the option. The system automatically adds the product alternate record for the reverse entry. For example, if you set product 10002 as an alternate for product 10001 and indicate that they are interchangeable, product 10001 automatically becomes an alternate for product 10002.

Note. You can only select products as alternates that have the same Product Use value as the product for which you are establishing alternates. So, if you are setting up alternates for a Contracts only product, the prompt will only return contracts only products, and so forth.

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.

Note. Before using attachments, you need to set up an FTP server to handle the attachments.

See *PeopleSoft Enterprise Order Management 8.9 PeopleBook*, “Getting Started with PeopleSoft Order Management”.

Add	Click the Add button to browse for and add an attachment.
View	After you upload an attachment, click the View button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a Description of the item that you’re attaching.

Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Establishing Product Messages

Access the Messages page.

After assigning a message to a product, the message appears 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 appears after you tab out of the field.
Action	If there is an action associated with the message, it also appears. In the case of a HOLD action, the Hold Code appears as well.

See Also

PeopleSoft Enterprise Order Management 8.9 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.

After assigning a note to a product, the note appears in the product section of the Messages and Notes area of the order or quotation.

Use Predefined Standard Note	<p>Enable this option to attach a note already set up in the system on the Standard Notes page. Select a Standard Note Code from the available options and the rest of the fields established for the standard note code appear.</p> <p>If this option is not checked, the note being created is a unique note. Select a Note Type and enter the note in the Text field.</p>
Documents to Print the Note On	Choose the print locations for notes in the group box. Notes can print on these documents without additional configuration: <i>Invoice, Bill of Lading, Order Acknowledgement, Picking Plan, and Quotation.</i>

See Also

PeopleSoft Enterprise Order Management 8.9 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 these options:

- *Acct* (accounting)
- *Alt Source* (alternate source)
- *BO/Reserve* (back order/reserve)
- *Buy Agrmnt* (buying agreement)
- *Claimback*
- *Cntrct* (contract)
- *Fcst* (forecast)
- *Freight*
- *Pricing*
- *Prod Ctlgs* (product catalogs)
- *Reporting*
- *Tax*
- *Trnspt* (transportation)
- *VAT*

Primary Report and Primary Pricing Group

Use to indicate a single primary reporting product group when associating multiple groups with the *Reporting* and *Pricing* group 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 that appears in bold on the spreadsheet. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

See Also

Chapter 9, “Setting Up Products.” Setting up Product Group Tables, page 224

Establishing Product Catalogs

By attaching product catalogs to a sold to customer, you limit the products they can buy. You can create two types of catalogs:

- Inclusive catalogs that contain all the products you want made available to a customer.
- Exclusive catalogs that contain the products you want to withhold from the customer.

For example, a customer (customer ID 50001) purchases all your products *except* for repair parts and promotional products, you can create an exclusive catalog containing those items. When you attach it to customer 50001, the order entry clerks can access all products except for the products in this exclusive catalog when they are working on an order for the customer.

On the other hand, customer 60002 buys *only* repair parts from you. Create an inclusive catalog that contains repair parts and attach it to this customer. When clerks enter an order for customer 60002, the only products available to them are repair parts.

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

Access the product Catalogs page to set up the catalogs. 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: The descriptive entry appears as plain text.

URL: You can include an internet or intranet link in the description. URLs must first be defined using the URL Maintenance Catalog page in PeopleTools Utilities.

HTML: You can modify the look of the description using HTML tags.

Concatenate next line Select the option to allow the text that you enter in the Description field to appear on the same line. This is especially useful when using URLs within regular text.

Note. Product kit components and quantities appear in a note following the product specifications (if any are defined for the kit). Kit component information includes the individual product ID, the product description, the quantity per order, and quantity per kit.

Running the Refresh Catalog Prompt Table Process

To facilitate PeopleSoft Order Management's multi-platform capabilities, the system uses a temporary table to list products in product catalogs. The Refresh Catalog Prompt Table (OMS2000) process keeps this temporary table up to date.

Warning! Each time you modify or add products to a catalog and each time you add or remove a catalog from a customer, you must run the Refresh Catalog Prompt Table process or the changes will not appear in the related prompt tables.

The Product Catalog Refresh Process creates two tables:

- PRODCTLG_CSTLST contains all the catalogs 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 these 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.

This section provides an overview of product kits and discusses how to:

- Create product kits using the product definition.
- Assign components to product kits.
- Apply prices to product kits.

Understanding Product Kits

A product kit consists of a fixed set of components that are sold as a unit. A product kit is not a stocked inventory item, however its components may 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 these exceptions:

1. Define the required attributes for the parent product ID using the Product Definition component.
See [Chapter 9, “Setting Up Products,” Establishing Product Definitions, page 226](#).
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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
Notes	PROD_NOTE	<ul style="list-style-type: none"> • 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.

Page Name	Object Name	Navigation	Usage
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 the product kits by their components or by their top parent product ID level.

See Also

[Chapter 9, “Setting Up Products,” Establishing Product Definitions, page 226](#)

Assigning Components to Product Kits

Access the Product Kit Summary page to define the components that make up a product kit.

Product Kit Summary							
SetID: SHARE		Product ID: 670002		Cyclist Starter Kit			
Product Kit Components							
Customize Find View All First 1-4 of 4 Last							
Components Component Options Product Use							
*Component	Description	Quantity	*Per	*Unit	Effective Date	Obsolete Date	
10011	Biking Gloves, Unisex	1.0000	ASY	EA	01/01/1900	12/31/2099	+ -
10012	Pro5500 Road Helmet	1.0000	ASY	EA	01/01/1900	12/31/2099	+ -
10019	Handlebar Mount Headlight	1.0000	ASY	EA	01/01/1900	12/31/2099	+ -
10026	Patch Kit	1.0000	ASY	EA	01/01/1900	12/31/2099	+ -

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.

Note. If the product kit to which you are assigning components has a product use value of Contracts Only, the “Contract-Only Component” flag will appear to the left of the component column. By turning this flag ON, the prompt for the components field will return other contracts only products that you can select as components. If the flag is off, the component prompt will return General Use Including Contracts products.

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.

Min Qty Per and Max Qty Per

Define the minimum and maximum quantity that the component can have. This enables you to, during online order entry when this kit is being order, change the actual quantity of the component being ordered on the kit. The minimum and maximum values represent the range that CSR can increment or decrement the quantity.

Unit

Select a unit of measure for the product component. If there is only one valid unit of measure for the component, that value appears 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 default obsolete date is *December 31, 2099*. The system uses the scheduled shipment date to determine what components are valid in the product kit.

Note. 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 component attributes, you must indicate that the component is obsolete and add a new row for the component with its current attributes. Similarly, you cannot delete a component from the kit structure, you must indicate that it is obsolete.

Component Options

OK to Ship Without

Select if the product kit can ship without this component. This sets the optional or required flags in the PeopleSoft Inventory tables.

Note. Every product kit must have at least one component that is required to ship.

VAT %

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

The Product Use tab appears only if PeopleSoft Contracts is installed.

This table lists the valid configurations for components and product kits based on the Product Use option.

Component	Product Kit with Product Use = General Use Including Contract	Product Kit with Product Use = General Use Excluding Contracts	Product Kit with Product Use = Contracts Only
Product Use = General Use Including Contract	Allowed	Allowed	Allowed
Product Use = General Use Excluding Contracts	Not Allowed	Allowed	Not Allowed
Product Use = Contracts Only	Not Allowed	Not Allowed	Allowed

Product Use

View from the selection on the Product Definition page.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Order Processing in a VAT Environment,” Invoice Product Kits in a VAT Environment

Applying Prices to Product Kits

Depending on whether you are pricing the product kit at the top or component level, do 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

SetID: SHARE Product ID: KIT-01 Desktop 450MHz & Monitor Kit

Purchase in this Currency: FRF Find | View All First 1 of 1 Last

*Currency: FRF

Kit Effective Date Find | View All First 1 of 1 Last

*Effective Date: 04/19/2000 *Status: Active

List Price: 7310.0000 Unit Cost: 4823.0000

MSRP:

Unit of Measure: EA Each Currency: FRF

Component Pricing			
Component	Price	Effective Date	Obsolete Date
IUT-01	5500.0000	04/19/2000	12/31/2099
IUT-05	1810.0000	04/19/2000	12/31/2099

Product Kit Component Pricing page

Applying Pricing Attributes to the Entire Kit

List Price View the current total of the values entered in the Product Kit Component Price column.

Note. Values outside of the effective date range are not included in the total.

Applying Pricing Attributes to Each Component

Pricing information for the components that make up the product kit appear in a grid:

Component The component ID defined for the product kit on the Product Kit Summary page.

Product Kit Component Price You can manually enter a price for this component ID, or click the button to the right of the field to access the Lookup Product Kit Component Price page where you can select a previously defined price for the component by

PeopleSoft Inventory Business Unit. The current prices in this column equal the total value in the List Price field.

Note. You must run the Update Kit Component Pricing process to update kit prices with any changes made to effective dates for the components.

Effective Date and Obsolete Date These fields appear for the component from the Product Kit Summary page; you cannot change them on this page.

Working with Product Load Messages

To work with product messages, use the Product Messages component.

This section provides an overview of product load messages and discusses how to:

- View product summary errors.
- Run the product load process.

Understanding Product Load Messages

PeopleSoft delivers these product integration 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:

- 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 the 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.
- Before publishing the Product full sync message, enter matching values in the product brand table PROD_BRAND_TBL. If you don't enter the values in the product brand table, errors may occur in either the CRM or SCM databases.
- Effective-dated messages should be placed in a separate effective-dated message channel.

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 these types of data:

- Product Definition (PROD_DEFN).

- Product Groups (PROD_GROUP).
- Product Kit (PRODKIT).
- Product Kit Component Price (PRODKIT_COMPS_PRC).
- Product Attributes by UOM (PROD_UOM).
- Product Price (PROD_PRICE).
- Product Specifications (PROD_SPECS).

For each type of product error, there are two types of error pages.

- The first error page type lists all the data errors that you need to correct; the fields in error are the only ones available for data entry.
- The second error page type lists specific data errors and explains the nature of any violations in depth.

Many errors can occur when the business unit is incorrect. This is because many of the edits 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 listed on the error pages as uppercase, even though the data in the database is lowercase. In this case, the data must be saved, and as long as the uppercase value is valid, the error should be resolved.

Perform these steps to correct product errors.

1. Use the Summary Errors page to view all the product-related errors for a particular EIP Control ID.
Navigate to individual pages to correct the errors. As errors are corrected, you 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.

See Also

PeopleSoft Enterprise Supply Chain Management Integration 8.9 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 Correct Product Load Messages

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.

Page Name	Object Name	Navigation	Usage
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.
Product Currency Errors - Product Item Currency	PRODITEMCURRE_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_UOMCURRE_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	Click the Product Error Detail 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 <i>Error</i> to <i>Reprocess</i> and they will no longer appear on the Product Summary Errors page.

Running the Product Load Process

Access the Product Load page.

This process validates data in the product staging table and then:

1. Fills in generic default information.
2. Loads validate product records into production tables.

Note. When you are using both PeopleSoft CRM and SCM you do not have to send all product group types over during a product load. For CRM users, you can selectively prevent product group sync/fullsync messages for specific product groups like claimbacks, reservations/backorder, and sourcing product groups. Additional steps would need to be establish to prevent this.

Transaction Type	Select the <i>PRODUCTMST</i> (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 10

Updating List Prices

This chapter provides an overview of mass price maintenance, lists common elements, and discusses how to:

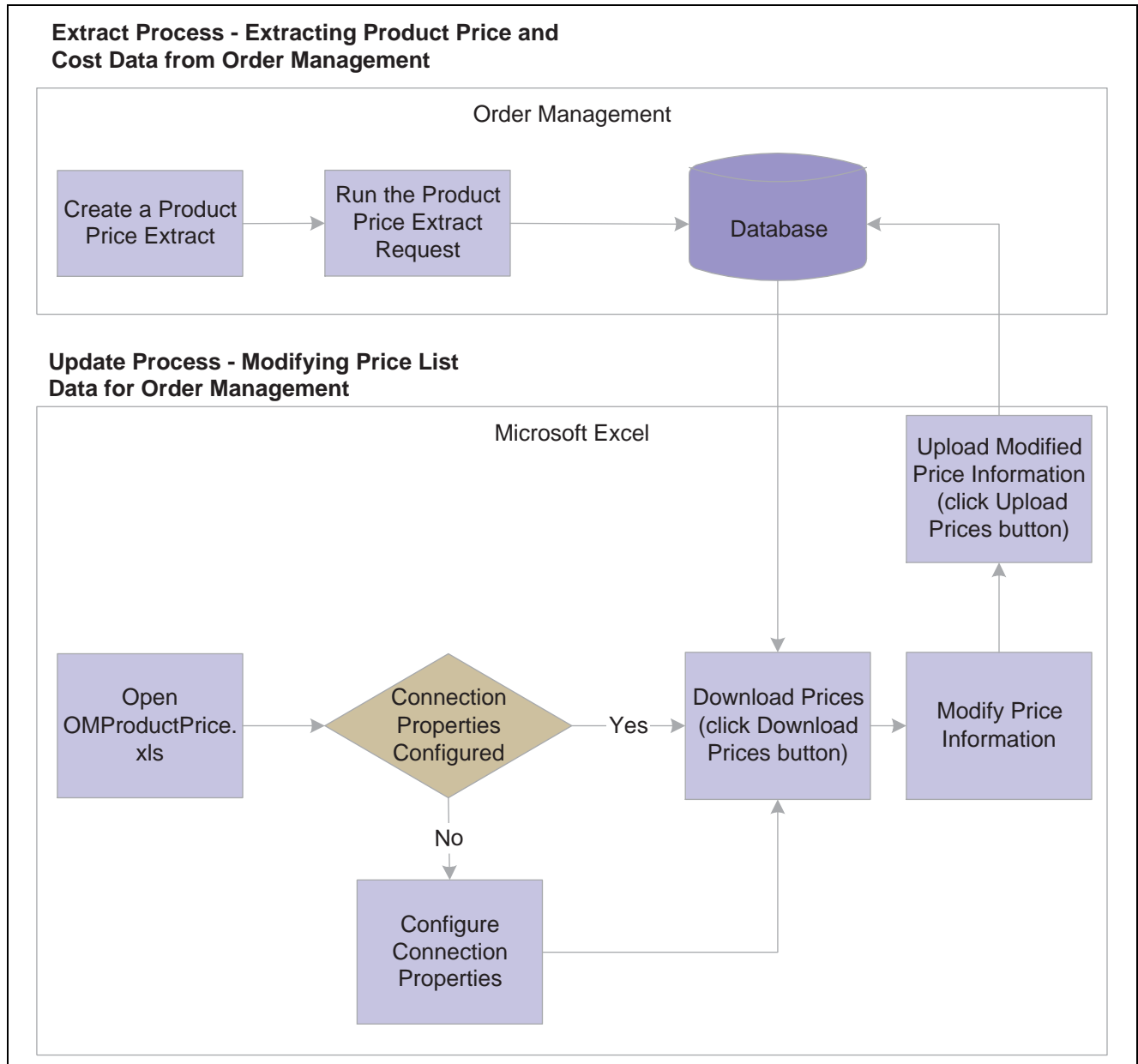
- Run the Product Price Extract process (OM_PROD_COST).
- Update product prices.

Understanding Mass Price Maintenance

Perform these steps to update product prices using mass price maintenance.

Note. Product price maintenance requires a windows client running Microsoft Excel.

This diagram illustrates the process for performing mass product price updates.



Product price mass maintenance process

1. On the Product Price Extract page, create a request for data, specifying the exact search criteria and submit the job for processing.
The application extracts the selected data and stores it into an extract record.
2. Launch the Order Management Product Price Microsoft Excel file (OMProductPrice.XLS).

Note. The Excel spreadsheet OMProductPrice.XLS must be able to run macros in order to function properly. If the macro security in Microsoft Excel is set to High, the spreadsheet will not operate properly. Verify that the security setting is at Medium or below by selecting Tools, Macro, Security and selecting Medium or Low as the Macro security setting for the machine.

3. If this is the first time working with the OMProductPrice.XLS file, you will need to set the connection properties by clicking the Connection Properties button.

4. Request the extracted data by selecting the Download Prices button and supplying logon data. Excel loads and formats the received data.
5. Modify the list prices as necessary using the Price Maintenance dialog or directly modifying the spreadsheet. The available data to be modified includes:
 - The price for all items in the spreadsheet can be adjusted by amount or percent. When choosing which rows to modify you can specify criteria such as current dated rows, future dated rows or all rows. In addition, the changes can be applied to visible, hidden, or all rows, as necessary. You can also specify the rounding decimals for the newly created prices.
 - The start and end dates for the product price can be adjusted. When choosing which rows to modify you can specify criteria such as current dated rows, future dated rows or all rows. In addition, the changes can be applied to visible, hidden, or all rows, as necessary.
 - The Protect Flag for all items in the spreadsheet can be set. When choosing which rows to modify you can specify criteria such as current dated rows, future dated rows or all rows. In addition, the changes can be applied to visible, hidden, or all rows, as necessary.
6. Upload the changes made to the product prices to the PeopleSoft. To do so, click the Upload Prices button and provide logon data.

Confirmation of the update is sent back to Excel. For each row that successfully applies, the status column turns green and reads Uploaded. If the a row in the spreadsheet does not post properly, the column turns red and reads Failed.
7. Modify any rows that failed to post and resubmit the rows. To do so, click the Upload Prices button again.

Note. Keep in mind that you can alter prices on the Product Price page between the export and import of pricing data. Those changes will be overridden when new pricing information is imported from Microsoft Excel.

Common Elements Used in This Chapter

Apply To

Apply changes to the Visible data on the spreadsheet (if you entered filtering criteria), to the Hidden rows (the complementary records that are hidden if you applied a filter criteria), or to All records in the spreadsheet.

Note. You can view only 30-50 rows of the spreadsheet at one time. Visible refers to rows listed on the spreadsheet and not rows that are visible on the current screen. If you download 1,000 list prices and apply a filter that selects 300 of those 1,000 records, 300 records are visible.

Running the Product Price Extract Process

This section provides an overview of product prices and discusses how to run the product price extract process.

Note. The process must be run before product list prices can be updated using the list price maintenance functionality.

Understanding Product Prices

Depending on the cost method used for the product's item cost, the costs are retrieved from separate tables. This table outlines where item costs are stored. If the item is non-costed, any product ID associated with that item is not downloaded.

Cost Method	Table where data is stored
Actual	CM_ACTUAL_COST
Periodic	CM_PERDAVG_COST
Perpetual	CM_PERPAVG_COST
Standard	CM_PRODCOST
Retroactive Perpetual Average	CM_PERRAVG_COST

The Product Price Extract stores the product list price and cost information in the OM_PROD_COST table. The extract performs a unit of measure and a currency conversion. Cost data is stored in a standard unit of measure for that item. The products can have ordering units of measure that are different than the stocking units of measure. Cost data is adjusted according to the unit of measure conversion rate. You can determine 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 PeopleSoft Inventory Business Unit's 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, these relationships must be present:

1. The product ID must have a product list price specified, and the price must fall within the Product Price As of Date supplied on the Product Price Extract page.
2. If the product ID is associated with an item, that item must have a cost specified, and the cost must fall within the Product Cost Effective Date supplied on the Product Price Extract page.

Note. Non-costed products will be downloaded with a zero cost.

3. If the product ID is not associated with an item, then the product ID must have a product price with both a list price and unit cost specified, and it must fall within the Product Price As of Date supplied in the Product Price Extract page.

Example

Product 10001 has five active price records with these effective dates:

1. 1/01/2001
2. 1/01/2002
3. 7/01/2002
4. 1/01/2004

5. 7/01/2004

The current date, 8/1/2003, is used as the default. The system exports the price with the maximum effective date that is less than or equal to the Product Price As Of Date. In this case, it would be price number 3 (7/01/2002). If you want to export price number 4 (1/01/2004), you must change the Product Price As Of Date to any value between 1/01/2004 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 Price Extract Process

Page Name	Object Name	Navigation	Usage
Refresh Product Price Extract	OM_PROD_COST	Products, Request Processes, Product Price Extract	Use to establish the selection criteria and the effective dates for exporting price 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 Price Extract Process

Access the Refresh Product Price Extract page.

All Inventory BUs (all Inventory business units)

Choose to update the prices for products in all warehouses. The system downloads price information for non-inventory products, such as services and product kits, in addition to those products stocked in warehouses.

Select Inventory BU (business unit)

If you choose to run the process for individual business units, enter or click the Search button to select them.

Select Pricing Product Group

Use to further restrict the data downloaded by specifying a product group after 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 that appears in bold on the spreadsheet. The system uses the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

Product Cost Effective Date

Select the date to use as the effective date for the new updated prices. The comparison of product cost to product price is a critical consideration when you update price information. If you are updating prices that will take effect at a future date, 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.

Product Price As Of Date

The current date is the default. You must select a date that is greater than or equal to the current date. Only prices with a status of *Active* may be exported. You can maintain several sets of list prices in the system keyed by effective date.

Note. List prices will not be downloaded if an item cost and its associated product price record do not exist. In the case of a 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.

Rate Type

Established on the Market Rates Type page.

Currency Effective Date

The current date is the default. This will determine what currency values to use when converting cost prices from their default value to the currency of the product list prices.

Run

Click the Run button after establishing selection criteria. After the cost extract has run successfully, product price information can be updated using the list price maintenance spreadsheet in Microsoft Excel.

Updating Product Prices

This section discuss how to:

- 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.

Updating List Price and Cost Information in Microsoft Excel

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 the 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 appears in Microsoft Excel in three sections on the spreadsheet delineated by different column colors:

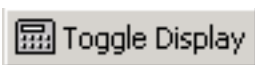
- Key fields that identify the product appear in gray columns.
- Editable fields—New Cost, New Price, New MSRP, and New Eff. Date (new effective date)—appear in light green columns. All other cells on the spreadsheet are locked.
- Current price and cost information appear in beige columns.

Status	Prod	Description	UO	Item	Cu	New C	New P	New M	Diff	New Eff	Active	Acti
New	10000	Men's Long Sleeve Bike Jersey	EA	2	10000 USD	15.2201	65.0000	75.0000	49.78	05/10/2000	15.2201	85
New	10004	Long Sleeve T-Shirt, Women's	EA	1	10004 USD	1.6162	25.0000	29.9900	23.38	05/10/2000	1.6162	25
New	10005	Mountain Biking Shorts	EA	1	10005 USD	0.8953	65.0000	75.0000	64.10	05/10/2000	0.8953	65
New	10006	Supplex Shorts, Men's	EA	1	10006 USD	1.4836	49.0000	55.0000	47.52	05/10/2000	1.4836	49
New	10007	Sidepocket Short's, Women's	EA	1	10007 USD	2.3256	55.0000	59.9900	52.67	05/10/2000	2.3256	55
New	10008	Switchback Mt. Biking Shorts,	EA	1	10008 USD	0.0000	49.0000	64.0000	49.00	05/10/2000	0.0000	49
New	10009	Mountain Bike Gloves, Men's	BOX	1	10009 USD	20.9524	54.0000	60.0000	33.05	03/27/2001	20.9524	54
New	10009	Mountain Bike Gloves, Men's	CS	1	10009 USD	83.8096	109.9900	124.9900	26.18	03/27/2001	83.8096	109
New	10009	Mountain Bike Gloves, Men's	EA	1	10009 USD	5.2381	25.0000	29.0000	19.76	05/10/2000	5.2381	25
New	10010	Mountain Bike Gloves, Women's	EA	1	10010 USD	7.8571	25.0000	29.0000	17.14	05/10/2000	7.8571	25

Product Price Maintenance spreadsheet



Click the Download Prices button to view product information in the spreadsheet.



Click the Calculator button to toggle between the two views using the Price Maintenance toolbar. Differences are not uploaded, but the view does impact the mass maintenance changes that are available when changes are based on the differences values.

Key Field Columns

Prod ID (product ID) and **Prd Grp** (product group)

A product may be included in more than one product group. If this is the case, and you have downloaded data that encompasses more than one group, the product will appear multiple times on the spreadsheet. The only data changes that are uploaded are those made in rows where the key fields appear in bold.

The system holds 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 does not contain a value for other products. The system retrieves product costs for standard-costed stocked products from PeopleSoft Inventory and the cost cannot be changed here. Unit costs for non-stocked products are established on the Product Price page in PeopleSoft Order Management, where you can update the cost. The data that appears preceding any changes reflects the costs as of the Product Cost Effective Date selected on the Product Price Maintenance page.

Note. Stocked products that are not costed in PeopleSoft Inventory are not downloaded.

New Price

Matches the Active Price values until you make changes. These prices are 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) and Diff. abs. (difference percent)

View the difference between the New Cost and the New Price as an absolute amount ($\text{New Diff.} = \text{New Price} - \text{New Cost}$) or as a percentage ($\text{New Diff.} = (\text{price} - \text{cost}) / \text{cost} * 100$).

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.

Click the arrow in the heading row for a column and select a value from the drop down list to filter the parameters. When filtering criteria are in effect, the color of the arrow changes from black to blue.

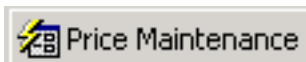
In addition to all the values in the column, there are five additional options to change for each column.

- *(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 the Price Maintenance Dialog

Use mass maintenance to apply changes to multiple products in the editable columns.

Price Maintenance dialog



Click the Mass Maintenance button to access the Mass Maintenance dialog box.

Type

The selection options and the label of the first field change depending on the 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

You can base the change on the: List Price (New Price column), Differences between the cost and list price (New Diff. column), Non-Inv Cost (New Cost column for non-inventory products only), and MSRP (New MSRP column).

Note. The display mode for differences on the spreadsheet affects the selection criteria for changes. If differences appear as percentages, the Type must be *Percent*. If differences appear as absolute amounts, the Type must be *Amount*.

Preview

Click the Preview button to view an example of the current change before you apply it to the data. Keep in mind that prices are not limited to positive values.

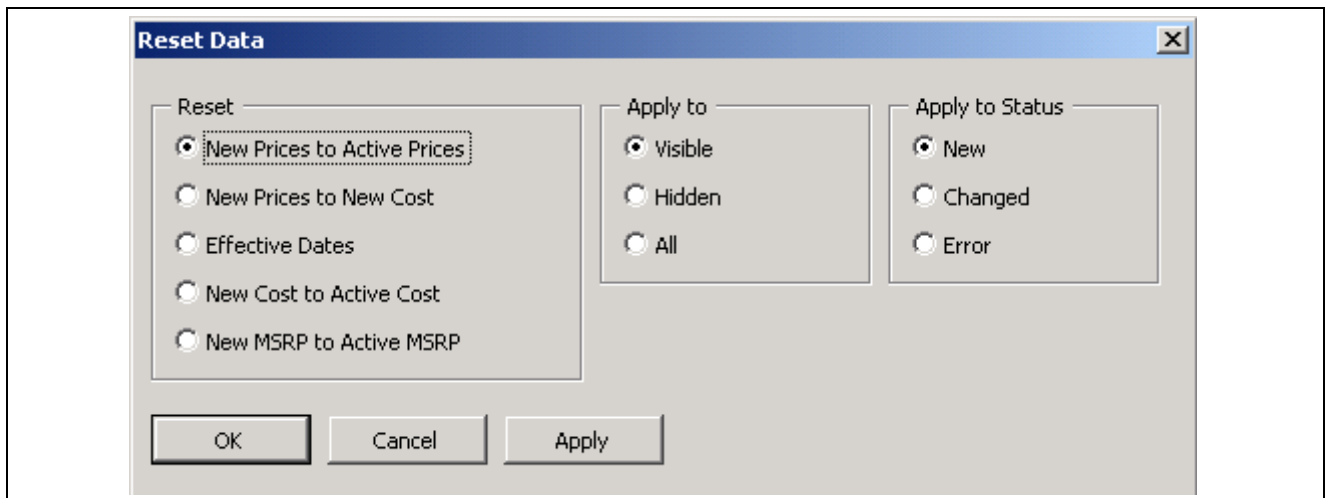
Number of decimals for rounding

When a pricing change is applied, it is 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 by keeping the default of 0 in the first field in the dialog box and altering the Number of decimals for rounding field.

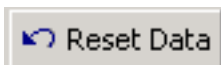
Note. The default value that appears in the Number of decimals for rounding field is determined by the settings on the computer. To change the default, select Control Page, Regional Settings, Currency.

Resetting List Price Data

Access the Reset List Price Data dialog box to reset the data to the original data from the download:



Reset Data dialog



Click the Reset Data button on the Price Maintenance toolbar to reset the columns to the original settings from the download. You can apply resets selectively using the filtering function.

New Prices to Active Prices

Resets values in the New Price column to those that were downloaded. These are the same values as those in the Active Price column.

New Prices to New Cost

Resets values in the New price column to match the values in the New Cost column.

Effective Dates

Resets values in New Eff. Date column to those that were downloaded.

New Cost to Orig. Value
(reset new cost to original value)

Resets the values in the New Cost column for non-inventory products to those that were downloaded. These values might not match those in the Active cost column if the Product Price As Of Date is different from the Product Cost Effective Date.

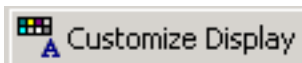
New MSRP to Active MSRP

Resets values in the New MSRP column to those that were downloaded. These are the same values as those in the Active MSRP column.

Customizing Display Options

Display the Customize Sheet dialog box.

Customize Sheet dialog



Click the Customize Sheet button.

Current Settings

Select each column from the drop-down list box, and enter a New Heading and or a New Width If you prefer different headings or column widths.

Adjust Column Width to Best Fit

Select this option to set column widths to display the values entered and override any manually entered column widths.

Reset all Data Filters

Select this option to display all the downloaded data if you previously restricted the display of spreadsheet rows by using the filtering option on one or more columns.

Display primary pricing rows only	Select this option to view only the bold rows on the spreadsheet. To view all rows, clear this option.
Display marked for upload rows only	Select this option to view only changed rows. To view all rows, clear this option.
Redisplay this page when finished	Select this option if making changes to the heading or width of a number of columns.
Apply	Click the Apply 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 changed rows.



Click the Print button to print the spreadsheet data.

Displaying List Price Data in Chart Format

Click the View Charts button to create graphical charts of the list prices.

To change the display properties of the chart, use the standard Microsoft Excel menu Format options.



Click the View Charts button to create charts based on prices, differences, or both.

Uploading Product Pricing Data from Microsoft Excel

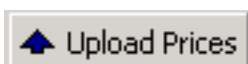
The system uploads only rows with changes (where the key fields appear in bold) in the New Price, New Cost (non-inventory products only), New MSRP, and New Eff. Date columns.

If you changed the new effective date, the system inserts a new row in the product price table. This is comparable to entering a new row in the product price table for the price by inventory business unit with a new effective date. When the effective date of the spreadsheet row is unchanged, but you have altered the price, the current row in the product price table is updated.

Note. Keep in mind that at download the New Eff. Date column is populated with the Product Cost Effective Date you selected on the Product Price Maintenance page. Because the minimum new effective date allowed for upload is the current date plus one day, selecting the current date as the Product Cost Effective Date requires that you change the new effective date for all rows you want to upload.

Uploading Modified Product Price Data

Click the Upload Prices button on the price maintenance toolbar.



The prices are uploaded into the PeopleSoft system. If the row applies successfully the status in the Status column for row changes to Uploaded. If the row does not apply successfully the status in the Status column changes to Failed. Correct the error(s) for the row and click the Upload Prices button.

Price Maintenance Setup and Technical Information

This section discusses:

- PeopleSoft Order Management workstation setup requirements.
- How to configure connection properties.
- List Price Maintenance user security requirements.

Workstation Setup

There are several supporting applications that you must install in order to enable Microsoft Excel and the PeopleSoft system to communicate with one another. Additionally, there are some minimum system requirements for the download and upload of data between Excel and the PeopleSoft system to function properly.

- IBM Compatible PC running Windows 2000 Professional Operating System.
- Microsoft Office 2000 - Excel.
- Microsoft XML Parser (MSXML.dll) Version 3.0 SP2 or greater.
- Visual Basic 6.0 SP5: Run-Time Redistribution Pack.
- Microsoft Office 9.0 Object Library or greater.

The system administrator should confirm these settings.

Specifying PeopleSoft Connection Information

Prior to downloading any data from a PeopleSoft database, you must enter connection information to the PeopleSoft system they wish to communicate with. If this spreadsheet is used on only one system, you only must complete this configuration step once. The information provided is saved to the spreadsheet for further connection attempts. We suggest that the system administrator fill in this information on a master copy of the OMProductPrice.xls file and distribute the modified spreadsheet to all users.



Click the Connection Properties button to set up the OMProductPrice.xls file to communicate with PeopleSoft Order Management.

Web Server Machine Name	Name of the PeopleSoft web server.
Protocol	Web server protocol. Either http or https.
HTTP Port	Port the web server is using.
Portal	Name of the portal that is used.
Site Name	Site name defined when setting up PIA.
Node Name	Node name of the PeopleSoft system.
Language Code	The PeopleSoft Language Code to specify the data download language.
Chunking Factor	If data is uploaded and processed by a component interface, the number of transactions that are sent at a time to process by the component interface.

Security

The modified product price data is downloaded and uploaded using the OM_SOAPTOCIXML link (Security, Permission & Roles, Permission Lists, WEBLIB_OM:SOAPTOCI.FieldFormula.iScript_Connect). You must have permission for this web library if you plan to use the OMProductPrice.xls file to perform mass product price maintenance for Order Management.

See *Enterprise 8.46 PeopleBook: Security Administration, "Setting Up Permission Lists"*

CHAPTER 11

Managing Returned Material

This chapter provides an overview of returned material management and discusses how to:

- Establish return type codes and restocking fees.
- Manage returned material for sales orders.
- Override returned material address (RMA) information.
- Associate notes and attachments with returned material headers and lines.
- Manage returned material for material stock requests.
- Manage returned material from third-party systems.

Understanding Returned Material Management

This section discusses:

- Returns in PeopleSoft Order Management.
- RMA process flow.
- Business unit setup for RMA processing.
- Business unit defaults for returned material.
- RMA defaults.
- Order groups with RMAs.
- RMA line pricing.

Returns in PeopleSoft Order Management

Using the RMA Form (returned material authorization) component, you can manage returns for sales orders and material stock requests. To process returns for sales orders, use the RMA Form component in the Customer Returns menu. For material stock requests, use the RMA Form component in the Inventory menu. Before you begin setting up return processing options for sales orders, revisit the business unit structure. This section provides examples of business unit setup for RMA (returned material authorization) processing and an RMA process flow diagram to help you decide on a business unit structure to process returns for the company.

You can create replacement sales orders or issue credit requests automatically, either immediately or when you receive the returned goods. You can set up charges for which the customer must pay as either a flat amount for restocking fees or as a percentage of the value of the goods returned; do so on the Restock Fees page. On the Return Type Codes page, set up the processing options for the different types of returns. For example, for an RMA replacement order, you can have the replacement order sent out before the customer returns the item. You can also use Order Groups to supply default order information for replacement sales orders. You can view information for the replacement sales orders on the Replace Sales Orders page.

After you set up RMA processing options, enter returned material information on the RMA Form (returned material authorization form) pages. 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.

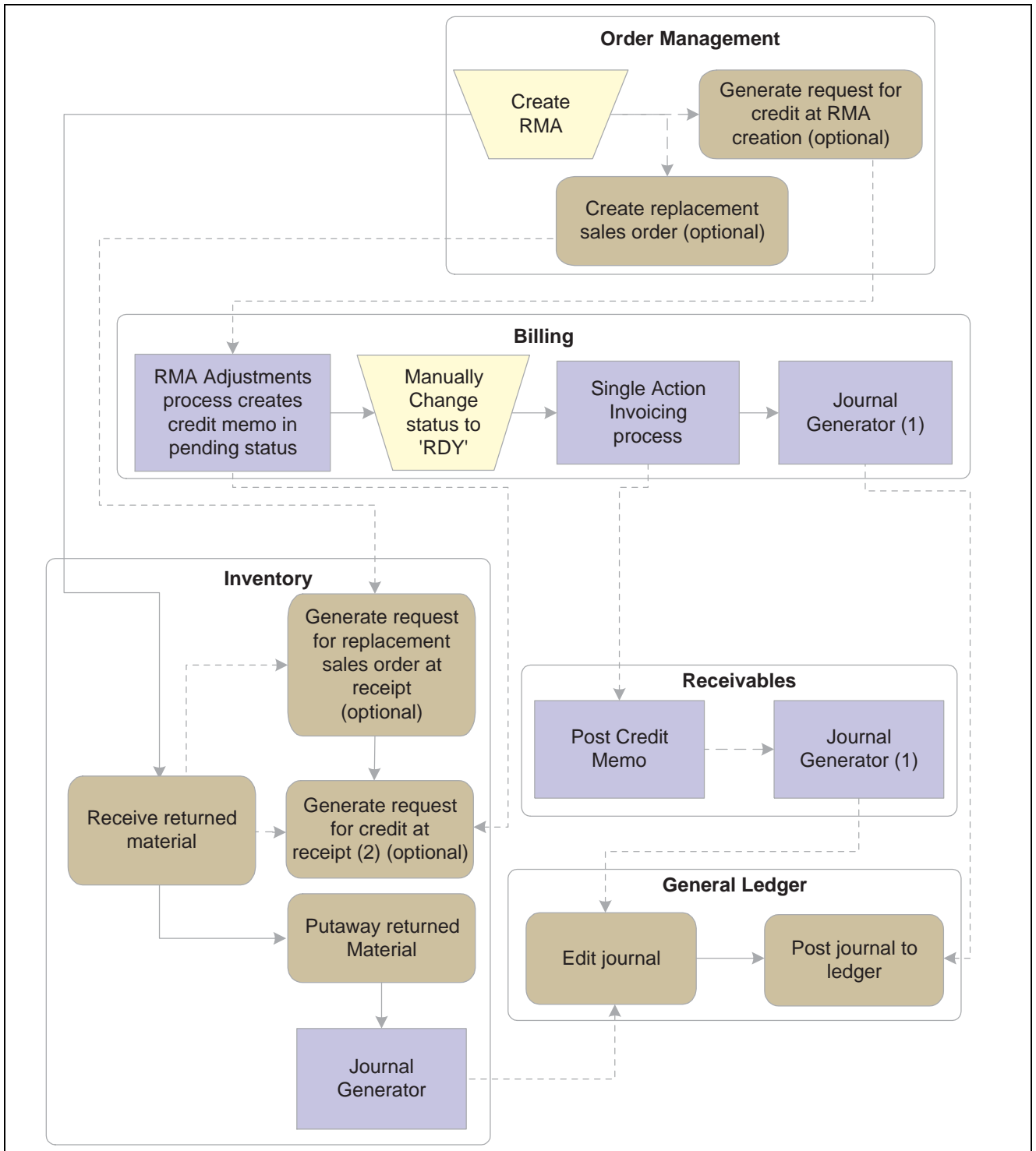
To populate the RMA Form page, select shipped lines on the Customer Shipment History page. If the product is ship serial, serial numbered or lot controlled, you can select the specific serial number or lot returned from the Serial/Lot Selection page (Serial ID) or the Serial/Lot Selection page (Lot ID). From Review RMA Information, you can view shipment history by header, line, and schedule.

Set up attachments and notes with 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.

RMA Process Flow

This diagram illustrates the process flow for returned materials:



RMA process flow

Note. You run Journal Generator from either PeopleSoft Billing or Receivables, not both.

You must have PeopleSoft Order Management installed to request credit upon returned material receipt in PeopleSoft Inventory.

Business Unit Setup for RMA Processing

If you have a separate facility for processing returns, it may make sense to set up the facility as a separate PeopleSoft Order Management Business Unit for the entry of RMAs that is distinct from the business unit for entering sales orders.

Because you can bill by PeopleSoft Inventory Business Unit instead of PeopleSoft Order Management Business Unit, you must make the correct PeopleSoft Billing Business Unit links to record sales order activity and returns in the same PeopleSoft Billing Business Unit. Link the PeopleSoft Inventory Business Unit and the PeopleSoft Order Management RMA Business Unit to the same PeopleSoft Billing Business Unit.

Example 1

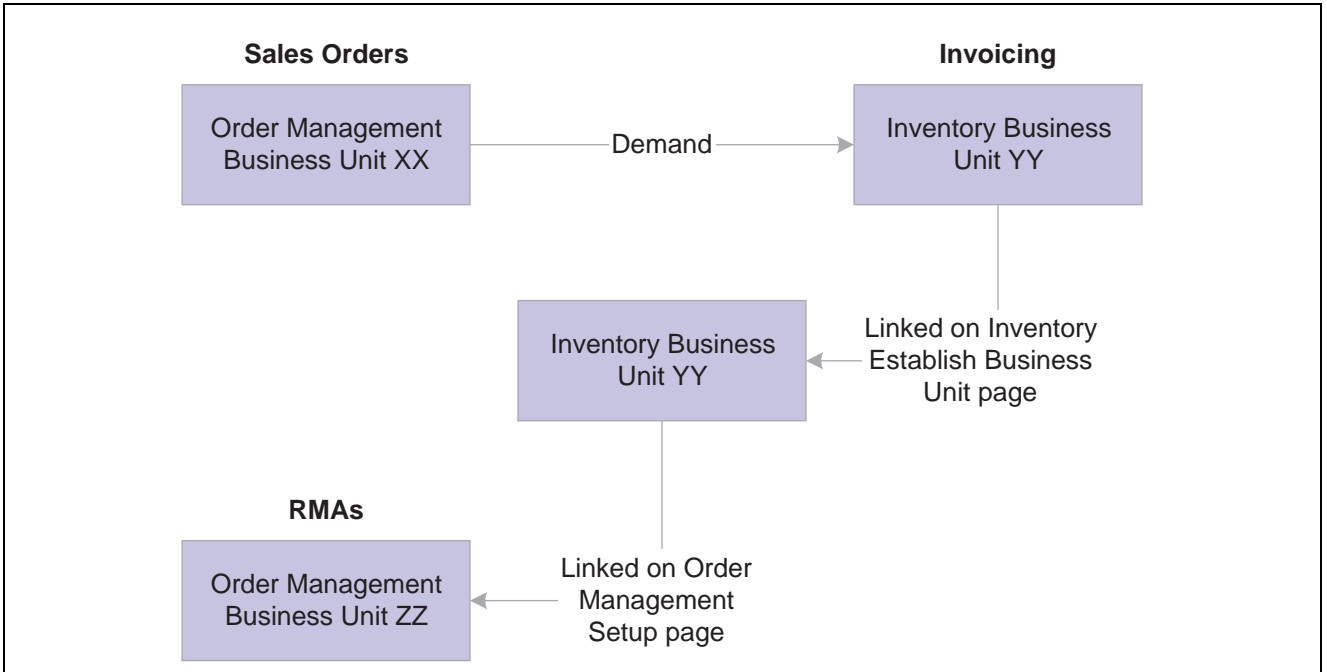
You create sales orders in PeopleSoft Order Management Business Unit *XX* but have chosen to bill sales activity by Inventory business unit *YY*. To do this, you associated Inventory business unit *YY* with Billing business unit *AA* on the Inventory Definition - Business Unit Definition page. It is not necessary to link Order Management business unit *XX* to Billing business unit *AA*. If you do link *XX* to *AA*, the system still uses the Inventory business unit billing defaults that you record on the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.

You have a separate location (Order Management business unit *ZZ*) where you enter RMAs, sell spare parts, and perform other service-related activities. You must link business unit *ZZ* with Billing business unit *AA*.

Keep in mind that the RMA adjustments process in PeopleSoft Billing uses the restock product ID, bill type ID, and bill source ID that you record on the Accounting and Billing page. Therefore, you must link the Order Management business unit where you are entering RMAs to a Billing business unit on the Order Management Definition - Order Management Setup page. If you are billing by Inventory business unit and select the Inventory business unit in the RMA Adjustments Billing Source field on the Accounting and Billing page, you'll use the restock ID for the Inventory business unit. Similarly, if you are billing by Order Management business unit and you select the Order Management business unit in the RMA Adjustments Billing Source field on the Accounting and Billing page, you'll use the restock ID for the Order Management business unit.

Note. If the RMA Adjustments Billing Source field is set to "No RMAs," you can not enter RMAs in the Order Management Business Unit.

This diagram illustrates how Order Management business units are linked to RMAs:

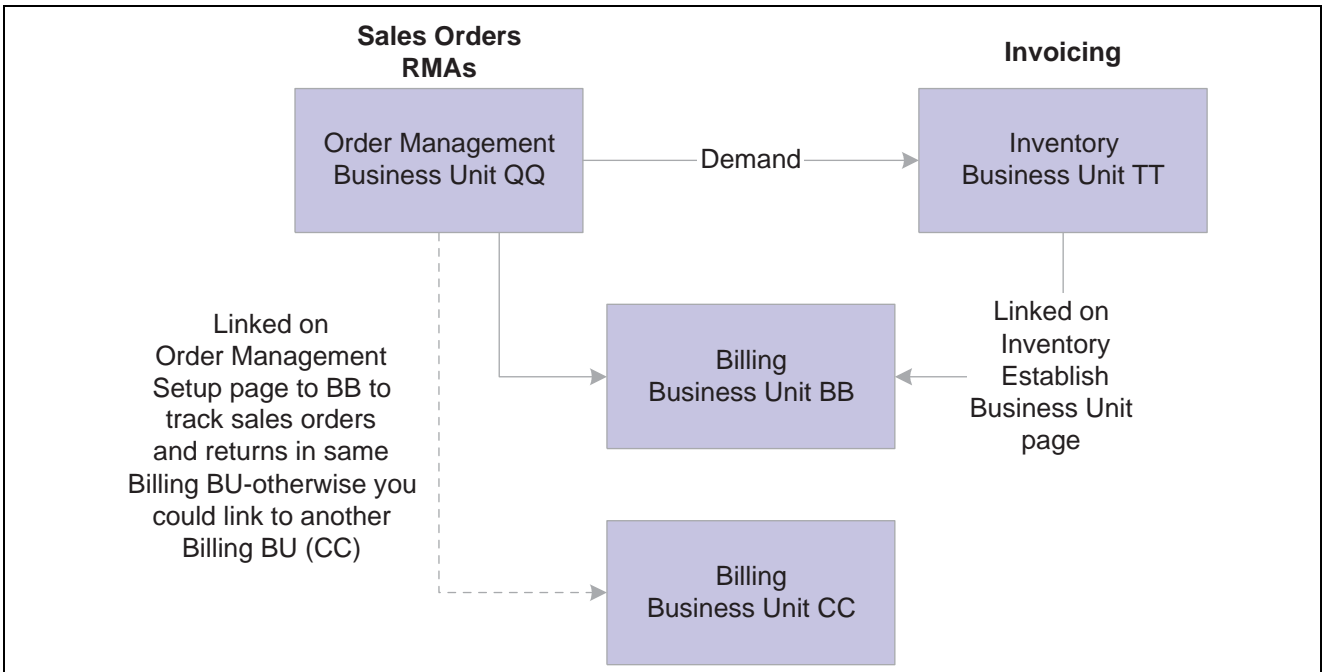


Billing RMA activity by Order Management Business Unit

Example 2

You enter sales orders and RMAs in the same Order Management business unit *QQ*, but you bill 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.

This diagram illustrates the linkage between RMAs and Billing business units:



Billing RMA activity by Inventory Business Unit

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Setting Up PeopleSoft Order Management Business Units”

Business Unit Defaults for Returned Material

This section discusses defining business unit defaults for returned material.

You can establish processing criteria for returned material at the business unit level. This information is used by default defaults on all the RMAs that are issued for the selected business unit. Define this information on the Shipping and Returns page in the Order Management Definition component.

Select a return type code and order group that apply to the majority of returned material for the Order Management business unit.

Identify a Return To IBU (Return to Inventory business unit) if you use a central area for receiving and inspecting returned material.

The Ship History for RMAs (Months) field value determines the default date range for the customer shipment history that is available for populating RMA lines.

See Also

PeopleSoft Enterprise Inventory 8.9 PeopleBook, “Receiving and Putting Away Stock,” Staging Interunit Transfer and RMA Receipts

RMA Defaults

This table lists the default logic for RMA distribution codes:

What	Defaults From
Manual RMA Line	RMA line distribution set Return to Inventory business unit RMA business unit
RMA Line from Shipping History	RMA line distribution set Sales order schedule
Credit Memo Restocking Fee	RMA line distribution set (using restock product ID) Business unit that corresponds to the RMA business unit Billing Adjustment Source

This table lists the default logic for return to Inventory business units:

What	Defaults From
Header	Order Management RMA business unit Sold to customer distribution network code
Manual RMA Line	RMA header Order Management RMA business unit Sold to customer distribution network code
RMA Line from Shipping History	RMA header Order Management RMA business unit Schedule Ship from Inventory business unit

Order Groups With RMAs

This section discusses how to use order groups with RMAs.

Order groups link order terms that appear on sales orders and quotes by default when you select an order group code. You can define order groups that apply exclusively to the replacement sales orders that are created for returned material. One possible RMA-specific order group would define *no charge* terms for replacement orders. Use the Order Groups page to define an order group for RMAs.

To define a no-charge order group for RMAs, select the code that you set up as a no-charge terms code for the payment terms. For example, you may set up *NOCHG* payment terms in PeopleSoft Receivables on the Defining Payment Terms PeopleSoft Receivables page. In addition, you may enter a standard discount of 100 percent, which is applied to all lines on the replacement sales order. This will render all lines on the sales order chargeable at zero.

Use the Order Group Terms page to include shipping criteria that applies to replacement orders.

The ship via, carrier ID, and freight terms code appear by default on the replacement sales order.

You can choose a carrier in the Carrier ID field that has a shorter transit lead time than normal shipments. You can also waive freight charges that customers pay for regular orders for replacement orders by selecting a different freight terms code for this order group or place a higher priority on replacement orders by selecting an appropriate priority code.

See Also

PeopleSoft Enterprise Order Management 8.9 PeopleBook, “Implementing PeopleSoft Order Management Options,” Establishing Order Groups

RMA Line Pricing

When you create an RMA line manually, enter the product ID and the quantity to be returned. When the page is refreshed, the unit of measure defaults from the product definition, and the return-to Inventory Business Unit defaults to the return-to Inventory Business Unit defined on the Order Management Business Unit. The system defaults the list price for a non-kit product or for the component of a product kit from the list price defined for the return-to Inventory Business Unit. For a product kit, the list price defaults from the list price defined for the top-level product list price defined for the return-to Inventory Business Unit.

When you create an RMA line automatically from shipping history, the system defaults the product and the unit of measure from the shipment history line you choose. If the shipment was invoiced, the price for the RMA line defaults from the invoice. Otherwise, the price defaults from the original order schedule. When selecting from shipping history for lines that were originally shipped as product kits, you must choose the individual product kit components. The price for each component defaults to zero. You can manually override any price that is defaulted.

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 is damaged in shipment or credit the customer for goods that were sent in error.

Sales Order Action

You can have RMAs automatically initiate creation of a replacement sales order for goods that are returned. To determine if the RMAs referencing

the return type will initiate the replacement sales order process, select a sales order action:

Replace Prior to Receipt: A replacement sales order is automatically created upon completion of the RMA if the RMA line is saved with a status of *Open*. The order is created for the same product, unit of measure (UOM), and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable.

Replace After Receipt: A replacement sales order is automatically created upon receipt of the returned goods. The order is created for the same product, UOM, and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable.

Unknown: When you enter the RMA, you haven't decided the sales order action. You can change the action later.

No Action: The returned goods are not replaced. No replacement sales order is created.

Order Group

Select an order group to associate with the replacement sales order if you choose to have one created. The standard discount that is associated with the order group, if one exists, is used as the price of the replacement goods. If you select *Unknown* or *No Action*, this field is unavailable. You can use order groups to create a no-charge replacement order.

Note. To price the replacement order, priced, click the Calculate Price button from the order header, line, or schedule or save the order.

Credit Action

RMAs can also initiate the creation of a credit memo for the customer who is returning merchandise. Select an action for this return type. All RMAs that reference this return type will handle returned material credits in the manner that you indicate here:

Issue Credit Now: The system generates a credit memo upon completion of the RMA, if the RMA line is saved with a status of *Open*.

Issue Credit Upon Receipt: The system generates a credit memo upon receipt of the returned goods.

Unknown: When you enter the RMA, you haven't decided whether to request credit. You can change the credit action later.

No Action: The customer is not credited at any time for the returned goods.

Ship Via, Carrier ID, and Freight Terms Code

The values that you select are the defaults that an RMA uses when it references the return type code.

See Also

[Chapter 11, "Managing Returned Material," Order Groups With RMAs, page 277](#)

[Chapter 9, "Setting Up Products," Establishing Product Attributes by Unit of Measure, page 238](#)

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 return restocking fees. The restocking fees are either a flat amount per return or a percentage of the returned material selling price. These fees are associated with a reason code in a one-to-one relationship. You can determine which customers are normally charged restocking fees on the General Information - Sold To Options page.

Reason Code	You must already define reason codes with a <i>Returned Material Authorization</i> type on the Reason Code page.
Start Date	Enter the date on which the restock fees first become effective. You can apply multiple fees per reason code for a given period.
Percent/Amount Type	You can charge a flat amount for a returned quantity or base restocking fees on a percent of the returned material's value. Enter the appropriate value in the field to the right of the Percent option.
Currency Code	If you select Amount, you can select a currency code.
Total Flag	Select to have the flat amount or percentage of the restocking fee applied against the total order, not the fee applied to each RMA line individually. You can apply only one total order restocking fee per RMA. Restocking fees are passed to PeopleSoft Billing, where the system adjusts the credit memo by the amount of the restocking charges.

Note. You must associate an Order Management business unit with a PeopleSoft Billing Business Unit (on the Order Management Definition - Order Management Setup page) and define a restocking product ID (on the Accounting and Billing page) for PeopleSoft Billing to process restocking fees. If you are returning to an Inventory business unit and have the business unit definition set up, the system uses the defaults from the Inventory business unit.

See Also

[Chapter 11, "Managing Returned Material," Defining Return Type Codes, page 278](#)

Managing Returned Material for Sales Orders

PeopleSoft Order Management provides a quick entry format to process RMAs for sales orders.


Note. Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

This section discusses how to:

- Enter RMAs for sales orders.
- Populate RMA lines from shipment history.
- Select serial numbers to return.
- Select lot IDs to return.

- Enter or change RMA line details.
- Modify serial numbers and lot IDs for a line.
- Select revenue accounts for the RMA.

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.
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 returned.
Serial/Lot Selection	RMA_SHPHS_LOTOM	Click the Serial/Lot Selection link on the Customer Shipment History page.	Select the lot and serial IDs that are returned.
Conversations	CONVER_DATA1_SS	Click the Customer Conversations link on the RMA Form page.	Add or view conversations for the customer.
RMA Line	RMA_LINE	Click the RMA Line link on the RMA Form page.	Enter or change RMA line details.
RMA Header Projects (returned material authorization header projects)	RMA_HDR_PROJ	Select <i>RMA Header Project</i> on the RMA Form page.	View or enter information for PeopleSoft Project Costing at the header level.
Configuration Code Entry	RMA_LINE_CONFIG	Click the Select Configuration Code link on the RMA Line page.	Display the configuration code for a product. <i>See PeopleSoft Enterprise Product Configurator 8.9 PeopleBook, "Using PeopleSoft Product Configurator," Creating Configured Product Sales Orders.</i>

Page Name	Object Name	Navigation	Usage
RMA Serial/Lot IDs (returned material authorization serial and lot IDs)	RMA_SERIAL_LOT	Click the Serials/Lots link on the RMA Line page.	View, delete, or change serial and lot IDs for a line.
RMA Line Projects (returned material authorization line projects)	RMA_LINE_PROJ	Click the RMA Line Project link on the RMA Line page.	Enter information for PeopleSoft Project Costing at the line level.
Replace Sales Orders	RMA_LINE4	Click the View Replacement Sales Orders link on the RMA Line page.	View the replacement sales orders that are generated from the RMA when the RMA is either entered or received.
Revenue Distribution Accounts	RMA_LINE3	Click the Revenue Distribution Accounts link on the RMA Form page.	Select revenue accounts for the RMA.
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										
Unit	RMA Number	*RMA Date	*RMA Status	*Reason Code	Return Type Code					
US001	REC0101	11/05/2002	Open	DAMAGE	RETURN					
Sold To	Location	Contact	Currency	Bill To	Location	Contact				
1000	1	1	USD	1000	1	1				
Alliance & Group			Alliance & Group							
Sold To Address: Display Override			<input type="checkbox"/> Intrastat Transaction Flag							
			Bill To Address: Display							
Return From	Location	Pay Method	Return To	Estimated Return Date	Estimated Return Time	Header Notes/Attachments				
1000	1	CHK	US001	11/05/2002	7:52AM	RMA Header Project				
Alliance & Group			US001		<input type="checkbox"/> Restocking Fee					
Return From Address: Display Override			<input type="checkbox"/> Approval Required							
<div style="float: right;"> Transfer To Customer Shipment History Customer Conversations </div>										
RMA Lines										
Customize Find View All First 1 of 1 Last										
*Line	*Status	*Product Source	Product ID	Quantity Returned	Quantity Base	UOM	Return To	Net Unit Price	RMA Line	
1	Open	System	10002	1.0000	1.0000	EA	US001		RMA Line	+ -

RMA Form page

Note. You can assign an RMA number in Add mode. For example, you can assign an RMA Number that uses the same number as the original sales order. Alternatively, you can have the system automatically assign a number.

RMA Date

View the current date, but you can change this value.

RMA Status

Select a value:

Pending: RMA is not complete. The system cannot receive goods that are referenced on RMAs with a status of *Pending* or create replacement sales orders and credit memos until the status is changed to *Open*. This is the default value.

Open: RMA is complete and ready for processing. This means that the system can receive returned goods, create replacement sales orders, and request credits. Status remains *Open* until the last line of the RMA is received.

Canceled: RMA is no longer valid. No receipts are expected for it, no credit memo is issued, and no replacement orders are generated. You cannot change the RMA status in the header to *Canceled* if there are receipts against any of the RMA lines, and you can't change an RMA line status to *Canceled* if there are any receipts against the line.

Closed: All RMA lines are received.

Note. You can change the status to *Closed:* for non-inventory items.

Reason Code and Return Type Code

Enter values that are the defaults for all the RMA lines. You can change them as needed.

Note. Reason codes with a reason type of *RMA Cancel* must exist in the system.

Sold To	Enter a customer ID.
Contact	Enter the primary contact who is associated with the sold to customer defaults.
Display	Click to view the customer sold to, bill to, or return from address.
Override	Click to override the address for the sold to or return from customer.
<hr/>	
	Note. If you click Override, the next time you click Display you will access the new address for the override.
<hr/>	
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	<p>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.</p> <p>Select the payment method. If you haven't set up a distribution network code for the customer, the PeopleSoft Inventory Business Unit (if one exists) that you define on the Shipping and Returns page defaults to the Return To field on the RMA Form page. You can select a different PeopleSoft Inventory Business Unit.</p>
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 <i>Pending</i> .
Header Notes/Attachments	Click the Header Notes/Attachments link to access the RMA Header Notes/Attachments page.
RMA Header Project	Click the RMA Header Project link to access the RMA Header Projects page.
Change Currency Display	Click to toggle between the base currency and the transaction currency.
Customer Shipment History	Click the Customer Shipment History link to transfer to the Customer Shipment History page.

Customer Conversations	Click the Customer Conversations link to transfer to the Conversations page.
RMA Lines	
Line	View the starting sequence number for RMA line numbering that you establish in the line numbering parameters on the Order Management Definition - Order Management Setup page and increments by those parameters.
Product Source	View a default value from the General Information - Sold To Options page and indicates if you are choosing to enter RMA line information by customer part number or system number (product ID).
Product ID	Enter a product ID or use the default from the shipping history line that you selected.
Related Links	Click the button to view Search for products or View Projects information.
Quantity Returned	View an amount from the Customer Shipment History page. 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 customer 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 <i>EA</i> . The quantity is accepted because six is less than 12 (or one box in the original UOM).
Quantity Base	View the quantity in the standard UOM for the returned item. For example, suppose that the standard UOM is <i>EA</i> and the customer returns one box that contains 12 items. If the UOM returned is <i>BOX</i> , and the quantity is 1, the quantity base is 12.
UOM and Net Unit Price	View the product default UOM (established on the Product Attributes by UOM page) when you enter the product ID. The product list price appears in the Net Unit Price field. If you are populating lines automatically from shipping history, the system takes the UOM and net unit price from the shipment history 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 is saved, but you must manually enter a replacement sales order for the return using a valid sales UOM.
Return To	View the PeopleSoft Inventory Business Unit that you defined at the business unit level on the Shipping and Returns page. You can change this value for each line. If you have not defined a business unit level Inventory business unit, the Return To IBU defaults to the ship from on the original order when you populate the line from shipment history. If you populate RMA lines manually and have not defined a Return To IBU, the Inventory business unit that you selected at the header defaults.

Warning! You can return product to an inventory location that does not carry stock, for example you may want the product returned to a repair center instead of the warehouse. If this is a case, you will receive a warning message and a red error box next to each line which has a invalid item/return to business unit combination. You must either change the product ID or the return to business unit to a valid combination. If you leave the invalid combination, this causes problems in receiving.

When entering RMAs from the Inventory menu, you cannot enter an invalid combination. If you do so, you will not able to save the RMA.

RMA Line Click to access a specific RMA line.

See Also

[Chapter 11, “Managing Returned Material,” Defining Return Type Codes, page 278](#)

PeopleSoft Enterprise Global Options and Reports 8.9 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 customer 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 view 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.



Order Number, Customer PO (customer purchase order), Ship Date, Product ID, Quantity Shipped, and UOM

Click the Serial Number Selection button to access the Serial/Lot Selection page if the product is ship serial, serial, or lot controlled.

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 copy only if you accessed the page from the link on the RMA Form page.

Note. Even though the unit price does not appear on the Customer Shipment History page, it is available for the system to copy to the RMA line.

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 Serial Numbers to Return

Access the Serial/Lot Selection page.

Quantity Shipped View 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 Lot IDs to Return

Access the Serial/Lot Selection page (Lot ID).

Quantity Shipped View the original amount that was shipped. If the item was a configured item, the configuration code also appears.

Select/Deselect All IDs Click to select or 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

Unit: US001 **RMA Number:** REC0101 [Change Currency Display](#)

RMA Line Details

[Find](#) | [View All](#) First ◀ 1 of 1 ▶ Last

*Line:	<input type="text" value="1"/>	*Status:	<input type="text" value="Open"/>	<input type="checkbox"/>	Intrastat Transaction Flag
Return From Customer:	<input type="text" value="1000"/>	Location:	<input type="text" value="1"/>	Return From Address: Display Override	
*Product Source:	<input type="text" value="System"/>				
Product ID:	<input type="text" value="10002"/>	Long Sleeve T-Shirt, Men's			
Quantity Returned:	<input type="text" value="1.0000"/>	Line Notes/Attachments Serials/Lots Select Configuration Code RMA Line Project View Replacement Sales Orders Revenue Distribution Accounts			
UOM:	<input type="text" value="EA"/>	Return To:	<input type="text" value="US001"/>		
Net Unit Price:	<input type="text"/>	USD			
Estimated Return Date:	<input type="text" value="11/14/2003"/>	Time:	<input type="text" value="7:52AM"/>		
Tax Customer Group:	<input type="text"/>	Distribution Type:	<input type="text"/>		
Reason Code:	<input type="text" value="DAMAGE"/>	Return Type Code:	<input type="text" value="RETURN"/>		
Carrier ID:	<input type="text"/>	Customer PO:	<input type="text"/>		
Return Via:	<input type="text"/>	Freight Terms:	<input type="text"/>		
Order Action:	<input type="text" value="None"/>	Credit Action:	<input type="text" value="None"/>	Print Method:	<input type="text" value="Printer"/>

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** View the default location that is associated with the return from customer (from the RMA Form page). You can select an alternate location if required.
- Tax Customer Group** View default from the General Information - Customer Group Info page.
- Distribution Type** View the business unit distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.
- Carrier ID** View default from the Return Type Codes page.
- PO Number** (purchase order number) View and modify the PO number that is associated with the shipment that is referenced on the line.
- Return Via, Freight Terms, Order Action, and Credit Action** View the return type code that is associated with the RMA Line. You can modify these values.
- Print Method** Select a print method. Values are:

Printer: Print a hard copy of the RMA form.

Fax: Fax the form to the customer.

File: Send the form to a file.

Note. PeopleSoft does not deliver the facility for printing, faxing, or creating a file for RMA acknowledgments. You must configure the system to do that.

Note. You can also drill back from the replacement sales order to determine the RMA line that is associated with the order and to view all receipts for the RMA.

Line Notes/Attachments	Click the Line Notes/Attachments link to access the RMA Line Notes/Attachments page.
Serials/Lots	Click the Serials/Lots link to access the RMA Serial/Lot IDs page.
Select Configuration Code	Click the Select Configuration Code link to access the Configuration Code Entry page.
RMA Line Project	Click the RMA Line Project link to access the RMA Line Projects page.
View Replacement Sales Orders	Click the View Replacement Sales Orders link to access the Replace Sales Orders page.
Revenue Distribution Accounts	Click the Revenue Distributions Accounts link to access the Revenue Distribution Accounts page.

Modify Serial Numbers and Lot IDs for a Line

Access the RMA Serial/Lot IDs page.

Unit, RMA Number, RMA Line, Product ID, Quantity Returned and UOM	View values from entries at the RMA line level.
Serial ID and Lot ID	View, delete, or change these fields manually.
Expiration Date	For lot-controlled items, the lot expiration date is assigned at the source business unit for the originally shipped lot. This field is read-only.
Quantity	View the quantity for the ship serial-, serial- or lot-controlled item.

Note. You can add multiple serial IDs manually by inserting new rows in the Serial/Lot group box. The serial ID, lot ID, and quantity shipped will appear for the ship serial-, serial-, or lot-controlled items that are returned.

Selecting Revenue Accounts for the RMA

Access the Revenue Distribution Accounts page.

Revenue Code	Select a code. You can have multiple revenue codes.
Percentage	Must total 100 percent.

Overriding RMA Address Information

This section lists common elements and lists the pages used to override RMA address information.

Common Elements Used in This Section

Delete Address Override If needed, you can subsequently reset the address, replacing the new address with the original from address by clicking the link to restore the original address.

Pages Used to Override RMA Address Information

Page Name	Object Name	Navigation	Usage
RMA Header Return-From Address (returned material authorization header return from address)	RMA_ADDRSHH_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_ADDRSHH_LN	Click the Override link next to the Return From Address field on the RMA Line page.	Change the RMA return from address at the line level.

Associating Notes and Attachments With Returned Material Headers and Lines

This section discusses how to associate note and attachments with RMA headers.

Pages Used to Associate Notes and Attachments With RMAs

Page Name	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.

Associate Notes and Attachments With RMA Headers

Access the RMA Header Notes/Attachments page.

Header Attachments

Add	Click the Add button to browse for and add an attachment.
View	After you upload an attachment, click the View button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a Description of the item that you're attaching.

Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Header Notes

Use Predefined Standard Note	<p>Enable this option to attach a note already set up in the system on the Standard Notes page. Select a Standard Note Code from the available options and the rest of the fields established for the standard note code appear.</p> <p>If this option is not checked, the note that is created is a unique note. Select a Note Type and enter the note in the Text field.</p>
Documents to Print the Note On	Choose the print locations for notes in the group box.

Managing Returned Material for Material Stock Requests

This section discusses how to:

- Enter RMA transactions for material stock requests.
- Enter additional details for an RMA line that is entered on the RMA Form page.

- View internal material stock requests.
- Specify which serial IDs are returned.
- Specify which serial IDs or lot IDs are returned (internal requests).
- View external material stock requests.
- Specify which serial and lot IDs are returned (external requests).
- Specify which serial IDs or lot IDs are returned (external requests).

Use the PeopleSoft Inventory RMA Form component to enter RMA transactions for material stock requests, that is, demand from sources other than PeopleSoft Order Management.

In PeopleSoft Inventory, you can access internal and external shipment information from both the RMA Form page and the navigation. When you access the Internal Shipment History and External Shipment History pages from the RMA Form page, you can select Inventory shipment history lines to populate the RMA form.

Pages Used for Managing Returned Material for Material Stock Requests

Page Name	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 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 returned (internal requests).
Serial/Lot Selection	RMA_SHPHS_LOT	Click the Serial/Lot Selection link on the Internal Shipment History page.	Specify which serial or lot IDs are returned (internal requests).
External Shipment History	CUST_SHIP_HIST_INV	Inventory, Manage Returned Material, External Cust Shipment History, External Shipment History	View external material stock requests.
Serial/Lot Selection	RMA_SHPHS_SERIALEX	Click the Lot Selection link on the External Shipment History page.	Specify which serial and lot IDs are returned (external requests).
Serial/Lot Selection	RMA_SHPHS_LOTEX	Click the Serial/Lot Selection link on the External Shipment History page.	Specify which serial IDs or lot IDs are returned (external requests).
Return Material Authorization	RUN_INS3000	Inventory, Manage Returned Material, RMA Report, Return Material Authorization	Specify parameters for the Return Material Authorization Form. You have the option to include canceled order lines in the report run.

Entering RMA Transactions for Material Stock Requests

Access the RMA Form page.

RMA Form

Unit
US008

RMA Number
REW0105

*RMA Date
10/28/2003

*RMA Status
Open

*Reason Code
DAMAGE

Return From Option
 Internal Location
 External Customer

Return From Customer
1009

Location
1

Return From
[Display Override](#)

Return To
US008

CO Ops

Tropical Outdoor Equipment

Estimated Return Date
10/28/2003

Estimated Return Time
5:25PM

Distribution Type:

Transfer To
[Chartfield Edit Option](#)
[External Shipment History](#)
[Customer Conversations](#)

Approval Required

RMA Lines Customize | Find | View All | First 1 of 1

*Line	*Status	Item ID	Quantity Returned	Quantity Base	UOM	Return To	Distribution Type	RMA Line	Chart Edit
1	Open	SR3001	1.0000	1.0000	EA	US008		RMA Line	Chart Edit

RMA Form page

RMA Date View the current date by default.

RMA Status Select a value:

Pending: RMA form is not complete. The system cannot receive items referenced on the RMA that have a status of *Pending* until the status is changed to *Open*.

Open: RMA form is complete, ready for processing, and can receive returned items. The RMA status remains *Open* until the last line item of the RMA is received. This is the default value.

Canceled: RMA is no longer valid and no receipts are expected for it. You cannot change RMA status in the header to *Canceled* if there are receipts against any of the RMA lines, and you can't change RMA line status to *Canceled* if there are any receipts against the line. Change the RMA status to *Canceled* to access the RMA Cancel page and enter the date and the reason for the cancellations.

Closed: All RMA lines are received. RMA lines are automatically set to *Closed* when the received quantity on the line is greater than or equal to the returned quantity.

Reason Code Reason codes with an *RMA Cancel* type must exist on the Reason Codes page.

Return From Options

Option	Available Fields
Internal Location	Select a return from location for internal issues from PeopleSoft Inventory. Values include all locations.
	Click the RMA Location Address link to access the RMA Return-From Location page, where you can view the internal location address from which the stock is returned.

Option	Available Fields
External Customer	Select the return from customer and modify the return from location as necessary for external issues from PeopleSoft Inventory. If the installation does not include PeopleSoft Order Management, Billing, or Accounts Receivable, the system doesn't validate the entry.
	For external customers, you can view or change the return from address. Click the Display link to access the RMA Customer Address page and can view the current return from address. Click the Override link to access the RMA Header Return-From Address page and modify the address information.

Return To	The PeopleSoft Inventory Business Unit to which the material is returned.
Estimated Return Date and Estimated Return Time	View the current date and time. These are estimates only, and the planning system might use them as a potential source of supply. If the Return To business unit requires closure calendar validation for receiving activities (defined on the Closure Calendar page), the system validates the order's estimated return date and time against the calendar. If the estimated return date and time are not valid for receiving activities at the destination business unit, a warning message appears when you save the change. You can ignore the warning or reschedule the return date. If you reschedule, the system calculates and returns the next valid date for receiving operations at the destination business unit.
Distribution Type	View the business unit's distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.
Approval Required	If selected (the default), you can save the RMA only as <i>Pending</i> .

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 <i>1</i> 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 <i>Active</i> , <i>Hold</i> , <i>Discontinue</i> , or <i>Inactive</i> are values, and only these items appear in the prompt table.
Quantity Returned and UOM	Enter the quantity and UOM for the returned item. The UOM must be a valid stocking UOM for the item.
Quantity Base	The quantity returned, in the item's base UOM.

Return To	The Return To business unit that you defined at the header level becomes the default for all lines. You can change this value on a line-by-line basis.
Distribution Type	The distribution type that you selected at the header level becomes the default distribution type on all lines. You can change this value on a line-by-line basis.

See Also

PeopleSoft Enterprise Managing Items 8.9 PeopleBook, “Working with Items,” Managing Inventory by Item Status

PeopleSoft Enterprise Application Fundamentals 8.9 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 11, “Managing Returned Material,” Defining Return Type Codes, page 278](#).

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 the Catalog Search button to select specific shipments or to change the date range of the orders.
Select All	Click to select all of the lines on this page.
Select	Click to select shipment history lines.
Return	Click to copy the Item ID, Qty Shipped, UOM, and Distribution Type field values from the selected lines to the RMA lines.

Note. Although ChartFields and Projects do not appear on this page, they are copied to the RMA line.



Click the Serial/Lot Selection button next to the shipment history line if the item is ship serial-, serial-, or lot-controlled. This opens the Serial/Lot Selection page (Internal Material Stock Requests - Serial ID) or the Serial/Lot Selection page (Internal Material Stock Requests - Lot ID) page, where you can select shipping serial-, serial-, or lot-controlled lines.

Specifying Which Serial IDs Are Returned (Internal Requests)

Access the Serial/Lot Selection page.

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped. Select the serial ID that is returned. Click the Select/Deselect All IDs link to select or clear (not select) all of the serial or lot rows.

Specifying Which Serial IDs or Lot IDs Are Returned (Internal Requests)


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 returned.
Select/Deselect All IDs	Click to select or clear (not select) all of the serial or lot rows.
Expiration Date	View, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Viewing External Material Stock Requests

Access the External Shipment History page.

Ship History for RMAs (months)	View the time period for the shipment history for RMAs that you establish on the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the specified range specified appear.
	Click the Serial/Lot Selection button next to the shipment history line if the item is ship serial-, serial-, or lot controlled. This opens the Serial/Lot Selection page (External Material Stock Requests - Serial ID), where you specify serial IDs for the returned items, or the Serial/Lot Selection page (External Material Stock Requests - Lot ID), where you specify lot IDs for the returned items.
Select	Click to select shipment history lines.
Return to Search	Click to copy the Product ID, UOM, Qty Shipped, Unit Price, ChartField, and Project field values from the selected lines to the RMA lines.

Note. Although Unit Price, ChartFields, and Projects do not appear on this page, they are available for the system to copy to the RMA line.

Specifying Which Serial IDs Are Returned (External Requests)

Access the Serial/Lot Selection page (external serials) page.

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID	Select the serial ID that is returned.
------------------	--

Select/Deselect All IDs Click to select or clear (not select) all of the serial or lot rows that appear on this page.

Specifying Which Serial IDs or Lot IDs Are Returned (External Requests)

Access the Serial/Lot Selection page (External Material Stock Requests - Lot ID).

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

Serial ID and Lot ID Select the serial or lot ID that is returned.

Select/Deselect All IDs Click to select or clear (not select) all of the serial or lot rows.

Expiration Date View, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Managing Returned Material From Third-Party Systems

This section provides an overview of the RMA Load EIP and discusses how to:

- Load RMA transaction data.
- View error details about RMA Load EIP (returned material authorization load enterprise integration point) messages.
- 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 transaction data.

See Also

[Chapter 11, “Managing Returned Material,” Managing Returned Material for Material Stock Requests, page 291](#)

PeopleSoft Enterprise Supply Chain Management Integration 8.9 PeopleBook, “Managing PeopleSoft Supply Chain Management Integration Points,” Understanding Inbound Application Message Transactions

Understanding the RMA Load EIP

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 the 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.

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 11, “Managing Returned Material,” Entering Additional Details for an RMA Line That Is Entered on the RMA Form Page, page 296.](#)

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 a 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 7, “Processing Credit Cards,” page 189

PeopleSoft Enterprise Components for PeopleSoft Enterprise Financial Management Solutions, Enterprise Service Automation, Asset Lifecycle Management, and Supply Chain Management 8.9 PeopleBook, “Setting Up the Credit Card Interface”

Enterprise PeopleTools 8.46 PeopleBook: PeopleSoft Business Interlinks

Configuring the Java Interlink Plug-In

PeopleSoft delivers a Java interface to a 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 the PeopleTools installation) uses the CyberSource Java API, version 3.7.12. Before you configure the 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 these 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

Set 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 the CyberSource environment.

Update the file (<<CyberSource Home>>\ics_3.7.12\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 program, *ICSAuthTest*, to ensure that the API is set up properly.

ICSAuthTest is located in the directory where you installed CyberSource.

- a. Open the Windows Command Prompt.
- b. Change drives and directories to point to the CyberSource test directory.
- c. Edit *ICSAuthTest.java* to change the expiration to a future date.
- d. Compile the edited program with the command:


```
javac ICSAuthTest.java
```
- e. Run *ICSAuthTest* with the command:


```
java ICSAuthTest
```
- f. Verify that *ICSAuthTest* completes successfully.

Set 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*, the PATH environment variable is not pointing to the JRE directories. Ensure that the PATH points to both the JRE bin and classic directories; for example: <<JRE Home>>\jre\bin;<<JRE Home>>\jre\bin\classic

Configure 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 the application server (not the web server) domain folder.
3. Add the path to the JRE using the Add to Path variable.
4. Add the credit card interface JAR files, *ics.jar*, *pscreditcard.jar*, and *psinterlink.jar* (in that order), to the ClassPath using the Add to ClassPath variable. A typical entry would look like:

```
Add to CLASSPATH=c:\cybersource\ics.jar;c:\PT8.46\class\pscreditcard.jar;c:\PT8.46⇒
\class\pscreditcard.jar
```

Note. Ensure that there is a semicolon between the path entries.

5. Shut down and restart the application server.

Configure 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\<<domain>>\).
2. Copy the ICSCClient.props file from the CyberSource properties directory into this folder.
3. Open the pspcrs.cfg file using a text editor.
4. Add the path to the JRE using the Add to Path variable.
5. Add the credit card interface JAR files, ics.jar, pscreditcard.jar, and psinterlink.jar (in that order), to the ClassPath using the Add to ClassPath variable. A typical entry would look like:

```
Add to CLASSPATH=c:\cybersource\ics.jar;c:\PT8.46\class\pscreditcard.jar;c:\PT8.46⇒
\class\pscreditcard.jar
```

Note. Ensure that there is a semicolon between the 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.

Set 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.
2. Verify that the psinterlinks.jar file exists in <<PS Tools>>/appserv/classes.
If psinterlinks.jar does not exist, pspkgs.sh may have 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`

Set Up the CyberSource API

To set up the CyberSource API:

Complete the steps in this section for the application servers and the 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 ics.jar
3. Update CLASSPATH in psconfig.sh to point to the test directory under the API's ics_3.7.12 directory.
4. Save the changes to psconfig.sh.
5. Update the CyberSource properties file.

Update the file (<<CyberSource Home>>\ics_3.7.12\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
```

6. Run psconfig.sh to set the properties.
7. Run the Java program *ICSAuthTest* to ensure that the API is set up properly.
ICSAuthTest is located in the directory where you installed CyberSource. You must edit *ICSAuthTest.java* to set the expiration to a future date and compile before running *ICSAuthTest*.

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 ics.jar file.

Set Up the Plug-in

To set up the plug-in:

Complete the steps in this section for the applications servers and the 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 these 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. Unix file extensions can differ. 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.

Configure the Application Server

To configure the application server:

1. Copy the ICSCClient.props file from the CyberSource properties directory to the application server domain directory.
2. Open the psappsrv.env text file that is located in the application server (not the web server) domain folder.
3. Add the path to the JRE using the Add to Path variable.
4. Add the credit card interface JAR files, ics.jar, pscreditcard.jar, and psinterlink.jar (in that order), to the ClassPath using the Add to ClassPath variable.

Note. Ensure that there is a semicolon between the path entries.

5. Shut down and restart the application server.

Configure 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/<<domain>>)
2. Copy the ICSCClient.props file from the Cybersource properties directory into this folder.
3. Open the psprcs.cfg file using a text editor.
4. Add the path to the JRE using the Add to Path variable.
5. Add the credit card interface JAR files, ics.jar, pscreditcard.jar, and psinterlink.jar (in that order), to the ClassPath using the Add to ClassPath variable.

Note. Ensure that there is a semicolon between the path entries.

Set up the Windows Client Plug-in

To set up the Windows client plug-in, verify that the pscreditcard.xml file is in the client\InterfaceDrivers directory.

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 use the C++ plug-in and if you want to continue to operate on a Windows platform.

Note. These 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 the 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>>/ics_3.7.12/properties/ICSCClient.props) to point to the key and certificate files located in the keys directory. 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 ICSCClient.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.

	Parameter	Default
1	URL	file://Psft.Pt8.CreditCard.pscreditcard.class
2	properties_file	c:/CyberSource/cdkjava12-3300/properties/ICSCClient.props
3	trace_file	
4	privateKeyFile	
5	myCertFile	
6	serverCertFile	
7	certServerID	
8	useProxyServer	None
9	proxyHost	
10	proxyPort	
11	BI DocValidating	Off

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.

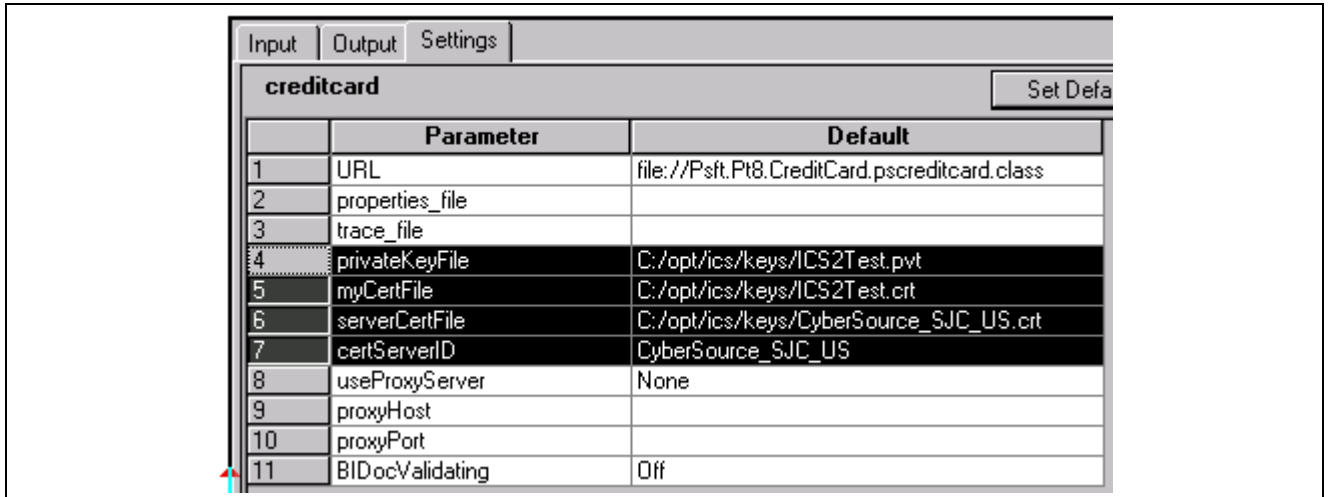
To pass the merchant ID and server URL as input parameters and to specify the path of the key and certificate files:

1. Delete the value of the *properties_file* config parameter on the Settings page.

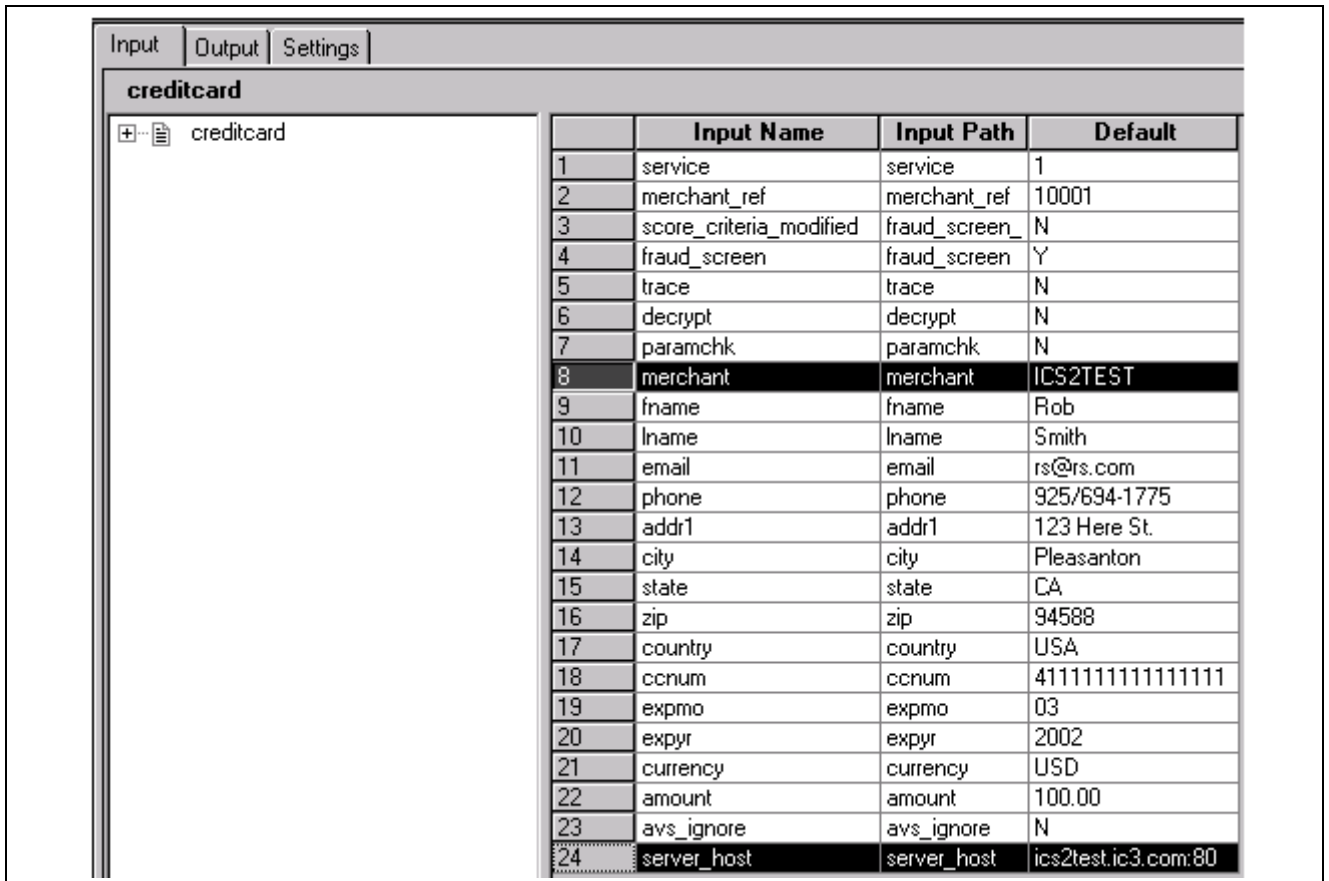
Enter the paths for the key and certificate files in their appropriate config parameters. Ensure that you use a forward slash to separate directories. The default value for the *certServerID* is *CyberSource_SJC_US*.

2. Ensure that you include the *merchant* and *server_host* input parameters in the transaction.

Do not include the text *http://* in the server URL string.



Deleting the value of the properties_file config parameter on the Settings page



Including the merchant and server_host input parameters in the transaction

Option 3: Use the Java Plug-in as You Use the C++ Version

Use this option if you use 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 the 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.

Input	Output	Settings
creditcard		
	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\ccard.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.

creditcard		
	Parameter	Default
1	URL	file://Psft.Pt8.CreditCard.pscreditcard.class
2	properties_file	
3	trace_file	c:/trace/CreditCard.txt
4	privateKeyFile	
5	myCertFile	
6	serverCertFile	
7	certServerID	
8	useProxyServer	None
9	proxyHost	
10	proxyPort	
11	BI DocValidating	Off

Entering a path and file name in the trace_file configuration parameter

Activating Trace Run Only

To view 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 is specified in the trace_file configuration parameter, the system uses that trace file. Otherwise, the system uses the c:\temp\ccard.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 are 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 the 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 this 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 these 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 the 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 need to make these 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 the 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 for use 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 the 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
<i>A</i>	Street number matches, but 5-digit zip code and 9-digit zip code do not match.
<i>E</i>	AVS data is invalid.
<i>N</i>	Street number, 5-digit zip code, and 9-digit zip code do not match.
<i>R</i>	System unavailable.
<i>S</i>	Issuer does not offer AVS.
<i>U</i>	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.
<i>W</i>	Street number does not match, but 5-digit zip code and 9-digit zip code match.
<i>X</i>	Exact match. Street number, 5-digit zip code, and 9-digit zip code match.
<i>Y</i>	Street number and 5-digit zip code match.
<i>Z</i>	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 is 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*, the transaction must include all of these score tuning parameter fields:

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_authdtm, 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_authdtm, Rqstid_out, Bill_amount, Trans_ref_no.

Credit Transaction

Use one of these 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_authdtm, 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, Cnum, Amount, Currency
Output	Return_status, Return_status_msg, Ret_msg1, Ret_msg2, Ret_authcd, Ret_authdtm, Rqstid_out, Credit_amount

Identifying Input Fields Not Used or Supported

These 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 this 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 Order to Cash Common Information Reports

This appendix provides an overview of the reports in the this PeopleBook.

Note. For samples of these reports, see the Portable Document Format (PDF) files published on CD-ROM with the documentation.

See Also

Enterprise PeopleTools 8.46 PeopleBook: Introduction to PeopleSoft Reporting, "PeopleSoft Reporting Tools"

PeopleSoft Working With Order to Cash Common Information Reports: A to Z

This section lists the reports in this PeopleBook.

- Customer reports.
- Product reports.
- Product nVision reports.
- Return material authorization (RMA) reports.
- Cash drawer reports.

Note. nVision reports are run only from the PeopleTools window client.

Customer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
AR31001 TableSet Customers	Lists all customers by business unit for the setID.	Customers, Reports, Customers by SetID, TableSet Customers Accounts Receivable, Customer Accounts, Customer Reports, Customers by SetID, TableSet Customers	RUN_AR31001

Report ID and Report Name	Description	Navigation	Run Control Page
AR31002 Business Unit Customers	Lists all customers for the business unit.	Accounts Receivable, Customer Accounts, Customer Reports, Customers by Unit, Business Unit Customers Customers, Reports, Customers by Unit, Business Unit Customers	RUN_AR31002
AR31003 TableSet Contacts	Lists customer contacts by SetID, including their title, phone, and fax numbers.	Customers, Reports, Contacts by SetID, TableSet Contacts Accounts Receivable, Customer Accounts, Customer Reports, Contacts by TableSet, TableSet Contacts	RUN_AR31003
AR31004 Business Unit Contacts	Lists customer contacts by business unit, including their title, phone, and fax numbers.	Accounts Receivable, Customer Accounts, Customer Reports, Contacts by Unit, Business Unit Contacts Customers, Reports, Contacts by Unit, Business Unit Contacts	RUN_AR31004
OMC3210 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
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
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
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
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

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	View list prices for products, unit of measure, and ship from warehouses.	Products, Reports, Product Price List	RUN_OMC4300
OMC4300 Product Catalogs	View 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	Run from the PeopleTools window client.	OM_BOOKP.XLS
OMSALEP Product Sales by Product ID	Product sales by business unit	Run from the PeopleTools window client.	OM_SALEP.XLS
OMBOOKC Product Booked by Sold To Customer	Customer bookings by business unit.	Run from the PeopleTools window client.	OM_BOOKC.XLS
OMSALEC Product Sales by Sold To Customer	Customer sales by business unit	Run from the PeopleTools window client.	OM_SALEC.XLS
OMPRC Product Prices	Product Prices	Run from the PeopleTools window client.	OM_PRC.XLS

RMA Reports

Report ID and Report Name	Description	Navigation	Run Control Page
INS3000 Return Material Authorization	Lists RMA transactions for internal and external locations. Use this report to provide staff at the internal or external locations with an acknowledgment of a return request and direction on where to send the returned materials. You can also generate this report to aid receiving clerks in matching returned material at the receiving docks with an RMA in the PeopleSoft system. For each RMA, this report includes header and line information.	Inventory, Manage Returned Material, RMA Report, Returned Material Authorization	RUN_INS3000
OMS3000 Print RMA	Lists the details of an authorized return for a customer. Note. Notes are printed on the RMA report without configuration.	Customer Returns, Reports, RMA, Print RMA	RUN_OMS3000
OMS7100 RMA Register	Lists RMAs by business unit.	Customer Returns, Reports, RMA Register, RMA Register	RUN_OMS7100
OMS7110 Overdue RMAs	Lists RMA line for products that are not returned by the estimated return date on the RMA Line page.	Customer Returns, Reports, Overdue RMAs, Overdue RMAs	RUN_OMS7110

Cash Drawer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
CDRDEPST Print Bank Deposit Slip	Print a bank deposit slip from the reconciliation. This slip lists cash to deposit, as well as a list of the checks (check number and amount) to deposit.	Accounts Receivable, Payments, Cash Drawer, Print Bank Slip Deposit	RUN_CDR_PRNTDEP

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.
academic career	In PeopleSoft Enterprise Campus Solutions, all course work that a student undertakes at an academic institution and that is grouped in a single student record. For example, a university that has an undergraduate school, a graduate school, and various professional schools might define several academic careers—an undergraduate career, a graduate career, and separate careers for each professional school (law school, medical school, dental school, and so on).
academic institution	In PeopleSoft Enterprise Campus Solutions, an entity (such as a university or college) that is independent of other similar entities and that has its own set of rules and business processes.
academic organization	In PeopleSoft Enterprise Campus Solutions, an entity that is part of the administrative structure within an academic institution. At the lowest level, an academic organization might be an academic department. At the highest level, an academic organization can represent a division.
academic plan	In PeopleSoft Enterprise Campus Solutions, an area of study—such as a major, minor, or specialization—that exists within an academic program or academic career.
academic program	In PeopleSoft Enterprise Campus Solutions, the entity to which a student applies and is admitted and from which the student graduates.
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.

address usage

In PeopleSoft Enterprise Campus Solutions, a grouping of address types defining the order in which the address types are used. For example, you might define an address usage code to process addresses in the following order: billing address, dormitory address, home address, and then work address.

adjustment calendar

In PeopleSoft Enterprise Campus Solutions, the adjustment calendar controls how a particular charge is adjusted on a student's account when the student drops classes or withdraws from a term. The charge adjustment is based on how much time has elapsed from a predetermined date, and it is determined as a percentage of the original charge amount.

administrative function

In PeopleSoft Enterprise Campus Solutions, a particular functional area that processes checklists, communication, and comments. The administrative function identifies which variable data is added to a person's checklist or communication record when a specific checklist code, communication category, or comment is assigned to the student. This key data enables you to trace that checklist, communication, or comment back to a specific processing event in a functional area.

admit type

In PeopleSoft Enterprise Campus Solutions, a designation used to distinguish first-year applications from transfer applications.

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.

analysis database

In PeopleSoft Enterprise Campus Solutions, database tables that store large amounts of student information that may not appear in standard report formats. The analysis database tables contain keys for all objects in a report that an application program can use to reference other student-record objects that are not contained in the printed report. For instance, the analysis database contains data on courses that are considered for satisfying a requirement but that are rejected. It also contains information on

	courses captured by global limits. An analysis database is used in PeopleSoft Enterprise Academic Advisement.
Application Messaging	PeopleSoft Application Messaging enables applications within the PeopleSoft Enterprise product family to communicate synchronously or asynchronously with other PeopleSoft and third-party applications. An application message defines the records and fields to be published or subscribed to.
AR specialist	Abbreviation for <i>receivables specialist</i> . 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.
audience	In PeopleSoft Enterprise Campus Solutions, a segment of the database that relates to an initiative, or a membership organization that is based on constituent attributes rather than a dues-paying structure. Examples of audiences include the Class of '65 and Undergraduate Arts & Sciences.
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.
billing career	In PeopleSoft Enterprise Campus Solutions, the one career under which other careers are grouped for billing purposes if a student is active simultaneously in multiple careers.
bio bit or bio brief	In PeopleSoft Enterprise Campus Solutions, a report that summarizes information stored in the system about a particular constituent. You can generate standard or specialized reports.
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 activity	The name of a subset of a detailed business process. This might be a specific transaction, task, or action that you perform in a business process.
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 process	A standard set of 17 business processes are defined and maintained by the PeopleSoft product families and are supported by Business Process Engineering group at PeopleSoft. An example of a business process is Order Fulfillment, which is a business process that manages sales orders and contracts, inventory, billing, and so forth. See also <i>detailed business process</i> .
business task	The name of the specific function depicted in one of the business processes.
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.
campus	In PeopleSoft Enterprise Campus Solutions, an entity that is usually associated with a distinct physical administrative unit, that belongs to a single academic institution, that uses a unique course catalog, and that produces a common transcript for students within the same academic career.
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.
category	In PeopleSoft Enterprise Campus Solutions, a broad grouping to which specific comments or communications (contexts) are assigned. Category codes are also linked to 3C access groups so that you can assign data-entry or view-only privileges across functions.
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.
checklist code	In PeopleSoft Enterprise Campus Solutions, a code that represents a list of planned or completed action items that can be assigned to a staff member, volunteer, or unit. Checklists enable you to view all action assignments on one page.
class	In PeopleSoft Enterprise Campus Solutions, a specific offering of a course component within an academic term. See also <i>course</i> .
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 <i>sub-classification</i> .
clearance	In PeopleSoft Enterprise Campus Solutions, the period of time during which a constituent in PeopleSoft Contributor Relations is approved for involvement in an initiative or an action. Clearances are used to prevent development officers from making multiple requests to a constituent during the same time period.
clone	In PeopleCode, to make a unique copy. In contrast, to <i>copy</i> may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.
cohort	In PeopleSoft Enterprise Campus Solutions, the highest level of the three-level classification structure that you define for enrollment management. You can define a cohort level, link it to other levels, and set enrollment target numbers for it. See also <i>population</i> and <i>division</i> .
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.
comm key	See <i>communication key</i> .
communication key	In PeopleSoft Enterprise Campus Solutions, a single code for entering a combination of communication category, communication context, communication method, communication direction, and standard letter code. Communication keys (also called <i>comm keys</i> or <i>speed keys</i>) can be created for background processes as well as for specific users.
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.
component interface	A component interface is a set of application programming interfaces (APIs) that you can use to access and modify PeopleSoft database information using a program instead of the PeopleSoft client.
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.
constituents	In PeopleSoft Enterprise Campus Solutions, friends, alumni, organizations, foundations, or other entities affiliated with the institution, and about which the institution maintains information. The constituent types delivered with PeopleSoft Enterprise Contributor Relations Solutions are based on those defined by the Council for the Advancement and Support of Education (CASE).
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	<p>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.</p> <p>In PeopleSoft Enterprise Campus Solutions, a specific instance of a comment or communication. One or more contexts are assigned to a category, which you link to 3C access groups so that you can assign data-entry or view-only privileges across functions.</p> <p>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.</p>
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-plus contract line	A rate-based contract line associated with a fee component of Award, Fixed, Incentive, or Other. Rate-based contract lines associated with a fee type of None are not considered cost-plus contract lines.
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.
course	<p>In PeopleSoft Enterprise Campus Solutions, a course that is offered by a school and that is typically described in a course catalog. A course has a standard syllabus and credit level; however, these may be modified at the class level. Courses can contain multiple components such as lecture, discussion, and lab.</p> <p>See also <i>class</i>.</p>

course share set	In PeopleSoft Enterprise Campus Solutions, a tag that defines a set of requirement groups that can share courses. Course share sets are used in PeopleSoft Enterprise Academic Advisement.
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 cube	In PeopleSoft Analytic Calculation Engine, a data cube is a container for one kind of data (such as Sales data) and works with in tandem with one or more dimensions. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and online analytical processing (OLAP) cubes in PeopleSoft Cube Manager.
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.
detailed business process	A subset of the business process. For example, the detailed business process named Determine Cash Position is a subset of the business process called Cash Management.
dimension	In PeopleSoft Analytic Calculation Engine, a dimension contains a list of one kind of data that can span various contexts, and it is a basic component of an analytic model. Within the analytic model, a dimension is attached to one or more data cubes. In PeopleSoft Cube Manager, a dimension is the most basic component of an OLAP cube and specifies the PeopleSoft metadata to be used to create the dimension's rollup structure. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and OLAP cubes in PeopleSoft Cube Manager.
directory information tree	In PeopleSoft Directory Interface, the representation of a directory's hierarchical structure.
division	In PeopleSoft Enterprise Campus Solutions, the lowest level of the three-level classification structure that you define in PeopleSoft Enterprise Recruiting and Admissions for enrollment management. You can define a division level, link it to other levels, and set enrollment target numbers for it.

See also *population* and *cohort*.

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 <i>Enterprise Incentive Management ledger</i> . In PeopleSoft Enterprise Incentive Management, an object to handle incremental result gathering within the scope of a participant. The ledger captures a result set with all of the appropriate traces to the data origin and to the processing steps of which it is a result.
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.
equity item limit	In PeopleSoft Enterprise Campus Solutions, the amounts of funds set by the institution to be awarded with discretionary or gift funds. The limit could be reduced by amounts equal to such things as expected family contribution (EFC) or parent contribution. Students are packaged by Equity Item Type Groups and Related Equity Item Types. This limit can be used to assure that similar student populations are packaged equally.
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.

financial aid term	In PeopleSoft Enterprise Campus Solutions, a combination of a period of time that the school determines as an instructional accounting period and an academic career. It is created and defined during the setup process. Only terms eligible for financial aid are set up for each financial aid career.
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.
gap	In PeopleSoft Enterprise Campus Solutions, an artificial figure that sets aside an amount of unmet financial aid need that is not funded with Title IV funds. A gap can be used to prevent fully funding any student to conserve funds, or it can be used to preserve unmet financial aid need so that institutional funds can be awarded.
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.
gift table	In PeopleSoft Enterprise Campus Solutions, a table or so-called <i>donor pyramid</i> describing the number and size of gifts that you expect will be needed to successfully complete the campaign in PeopleSoft Contributor Relations. The gift table enables you to estimate the number of donors and prospects that you need at each gift level to reach the campaign goal.
GL business unit	Abbreviation for <i>general ledger business unit</i> . A unit in an organization that is an independent entity for accounting purposes. It maintains its own set of accounting books. See also <i>business unit</i> .
GL entry template	Abbreviation for <i>general ledger entry template</i> . In PeopleSoft Enterprise Campus Solutions, a template that defines how a particular item is sent to the general ledger. An item-type maps to the general ledger, and the GL entry template can involve multiple general ledger accounts. The entry to the general ledger is further controlled by high-level flags that control the summarization and the type of accounting—that is, accrual or cash.
GL Interface process	Abbreviation for <i>General Ledger Interface process</i> . In PeopleSoft Enterprise Campus Solutions, a process that is used to send transactions from PeopleSoft Enterprise Student Financials to the general ledger. Item types are mapped to specific general ledger accounts, enabling transactions to move to the general ledger when the GL Interface process is run.
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.
initiative	In PeopleSoft Enterprise Campus Solutions, the basis from which all advancement plans are executed. It is an organized effort targeting a specific constituency, and it can occur over a specified period of time with specific purposes and goals. An initiative can be a campaign, an event, an organized volunteer effort, a membership drive, or any other type of effort defined by the institution. Initiatives can be multipart, and they can be related to other initiatives. This enables you to track individual parts of an initiative, as well as entire initiatives.
inquiry access	In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user only to view data. See also <i>update access</i> .
institution	In PeopleSoft Enterprise Campus Solutions, an entity (such as a university or college) that is independent of other similar entities and that has its own set of rules and business processes.
integration	A relationship between two compatible integration points that enables communication to take place between systems. Integrations enable PeopleSoft applications to work seamlessly with other PeopleSoft applications or with third-party systems or software.
integration point	An interface that a system uses to communicate with another PeopleSoft application or an external application.
integration set	A logical grouping of integrations that applications use for the same business purpose. For example, the integration set <code>ADVANCED_SHIPPING_ORDER</code> contains all of the integrations that notify a customer that an order has shipped.
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.
item shuffle	In PeopleSoft Enterprise Campus Solutions, a process that enables you to change a payment allocation without having to reverse the payment.
joint communication	In PeopleSoft Enterprise Campus Solutions, one letter that is addressed jointly to two people. For example, a letter might be addressed to both Mr. Sudhir Awat and Ms. Samantha Mortelli. A relationship must be established between the two individuals in the database, and at least one of the individuals must have an ID in the database.
keyword	In PeopleSoft Enterprise Campus Solutions, a term that you link to particular elements within PeopleSoft Student Financials, Financial Aid, and Contributor Relations.

You can use keywords as search criteria that enable you to locate specific records in a search dialog box.

KPI	An abbreviation for <i>key performance indicator</i> . A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined.
LDIF file	Abbreviation for <i>Lightweight Directory Access Protocol (LDAP) Data Interchange Format file</i> . 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 <i>rates</i>) to business units. You can map the amounts in two different ways: an actual amount that represents actual costs of the accounting period, or a budgeted amount that can be used to calculate the capacity rates as well as budgeted model results. In PeopleSoft Enterprise Warehouse, you can map general ledger accounts to the EW Ledger table.
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.
LMS	Abbreviation for <i>learning management system</i> . In PeopleSoft Enterprise Campus Solutions, LMS is a PeopleSoft Student Records feature that provides a common set of interoperability standards that enable the sharing of instructional content and data between learning and administrative environments.
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 <i>1</i> —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.
mass change	In PeopleSoft Enterprise Campus Solutions, mass change is a SQL generator that can be used to create specialized functionality. Using mass change, you can set up a series of Insert, Update, or Delete SQL statements to perform business functions that are specific to the institution. See also <i>3C engine</i> .
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 <i>PeopleSoft MultiChannel Framework server</i> . Comprises the universal queue server and the MCF log server. Both processes are started when <i>MCF Servers</i> 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.

need	In PeopleSoft Enterprise Campus Solutions, the difference between the cost of attendance (COA) and the expected family contribution (EFC). It is the gap between the cost of attending the school and the student's resources. The financial aid package is based on the amount of financial need. The process of determining a student's need is called <i>need analysis</i> .
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 <i>compensation object</i> .
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.
payment shuffle	In PeopleSoft Enterprise Campus Solutions, a process allowing payments that have been previously posted to a student's account to be automatically reapplied when a higher priority payment is posted or the payment allocation definition is changed.
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 component processor. PeopleCode generates results based on existing data or user actions. By using various tools provided with PeopleTools, external services are available to all PeopleSoft applications wherever PeopleCode can be executed.
PeopleCode event	See <i>event</i> .
PeopleSoft Pure 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.
person of interest	A person about whom the organization maintains information but who is not part of the workforce.
personal portfolio	In PeopleSoft Enterprise Campus Solutions, the user-accessible menu item that contains an individual's name, address, telephone number, and other personal information.

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.
population	In PeopleSoft Enterprise Campus Solutions, the middle level of the three-level classification structure that you define in PeopleSoft Enterprise Recruiting and Admissions for enrollment management. You can define a population level, link it to other levels, and set enrollment target numbers for it. See also <i>division</i> and <i>cohort</i> .
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.
primacy number	In PeopleSoft Enterprise Campus Solutions, a number that the system uses to prioritize financial aid applications when students are enrolled in multiple academic careers and academic programs at the same time. The Consolidate Academic Statistics process uses the primacy number indicated for both the career and program at the institutional level to determine a student's primary career and program. The system also uses the number to determine the primary student attribute value that is used when you extract data to report on cohorts. The lowest number takes precedence.

primary name type	In PeopleSoft Enterprise Campus Solutions, the name type that is used to link the name stored at the highest level within the system to the lower-level set of names that an individual provides.
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	A PeopleSoft or third-party product. PeopleSoft organizes its software products into product families and product lines. Interactive Services Repository contains information about every release of every product that PeopleSoft sells, as well as products from certified third-party companies. These products are displayed with the product name and release number.
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.
product family	A group of products that are related by common functionality. The family names that can be searched using Interactive Service Repository are PeopleSoft Enterprise, PeopleSoft EnterpriseOne, PeopleSoft World, and third-party, certified PeopleSoft partners.
product line	The name of a PeopleSoft product line or the company name of a third-party certified partner. Integration Services Repository enables you to search for integration points by product line.
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.
prospects	In PeopleSoft Enterprise Campus Solutions, students who are interested in applying to the institution. In PeopleSoft Enterprise Contributor Relations, individuals and organizations that are most likely to make substantial financial commitments or other types of commitments to the institution.
publishing	In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.
rating components	In PeopleSoft Enterprise Campus Solutions, variables used with the Equation Editor to retrieve specified populations.
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 <i>record input value-added tax flag</i> . 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 <i>record output value-added tax flag</i> . See <i>record input VAT flag</i> .
rename	The name of a record that is used to determine the associated field to match a value or set of values.
recognition	In PeopleSoft Enterprise Campus Solutions, the recognition type indicates whether the PeopleSoft Enterprise Contributor Relations donor is the primary donor of a commitment or shares the credit for a donation. Primary donors receive hard credit that must total 100 percent. Donors that share the credit are given soft credit. Institutions can also define other share recognition-type values such as memo credit or vehicle credit.
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 <i>real-time event notification server</i> 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.
reversal indicator	In PeopleSoft Enterprise Campus Solutions, an indicator that denotes when a particular payment has been reversed, usually because of insufficient funds.
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.
SCP SCBM XML message	Abbreviation for <i>Supply Chain Planning Supply Chain Business Modeler Extensible Markup Language message</i> . PeopleSoft EnterpriseOne Supply Chain Business Modeler uses XML as the format for all data that it imports and exports.
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.
search/match	In PeopleSoft Enterprise Campus Solutions and PeopleSoft Enterprise Human Resources Management Solutions, a feature that enables you to search for and identify duplicate records in the database.
seasonal address	In PeopleSoft Enterprise Campus Solutions, an address that recurs for the same length of time at the same time of year each year until adjusted or deleted.
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.
service impact	In PeopleSoft Enterprise Campus Solutions, the resulting action triggered by a service indicator. For example, a service indicator that reflects nonpayment of account balances by a student might result in a service impact that prohibits registration for classes.
service indicator	In PeopleSoft Enterprise Campus Solutions, indicates services that may be either withheld or provided to an individual. Negative service indicators indicate holds that prevent the individual from receiving specified services, such as check-cashing privileges or registration for classes. Positive service indicators designate special services that are provided to the individual, such as front-of-line service or special services for disabled students.
session	<p>In PeopleSoft Enterprise Campus Solutions, time elements that subdivide a term into multiple time periods during which classes are offered. In PeopleSoft Contributor Relations, a session is the means of validating gift, pledge, membership, or adjustment data entry . It controls access to the data entered by a specific user ID. Sessions are balanced, queued, and then posted to the institution's financial system. Sessions must be posted to enter a matching gift or pledge payment, to make an adjustment, or to process giving clubs or acknowledgements.</p> <p>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.</p>
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 key process	In PeopleSoft Enterprise Campus Solutions, a process that relates a particular transaction to the source of the charge or financial aid. On selected pages, you can drill down into particular charges.
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.
speed key	See <i>communication key</i> .

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.
standard letter code	In PeopleSoft Enterprise Campus Solutions, a standard letter code used to identify each letter template available for use in mail merge functions. Every letter generated in the system must have a standard letter code identification.
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 <i>basis</i> 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.
system source	The system source identifies the source of a transaction row in the database. For example, a transaction that originates in PeopleSoft Enterprise Expenses contains a system source code of BEX (Expenses Batch). When PeopleSoft Enterprise Project Costing prices the source transaction row for billing, the system creates a new row with a system source code of PRP (Project Costing pricing), which represents the system source of the new row. System source codes can identify sources that are internal or external to the PeopleSoft system.

For example, processes that import data from Microsoft Project into PeopleSoft applications create transaction rows with a source code of MSP (Microsoft Project).

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.
tax authority	In PeopleSoft Enterprise Campus Solutions, a user-defined element that combines a description and percentage of a tax with an account type, an item type, and a service impact.
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.
third party	A company or vendor that has extensive PeopleSoft product knowledge and whose products and integrations have been certified and are compatible with PeopleSoft applications.
3C engine	Abbreviation for <i>Communications, Checklists, and Comments engine</i> . In PeopleSoft Enterprise Campus Solutions, the 3C engine enables you to automate business processes that involve additions, deletions, and updates to communications, checklists, and comments. You define events and triggers to engage the engine, which runs the mass change and processes the 3C records (for individuals or organizations) immediately and automatically from within business processes.
3C group	Abbreviation for <i>Communications, Checklists, and Comments group</i> . In PeopleSoft Enterprise Campus Solutions, a method of assigning or restricting access privileges. A 3C group enables you to group specific communication categories, checklist codes, and comment categories. You can then assign the group inquiry-only access or update access, as appropriate.
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.
tuition lock	In PeopleSoft Enterprise Campus Solutions, a feature in the Tuition Calculation process that enables you to specify a point in a term after which students are charged a minimum (or <i>locked</i>) fee amount. Students are charged the locked fee amount even if they later drop classes and take less than the normal load level for that tuition charge.
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.
update access	In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user to edit and update data. See also <i>inquiry access</i> .
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 <i>value-added tax exception</i> . A temporary or permanent exemption from paying VAT that is granted to an organization. This terms refers to both VAT exoneration and VAT suspension.
VAT exempt	Abbreviation for <i>value-added tax exempt</i> . Describes goods and services that are not subject to VAT. Organizations that supply exempt goods or services are unable to recover the related input VAT. This is also referred to as exempt without recovery.
VAT exoneration	Abbreviation for <i>value-added tax exoneration</i> . An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
VAT suspension	Abbreviation for <i>value-added tax suspension</i> . 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.
worker	A person who is part of the workforce; an employee or a contingent worker.

workset	A group of people and organizations that are linked together as a set. You can use worksets to simultaneously retrieve the data for a group of people and organizations and work with the information on a single page.
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 link	The XML Linking language enables you to insert elements into XML documents to create a links between resources.
XML schema	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
XPI	Abbreviation for <i>eXtended Process Integrator</i> . PeopleSoft XPI is the integration infrastructure that enables both real-time and batch communication with EnterpriseOne applications.
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 <i>zero-rated value-added tax</i> . A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery.

Index

A

- additional documentation xviii
- Additional General Info page 100, 110
- Additional Information - Card page 178
- Additional Information - Check page 177
- addresses 45
- Agenda Detail page 164, 170, 172
- Alternate Character Type page 34
- alternate cost adjustment exception
 - entering 226
- Alternate Cost Exception Adjustment
 - Exceptions page 224
- Alternates page 236, 242
- API, *See* application programming interface
- application fundamentals xvii
- application programming interface (API) 303, 304, 307
- AR Credit Card process 198
- attachments
 - customer 57
 - product 242
- Attachments page 165, 222, 237, 242
- Attachments page (conversations) 218
- attachments, conversations 222
- automated exporter reporting program (AERP) 65
- Automatic Maintenance process (AR_AUTOMNT) 58
- autonumbering 32

B

- backorders 64
- bank holidays 61
- Bank Information page 174
- benefits information 75
- Benefits page 75
- BI Crcrd Hst page (Billing credit card history page) 209
- Bill Entry - Header Info 1 page 207
- bill to customers 11
 - billing and purchasing options 58
 - credit limit 53
 - roles 47
- Billing Credit Card Processing application engine process (BICRC000) 206

- Billing Interface process (BIIF0001) 45, 190
- blanket purchase orders 60
- Business Unit Contacts Report 320
- Business Unit Customers Report 320
- business units 280
 - for returned materials 271, 274, 276
 - inventory 239

C

- calculate price button 279
- calculator button 263
- career master 74
- Career Master page 74
- Carrier Account Numbers page 37
- cash drawer
 - bank information 175
 - currency denominations 176
 - define 174
 - feature security 177
 - maintain 173
 - pages used for PeopleSoft Order Management 174, 177
 - print bank deposit slip 188
 - printing receipts 176
 - receipt 179
 - receipt printing 182
 - receipt processing 186
 - reconcile 182
 - reports 322
 - set up 173
 - user-specific privileges 176
 - using 177
- Cash Drawer by User page 174
- Cash Drawer page 174
- Cash Drawer Receipt page 177, 179
- Cash Drawer Reconciliation page 182
- Cash Worksheet page 178
- catalogs 68
- CC Processing process 200
- CC Processing process (OM_CRC000) 190, 201
- channels 67
- chartfields 296, 297, 299
- charts, list price 268

- Checks Worksheet page 178
- Class of Trade Code component (CLASS_TRADE_CD) 79
- Class of Trade Code page 80
- CLASS_TRADE_CD component 79
- classifications 67
- Collection Methods page 197
- comments, submitting xxii
- commissions 83
- common elements xxiii
- competency tree 74
- Competitor Codes page 233
- competitors 76, 232
- Competitors page 76
- component interfaces 169
 - CUSTOMER_DB_CI 98
- Component Pricing process page 249
- components 1, 213, 216, 224, 226, 235
 - changing in a kit 251
 - configuration for product kits 251
 - interfaces 32, 154, 158, 162
- Condition Monitor process 220
- Condition Monitor process (AR_CNDMON) 214
- Configuration Code Entry page 281
- Contact Additional Info page 163, 167
- Contact Credit Card Info page 88
- Contact Customer Address page 163
- Contact Customer page 30, 163, 166
- contact information xxii
- Contact Information component (CONTACT_INFO) 162
- Contact page 163, 165
- Contact Phone and Type page 164
- Contact Phone page 168
- Contact User Profile Display page 88
- Contact User Profile page 88, 91, 164, 169
- CONTACT_INFO component 162
- contacts, *See* customer contacts
 - requirements 92
 - self-service transactions 91
- contract options 233
- contracts only products 229, 238, 241
- Contracts Options page 228
- control information 121
- conversation components 216
 - Conversation Subject Topics (SUBJECT_TOPIC_TBL) component 213
 - Conversation Subjects (SUBJECT_TABLE) component 213
 - Follow Up Actions (FOLLOW_UP_TABLE) component 213
 - Keywords (KEYWORD_TABLE) component 213
- Conversation Subject Topics (SUBJECT_TOPIC_TBL) component 213
- Conversation Subject Topics page 214, 215
- Conversation Subjects (SUBJECT_TABLE) component 213
- Conversation Subjects page 214, 215
- conversations
 - file attachment setup 214
- Conversations page 218, 281
- conversations with customers 213
 - attachments 222
 - common elements, *See* elements, common
 - customer comments 221
 - entering 216, 218
 - follow-up actions 220
 - keywords 221
 - notifications 222
 - pages used for 215, 218
 - references 221
 - setting up 213
 - subjects 215
 - supervisor review 219
 - updating 218
- conversations with customers, menu options
 - creating new entries 216
 - needing supervisor review 216
 - searching by follow-up actions 216
 - searching by keywords 216
- converting, *See* customer information, importing
- Copy Customer page 29
- Copy Product Specifications page 238
- copying customers 11
- corporate customer groups 51
- Corporate Customer page 116
- Corporate Customer Tree component (CUST_MSG_CORPT) 113
- Corporate Customer Tree page 114
- corporate customers
 - credit limit 54
 - groups 51

- related structure 7
- structure, multilevel hierarchy 8
- trees 8
- Corporate Tree Messages page 114, 116
- Correct Cash Drawer Receipts page 178
- correcting product errors, pages used for 254
- correspondence customers 48, 49
 - Dunning letters 49
 - finance charge invoices 49
 - statements 49
- cost elements 232
- cost methods 260
- Create New Customer/Contact page 88, 91
- Credit And Risk page 101, 105
- Credit Available page 118
- credit available, viewing for a customer 118
- Credit Card Address (inquiry) page 210
- Credit Card Address page 201, 206, 208, 210
- Credit Card Bank Account page 197
- Credit Card Data page 94, 200, 201, 202, 206, 210
- Credit Card History page 190, 201, 206, 210
- Credit Card Information page 96
- Credit Card Interface Installation page 174
- Credit Card Payments page 210
- Credit Card Processing page 200
- Credit Card Processing process 203
- Credit Card Selection page 178
- credit cards 189
 - AR Credit Card process 198
 - authorization status codes 193
 - changing pending transactions
 - in PeopleSoft Billing 208
 - in PeopleSoft Order Management 203
 - configuring the Application Designer plug-in 308
 - configuring the Java plug-in 303
 - encrypted number display 189
 - entering data
 - in PeopleSoft Billing 195, 207
 - in PeopleSoft Order Management 189
 - in PeopleSoft Receivables 197, 210
 - installing the interlink 303
 - Java plug-in 303
 - online authorization
 - in PeopleSoft Billing 207
 - in PeopleSoft Receivables 211
 - online authorizations in PeopleSoft Order Management 201
 - pages used for PeopleSoft Order Management 200, 204, 205
 - pending transactions 208
 - process flow diagram
 - for PeopleSoft Billing 195
 - for PeopleSoft Order Management 190
 - processing 189
 - in PeopleSoft Billing 205, 207
 - in PeopleSoft Order Management 199, 203
 - in PeopleSoft Receivables 209, 210
 - reauthorizing pending transactions in PeopleSoft Order Management 204
 - reviewing balance in PeopleSoft Receivables 210
 - sample data for testing 317
 - setting transaction inputs and outputs 313
 - setting up 199
 - viewing transaction history in PeopleSoft Billing 209
- credit checking 53
- credit limits 52, 53
- credit parameters 52
- credit profile 52
- credit profiles 52
- credit ratings, customers 105
- credit reports, Dun and Bradstreet 97
- Credit Status page 201, 203
- cross-references xxi
- currency codes 43
- Currency Denominations page 174
- CUST_AGREEMENT component 117
- CUST_GROUP_TBL component 80
- CUST_MSG_CORPT component 113
- Customer - Benefits page 41
- Customer - Career Master page 40
- Customer - Competitors page 41
- Customer - Customer CSF page 42
- Customer - Forms Detail page 42
- Customer - Forms page 42
- Customer - Job Supplement page 42

- Customer - Lines of Business page 41
- Customer - Peak Seasons page 41
- Customer - Staffing Information page 40
- Customer - Target Experience page
 - Target Job Titles 40
- Customer - Target Qualifications page 40
- Customer - Worksite Master page 42
- Customer Address page 290
- Customer Agreements component (CUST_AGREEMENT) 117
- Customer Attachments page 118
- Customer component (CUSTOMER_GENERAL) 30
- Customer Connection website xviii
- customer contacts 157
 - agendas 170
 - attachments 172
 - contact history 170
 - credit card information 167
 - documents and communication methods 167
 - example of contact structure 158
 - external 157, 165
 - forms 171, 172
 - history 171
 - IDs and roles 158
 - internal 157, 165
 - linking to customers 166
 - marketing activity events 170
 - phone information 168
 - related employees 171
 - security 158, 169
 - setting up 162
 - staffing front office information 169
 - target job titles 171
 - target qualifications 171
 - types 168
 - user profiles 169
- customer correspondence group 48
- customer CSF 78
- Customer CSF page 78
- Customer EFT Name page 116, 117
- customer fields 78
- Customer General Information component (CUSTOMER_GENERAL) 5
- Customer Group component (CUST_GROUP_TBL) 80
- Customer Group Table page 80
- customer group tables 80
- customer hierarchies 67
- Customer History Search page 286
- customer information, importing 121
 - conversion programs 154
 - conversion testing 155
 - converting information for import 153
 - data dictionary 154
 - Dun & Bradstreet (DB) numbers 153
 - edit table values, establishing 153
 - mapping conversion fields 125
 - online verification 156
 - prerequisites 152
 - records required 121
 - reports 155
 - source information 153
 - value added taxes (VAT) registration data 153
- customer inquiries 117
- Customer Messages page 118
- Customer MICR Information component (CUSTOMER_MICR) 110
- customer notes 56
- Customer Notes page 118
- Customer Pay Balance - Item List page 197
- Customer Search page 88
- Customer Shipment History page 281, 286
- Customer Summary Detail page 88, 90
- Customer Summary page 88, 94, 96
- customer support personnel 81
- CUSTOMER_DB_CI component interface 98
- CUSTOMER_GENERAL component 5, 30
- CUSTOMER_MICR component 110
- customers 157
 - additional information 79
 - addresses 45
 - attachments 57, 117
 - attributes 11
 - autonumbering 32
 - bank holidays 61
 - banks 111
 - benefits information 75
 - bill to 11
 - career master 74
 - catalogs 68
 - channels 67
 - classifications 67
 - collection information 52

- common element descriptions 99
- competency tree 74
- competitors 76
- component interfaces 32
- contacts 84, 92
- control information 121
- conversation subjects 215
- conversations, *See* conversations with customers
- converting 153
- copying 11, 29
- copying, requirements for 30
- corporate, *See* corporate customers
- corporate credit limit 54
- corporate structure 8
- corporate tree messages 116
- corporate tree nodes 114
- corporate trees 113, 114
- correspondence 49
- correspondence groups 48
- credit 117, 118
- credit limit 53
- credit limits, entering 52
- credit parameters, entering 52
- credit profile 52
- credit profiles 52
- credit ratings 105
- currency 43
- customer fields 78
- data dictionaries 154
- debtors 71, 72
- delivery parameters 63
- disputes 52
- DMS information 71
- domestic options 63
- DUNS numbers 110
- edit table values 153
- EFT payment files and customer IDs 116
- entering 84
- exception ship dates 65
- export shipping options 63
- federal government 45
- financial information 108
- forms 77
- forms detail 77
- general options 79
- group tables 80
- groups 51, 55
- hierarchies 67
- ID autonumbering 153, 157
- importing 121
 - See Also* customer information, importing
- interunit 59
- JIT parameters 64
- job supplements 76
- job titles 74
- levels 43
- lines of business 76
- master file xxv, 5
- messages 57, 117
- MICR IDs 110
- names 43
- new 30
- new information, entering 91
- notes 117
- notes, entering 56
- optional data 51
- pages used for 82, 111
- pages used for adding general information 34
- pages used for copying customer attributes 29
- pages used for corporate trees 114
- pages used for customer information 117, 118
- pages used for Dun and Bradstreet customers 100
- pages used for quick create 88
- pages used for short-term customers 94
- pages used for vendors 116
- payment methods 60
- payment options 58
- payment predictors 61
- payment terms 58, 61
- peak seasons 75
- pricing options 66
- product aliases 68
- Quick Customer Create 84, 92
- rate types 43
- reimbursable agreements 117
- relationships 48
- remit from 50
- remit from and MICR IDs 111
- reports 155, 319
- requirements 45, 91, 92
- roles 5, 43, 44
- search for qualifications 73
- search results 89

- searching for 84, 88
- select profile 73
- self-service transactions 91
- set controls 153
- ship to 10, 47, 65
- shipping parameters 63
- short-term customers, *See* short-term customers
- SIC codes 51
- sold to 9, 65
- staffing information 72
- standard notes 81
- stock symbols 69
- support personnel 81
- support team codes 43
- support team member types for 82
- support team members 83
- syndicated data types 67
- target qualifications 73
- tax-exempt certificate 55
- team member commissions 83
- third-party integration 32
- transactions 90
- understanding staffing 33
- updating information 90
- user-defined fields for 78
- VAT 55
- vendors 116
- VMI options 67, 68
- web addresses 69
- worksite master 77
- CyberSource Credit Card Processing Services 303
 - for NT 304
 - for Unix 306
 - Java plug in 303

D

- data dictionaries 154
- data universal numbering system (DUNS) numbers 97, 110
- debt management service (DMS) customer 70
- debtor information 71, 72
- defaults
 - receivables write-off tolerances 58
 - returned material authorization (RMA) 276
- deferred processing xxv

- Defining Payment Terms PeopleSoft Receivables page 277
- definitions 223
 - See Also* elements, common; product definitions
- deposit percent 60
- diagrams of:
 - processing failed credit card authorizations in PeopleSoft Billing 197
- display options, customizing 267
- DIV_AREA_CD component 79
- Division Area Code component (DIV_AREA_CD) 79
- Division Area Code page 80
- DMS Customer 1 (Debt Management Service customer one) page 39
- DMS Customer 1 page 71
- DMS Customer 2 page 71
- DMS Customer 3 (Debt Management Service customer three) page 39
- DMS Customer 3 page 72
- DMS Customer 4 (Debt Management Service customer four) page 39
- DMS Customer 4 page 72
- DMS information 71
- DNB_REPLY_MESSAGE application message 97
- DNB_REQUEST_MESSAGE application message 97
- documentation
 - printed xviii
 - related xviii
 - updates xviii
- Documents to Print Exploded Kit page 249
- documents, required 64
- domestic shipping options 63
- Dun & Bradstreet Lookup/Order page 100, 101
- DUN & BRADSTREET REPLY integration point 97
- DUN & BRADSTREET REQUEST integration point 97
- Dun and Bradstreet page 153
- Dun and Bradstreet reports
 - credit information 105
 - entering manually 97
 - entering online 97
 - interface prerequisites 98

- linking to customers 103
- ordering 101
- purchasing 103
- risk information 105
- searching 102
- types 97
- viewing 108
- viewing full text 110
- Dunning letters 49
- Dunning process (AR_DUNNING) 50
- DUNS numbers, *See* data universal numbering system (DUNS) numbers

E

- elements, common xxv, 198, 259
 - for additional customer information 99
 - for conversations 217
 - for returned materials 290
 - for setting up products 224
- elements, descriptions
 - % over limit (additional customer information) 115
 - % over limit (general customer information) 54
 - % over limit general customer information) 54
 - 1st, 2nd, and 3rd account type (general customer information) 72
 - 3 months Paydex (additional customer information) 106
 - 8(A) firms (additional customer information) 108
 - account (general customer information) 50
 - account locked out? (additional customer information) 92
 - account type (additional customer information) 112
 - accounts receivables (additional customer information) 109
 - action (conversations) 220
 - action (general customer information) 57
 - action (products) 243
 - activity ID (products) 232
 - add credit card information (additional customer information) 91
 - add entry (conversations) 221
 - add user (additional customer information) 91
 - additional info (contacts) 166
 - address (additional customer information) 90, 111
 - address (general customer information) 49
 - address 1, 2, and 3 (general customer information) 47
 - address description (additional customer information) 91
 - address sequence number (contacts) 167
 - adjust column width to best fit (list prices) 267
 - AERP (general customer information) 65
 - agency debtor ID (general customer information) 71
 - agent name (general customer information) 71
 - aging category (general customer information) 54
 - aging ID (general customer information) 54
 - alias business name (general customer information) 71
 - alias type (general customer information) 72
 - all EIP_CTL_IDs (returned materials) 300
 - all Inventory BUs (list prices) 261
 - allow due date in next month (general customer information) 62
 - allow overpick (general customer information) 64
 - allow product substitutions (general customer information) 66
 - alt name 1 (general customer information) 43
 - alternative image 1 and 2 (products) 231
 - amount (conversations) 220
 - amount (credit cards) 211
 - amount (general customer information) 52
 - apply (list prices) 268
 - apply to (list prices) 259
 - apply to individual customers (additional customer information) 115
 - approval required (returned materials) 284, 295

- AR distribution code (general customer information) 59
- AR specialist (general customer information) 58
- arbitration plan (general customer information) 66
- assess overdue charges (general customer information) 50
- associate roles (customer information) 47
- attach (conversations) 222
- attachments exist (conversations) 219
- attorney name (general customer information) 71
- authorization (credit cards) 198
- authorization code (credit cards) 211
- authorization status (credit cards) 202
- authorize credit card (credit cards) 202
- average high credit (additional customer information) 107
- backlog days (general customer information) 53
- bank (general customer information) 50
- bank account (general customer information) 60
- bank holidays (general customer information) 61
- bank ID (additional customer information) 112
- bank ID qualifier (additional customer information) 112
- bank name alternate characters (additional customer information) 111
- bankruptcy (additional customer information) 106
- based on (list prices) 266
- bcc (conversations) 222
- bill (credit cards) 198
- bill by identifier (general customer information) 59
- bill inquiry phone (general customer information) 58
- bill to (contacts) 167
- bill to (general customer information) 46
- bill to (returned materials) 284
- bill to customer (general customer information) 44, 47
- bill to customers (general customer information) 30, 48
- bill to options (general customer information) 30
- bill type (general customer information) 58
- billing authority (general customer information) 58
- billing cycle identifier (general customer information) 59
- billing information inquiry (additional customer information) 90
- billing specialist (general customer information) 58
- branch ID (additional customer information) 112
- broker (general customer information) 46
- broker customer (contacts) 167
- broker customer (general customer information) 44, 48
- broker customers (general customer information) 30, 48
- business number (additional customer information) 102
- calculator button (list prices) 263
- Canadian customs invoice (general customer information) 64
- cancel backorder (general customer information) 64
- cancel order (credit cards) 203
- card type (contacts) 167
- carrier ID (general customer information) 64
- carrier ID (returned materials) 279, 288, 296
- carton label format ID (general customer information) 63, 66
- cash and liquid assets (additional customer information) 109
- catalog number (additional customer information) 80
- catalog number (general customer information) 68
- catalog number (products) 230
- catalog search button (returned materials) 296
- cc (conversations) 222
- certificate of origin (general customer information) 64

- change currency display (returned materials) 284, 288
- change to terms (credit cards) 203, 208
- classification (general customer information) 56, 67
- classification (products) 243, 291
- clear credit card info (credit cards) 202
- collection (additional customer information) 115
- collection (general customer information) 52
- collector (general customer information) 58
- comments (conversations) 221
- commercial score (additional customer information) 107
- commission schedule (additional customer information) 82
- commissionable (additional customer information) 82
- commissioned member (additional customer information) 82
- company moved (additional customer information) 105
- competitor code (products) 233
- component (products) 250, 252
- concatenate next line (products) 246
- confidence (conversations) 220
- configuration code generation (products) 232
- configured (products) 229
- confirm password (contacts) 169
- consolidation customer (general customer information) 45
- consolidation key (general customer information) 59
- contact (returned materials) 284
- contact flag (additional customer information) 90
- contact flag (contacts) 165
- contact ID (additional customer information) 90
- contact ID (contacts) 165, 167
- contact ID (conversations) 221
- contact information update (additional customer information) 90
- contact name (additional customer information) 88, 90
- contact name (general customer information) 71
- contact phone (additional customer information) 89, 90
- contact type (additional customer information) 90
- contact type (contacts) 168
- contract price percent (products) 251
- conversion rate (products) 238
- copies (contacts) 168
- copy from customer (general customer information) 43
- corporate credit limit (general customer information) 54
- corporate customer (additional customer information) 115, 116
- corporate customer (general customer information) 45
- corporate customer group (general customer information) 51
- correspondence address (general customer information) 46
- correspondence customer (general customer information) 44
- correspondence customer group (general customer information) 48
- cost (list prices) 264
- cost element (products) 232
- country (additional customer information) 91, 111
- country (general customer information) 55
- country, address 1, 2, city, state, and postal (additional customer information) 89
- create action (returned materials) 288
- create contact (additional customer information) 91
- create customer (additional customer information) 91
- create new customer/contact (additional customer information) 89
- create new customer/contact button (additional customer information) 89, 90
- create sales order (additional customer information) 90
- credit (credit cards) 198
- credit action (returned materials) 279
- credit analyst (general customer information) 58

- credit available (additional customer information) 119
- credit card (additional customer information) 89
- credit card address (contacts) 167
- credit card address (credit cards) 207, 208, 211
- credit card authorization code (credit cards) 198
- credit card authorization date (credit cards) 198
- credit card authorization status (credit cards) 198
- credit card first name (credit cards) 198
- credit card info (credit cards) 208
- credit card number (additional customer information) 89, 90
- credit card number (contacts) 167
- credit card number (credit cards) 198, 211
- credit card options (credit cards) 211
- credit card type (additional customer information) 90
- credit check (general customer information) 53
- credit class (general customer information) 52
- credit limit (general customer information) 53
- credit limit date (additional customer information) 115
- credit limit review date (additional customer information) 115
- credit limit review date (general customer information) 53
- credit risk score (additional customer information) 107
- credit score percent (additional customer information) 107
- currency (products) 239, 241
- currency (returned materials) 284
- currency code (general customer information) 44, 52, 53
- currency code (returned materials) 280
- currency effective date (list prices) 262
- current settings (list prices) 267
- cust char 10 A (additional customer information) 89
- cust char10 A (additional customer information) 91
- cust N 123 A (additional customer information) 89
- cust N123 A (additional customer information) 91
- customer (general customer information) 46
- customer agency location code (general customer information) 45
- customer channel (general customer information) 68
- customer conversations (returned materials) 285
- customer group (general customer information) 55
- customer ID (additional customer information) 89, 90, 91
- customer ID (contacts) 167
- customer ID (general customer information) 29, 59
- customer information update (additional customer information) 91
- customer name (additional customer information) 89, 90
- customer payment inquiry (additional customer information) 91
- customer phone (additional customer information) 89
- customer PO (returned materials) 286
- customer product ID (general customer information) 66, 68
- customer setID (contacts) 167
- customer shipment history (returned materials) 284
- customer status (general customer information) 43
- Customer Website (general customer information) 70
- customize sheet button (list prices) 267
- data maintenance (products) 256
- data to copy (general customer information) 29
- date (conversations) 219, 220
- date added (general customer information) 43
- date of incorporation (general customer information) 71
- day of week (general customer information) 65
- days allowed after request date (general customer information) 64

- days until write-off (general customer information) 62
- debarments date (additional customer information) 108
- default (products) 238
- default image name (products) 230
- delete (conversations) 222
- delete address override (returned materials) 290
- demand planning item (products) 232
- deposit percent 60
- description (products) 229
- deselect all (additional customer information) 90
- detail (returned materials) 287
- DFI qualifier (additional customer information) 112
- difference percent (list prices) 264
- direct debit group (general customer information) 60
- direct debit profile ID (general customer information) 60
- direct invoicing (general customer information) 58
- direct ship from vendor (products) 232
- discount grace days (general customer information) 61
- display (returned materials) 284
- display marked for upload rows only (list prices) 268
- display primary pricing rows only (list prices) 268
- dispute (additional customer information) 115
- dispute (general customer information) 52
- distribution network code (general customer information) 63
- distribution percent (additional customer information) 83
- distribution type (returned materials) 288, 295, 296
- division (general customer information) 68
- DMS information (general customer information) 70
- document code (contacts) 167
- document ID (general customer information) 243, 291
- done (conversations) 219
- download button (list prices) 263
- draft approval (general customer information) 60
- draft document required (general customer information) 60
- draft type (general customer information) 60
- drop ship (products) 232
- due grace days (general customer information) 61
- Dunning group (general customer information) 50
- Dunning Hold (general customer information) 50
- Dunning ID (general customer information) 50
- DUNS number (additional customer information) 102, 110
- DUNS number (general customer information) 71
- edit data button (additional customer information) 114
- edit entry (conversations) 221
- element description (general customer information) 63
- email address (credit cards) 199
- email ID (additional customer information) 88, 90
- email ID (contacts) 166
- email ID (credit cards) 211
- end date (general customer information) 56, 57
- enquiry DUNS (additional customer information) 105
- estimated return date (returned materials) 284, 295
- estimated return time (returned materials) 284, 295
- exception type (general customer information) 56
- exclusive pricing ID (general customer information) 66
- exempt license exists (general customer information) 55
- exemption certificate (general customer information) 55
- expiration date (returned materials) 289, 297, 298
- expiration month (contacts) 167
- expiration year (contacts) 167

- explanation (additional customer information) 107
- export license required (products) 232
- failure risk score (additional customer information) 108
- failure risk score commentary (USA) (additional customer information) 108
- failure risk score national percent (additional customer information) 108
- failure risk score override code (AUS) (additional customer information) 108
- federal civilian employee (general customer information) 72
- federal customer (general customer information) 45
- federal military employee (general customer information) 72
- first name (contacts) 167
- flag orders for export (general customer information) 65
- freight bill type (general customer information) 58
- freight charge method (general customer information) 66
- freight terms (returned materials) 288
- freight terms code (general customer information) 64
- freight terms code (returned materials) 279
- general ledger unit (general customer information) 59
- generation (general customer information) 71
- geocode (additional customer information) 91
- global (products) 225
- go to credit page (additional customer information) 105
- grace pricing discount days (general customer information) 66
- grants management sponsor (general customer information) 45
- gross or net (general customer information) 72
- gross profit (additional customer information) 109
- group (list prices) 263
- group type (general customer information) 55
- group type (products) 244
- header notes/attachments (returned materials) 284
- headquarter/branch (additional customer information) 104
- hierarchy (general customer information) 30
- high score (additional customer information) 107
- highest credit (additional customer information) 107
- hold code (additional customer information) 116
- hold code (general customer information) 57
- home country (general customer information) 55
- immediate payment options 60
- in city limit (general customer information) 47
- include closed information (conversations) 221
- include type (general customer information) 68
- include/exclude type (additional customer information) 80
- incorporation year (additional customer information) 105
- increment (products) 238
- indirect (general customer information) 46
- indirect customer (general customer information) 44, 48
- indirect customers (general customer information) 30
- indirect ID (general customer information) 48
- initialize UOM link (products) 238
- insurance required (general customer information) 65
- interchangeable (products) 242
- interunit customer (general customer information) 59
- intrastat transaction flag (returned materials) 284
- inventory (additional customer information) 109
- inventory BU (list prices) 264
- inventory business unit (products) 241
- inventory item (products) 229

- invoice form (general customer information) 59
- IPAC interface (general customer information) 45
- is this a sales person? (additional customer information) 82
- issuing authority (general customer information) 55
- item ID (returned materials) 295
- judgement indicator (additional customer information) 106
- keyword1, 2, and 3 (conversations) 221
- kit (products) 241
- language code (contacts) 166
- language code (general customer information) 47
- last name (contacts) 167
- letter (conversations) 220
- level (general customer information) 43
- liens present (additional customer information) 106
- line (returned materials) 285, 295
- line notes/attachments (returned materials) 289
- list price (products) 252
- list price or a unit cost (products) 241
- location (contacts) 166
- location (general customer information) 46
- location (returned materials) 284, 288
- locked out? (contacts) 169
- lot ID (returned materials) 289, 297
- low score (additional customer information) 107
- lower margin % (products) 231
- lower margin amount (products) 231
- manager (additional customer information) 83
- manual charge (credit cards) 208
- mass maintenance button (list prices) 265
- max picking tolerance (general customer information) 64
- maximum order amount (general customer information) 53
- maximum order quantity (products) 238
- maximum write-off amount (general customer information) 62
- maximum write-off percent (general customer information) 62
- message (conversations) 222
- message (general customer information) 57
- message 1, 2, and 3 (credit cards) 199, 211
- message 1,2, and 3 (credit cards) 211
- messages (products) 243
- method (general customer information) 61
- military (general customer information) 65
- minimum order quantity (products) 238
- minimum selling price (products) 238
- minority owned (additional customer information) 108
- model number (products) 230
- MSRP (products) 241
- NAFTA (general customer information) 64
- name (additional customer information) 91, 102
- name 1 (general customer information) 43
- name 1 (miscellaneous general information) 70
- name 2 (miscellaneous general information) 70
- name 3 (miscellaneous general information) 70
- negative comments (additional customer information) 107
- net unit price (returned materials) 285
- net worth amount (additional customer information) 109
- new difference (list prices) 264
- new effective date (list prices) 264
- new price (list prices) 264
- non post city (additional customer information) 102
- note type (additional customer information) 81
- note type (general customer information) 57
- number of days early (general customer information) 64
- number of decimals for rounding (list prices) 266
- obsolete date (products) 250, 253

- OK to ship without (products) 251
- order action (returned materials) 288
- order group (returned materials) 279
- order number (returned materials) 286
- order tracking inquiry (additional customer information) 90
- order verification (general customer information) 67
- out of business (additional customer information) 105
- overdue charge group (general customer information) 50
- overdue charging (general customer information) 50
- override (general customer information) 49
- override (returned materials) 284
- owns/rents (additional customer information) 104
- parent DUNS (additional customer information) 105
- parent name (additional customer information) 105
- partial order (general customer information) 64
- partial payment switch (general customer information) 61
- partial schedules (general customer information) 64
- password (additional customer information) 92
- password (contacts) 169
- past due amount (additional customer information) 107
- past due payments (additional customer information) 107
- pay method (returned materials) 284
- Paydex norm (additional customer information) 107
- payment method (general customer information) 60
- payment predictor hold (general customer information) 61
- payment terms ID (general customer information) 61
- per (products) 250
- percent/amount type (returned materials) 280
- percentage (products) 234
- percentage (returned materials) 289
- person ID (contacts) 166
- phone (contacts) 168
- phone (credit cards) 211
- physical nature (general customer information) 47
- physical nature (products) 230
- PO number (general customer information) 60
- PO number (returned materials) 288, 296
- preferred communication (contacts) 167
- preview (list prices) 266
- previous net worth (additional customer information) 109
- previous sales (additional customer information) 110
- previous statement date (additional customer information) 110
- previous working capital (additional customer information) 110
- price kit at component level (products) 229
- price kit at top level (products) 229
- price type (products) 233
- primary address (general customer information) 49
- primary bill to (contacts) 166
- primary card (contacts) 167
- primary channel (general customer information) 68
- primary contact (general customer information) 49
- primary permission list (additional customer information) 92
- primary permission list (contacts) 169
- primary pricing group (products) 244
- primary report (products) 244
- primary ship to (contacts) 166
- primary SIC code (additional customer information) 104
- print button (list prices) 268
- print method (returned materials) 288
- print on document (additional customer information) 81
- print on document (general customer information) 57
- print on document (products) 243, 291
- prior year Paydex rating (additional customer information) 107

- priority (additional customer information) 83
- priority (general customer information) 64
- priority (products) 242
- process profile (additional customer information) 92
- process profile (contacts) 169
- prod char 1 A, B, C, and D (products) 234
- prod char 2 (products) 235
- prod char 4 (products) 235
- prod char 6 (products) 235
- prod char 8 (products) 235
- prod char30 A, B, C, and D (products) 234
- prod N123 A, B, C, and D (products) 235
- prod nbr 15 A, B, C, and D (products) 235
- product (additional customer information) 99
- product (list prices) 263
- product brand (products) 230
- product category (products) 230
- product char 10 A, B, C, and D (products) 235
- product cost effective date (list prices) 261
- product error detail button (products) 256
- product ID (list prices) 263
- product ID (products) 224, 230
- product ID (returned materials) 285, 286, 289
- product kit component price (products) 252
- product kit component prices link (products) 250
- product price as of date (list prices) 262
- product source (returned materials) 285
- product use (products) 229
- project ID (products) 232
- promise date (conversations) 220
- prompt for billing currency (general customer information) 58
- property name (general customer information) 72
- property type (general customer information) 72
- purchase Dun and Bradstreet information (additional customer information) 99
- purchase order required (general customer information) 59
- qualifier (conversations) 215, 221
- quantity (returned materials) 289
- quantity base (returned materials) 285, 295
- quantity returned (returned materials) 285, 289, 295
- quantity shipped (returned materials) 286, 287
- range % (additional customer information) 115
- range % (general customer information) 54
- rate type (general customer information) 44, 52
- rate type (list prices) 262
- rating (additional customer information) 107
- re-process (credit cards) 208
- reason (DEU) (additional customer information) 102
- reason code (returned materials) 280, 283, 294
- receipt verification (general customer information) 67
- redisplay this page when finished (list prices) 268
- reference qualifier code (general customer information) 60
- region (general customer information) 68
- related links button (returned materials) 285
- remit from customer (additional customer information) 111
- remit from customer (general customer information) 45
- remit from customer group (general customer information) 50
- remit to type (general customer information) 49
- renewable (products) 233
- report text (additional customer information) 110
- request ID (credit cards) 199, 211
- reset all data filters (list prices) 267
- reset date button (list prices) 266

- reset effective dates (list prices) 266
- reset new cost to original value (list prices) 267
- reset new MSRP to active MSRP (list prices) 267
- reset new prices to active prices (list prices) 266
- reset new prices to new cost (list prices) 266
- restocking fee (general customer information) 66
- restocking fee (returned materials) 284
- retry all (credit cards) 208
- return (returned materials) 296
- return from (returned materials) 284
- return from customer (returned materials) 288
- return to (returned materials) 284, 285, 295, 296
- return to previous panel button (general customer information) 51
- return to results button (additional customer information) 90
- return to RMA (returned materials) 287
- return to search (additional customer information) 89, 90
- return to search (returned materials) 297
- return type code (returned materials) 283
- return via (returned materials) 288
- revenue code (returned materials) 289
- revenue distribution accounts (returned materials) 289
- revenue method (products) 233
- review days (conversations) 219
- RFID enabled 46
- risk (general customer information) 52
- risk code (additional customer information) 115
- RMA date (returned materials) 283, 294
- RMA header project (returned materials) 284
- RMA line (returned materials) 286, 289
- RMA line project (returned materials) 289
- RMA number (returned materials) 289
- RMA status (returned materials) 283, 294
- role name (additional customer information) 92
- role name (contacts) 169
- role name (conversations) 215
- salary cycle (general customer information) 72
- sales (additional customer information) 109
- sales order action (returned materials) 278
- salutation code (contacts) 166
- save new customer/contact (additional customer information) 91
- score date (additional customer information) 107
- search (additional customer information) 89, 103
- search criteria key words (additional customer information) 81
- search history (returned materials) 286
- select (returned materials) 296, 297
- select all (returned materials) 286, 296
- select all button (additional customer information) 90
- select configuration code (returned materials) 289
- select credit card (credit cards) 202
- select Inventory BU (list prices) 261
- select pricing product group (list prices) 261
- select primary card (credit cards) 202
- select/deselect all IDs (returned materials) 287, 297, 298
- sequence (credit cards) 199
- sequence (general customer information) 56
- sequence (products) 245
- sequence number (credit cards) 199
- sequence number (general customer information) 57
- serial ID (returned materials) 289, 297, 298
- serial number selection button (returned materials) 286
- serial/lot selection button (returned materials) 296, 297
- serials/lots (returned materials) 289

- set ID (additional customer information) 115
- setID (additional customer information) 88, 91
- setID (contacts) 167
- ship container label format ID (general customer information) 66
- ship date (returned materials) 286
- ship history for MSRs (months) (returned materials) 296
- ship history for RMAs (months) (returned materials) 286, 297
- ship prior to request date (general customer information) 64
- ship to (general customer information) 46
- ship to customer (general customer information) 44, 48
- ship to customers (general customer information) 30, 48
- ship to options (general customer information) 30
- ship to priority code (general customer information) 48
- ship via (general customer information) 64
- ship via (returned materials) 279
- shippers export declaration (general customer information) 64
- SIC code (general customer information) 52
- SIC type (general customer information) 51
- since (general customer information) 43
- single ship flag (general customer information) 63
- slow payments (additional customer information) 108
- small business (additional customer information) 108
- sold to (contacts) 167
- sold to (general customer information) 46
- sold to (returned materials) 284
- sold to customer (general customer information) 44, 47, 48
- sold to options (general customer information) 30
- standard ID qualifier (general customer information) 51
- standard note code (general customer information) 57
- standard unit of measure (products) 238
- standard UOM (products) 229
- start date (general customer information) 57
- start date (returned materials) 280
- started year (additional customer information) 104
- state of incorporation (general customer information) 71
- statement (general customer information) 71
- statement date (additional customer information) 109
- statement group (general customer information) 50
- statement hold (general customer information) 50
- statements (general customer information) 50
- status (general customer information) 52
- stock symbol (general customer information) 70
- store number (general customer information) 63
- sub-topic (conversations) 219
- subcustomer (general customer information) 70
- subject (conversations) 219
- subject topic (conversations) 215
- suits (additional customer information) 106
- supervisor review (conversations) 219
- support team code (general customer information) 45
- support team code default (general customer information) 45
- suppress contact (general customer information) 49
- syndicated data type (general customer information) 68
- syndicated number (general customer information) 68
- system product ID (general customer information) 66

- tax code (general customer information) 47
- tax customer group (returned materials) 288
- tax exempt category (general customer information) 55
- tax ID (general customer information) 70
- tax product number (products) 231
- taxpayer information (general customer information) 71
- team member (additional customer information) 83
- team member type code (additional customer information) 83
- telephone (credit cards) 202
- template customer (additional customer information) 91
- templates (products) 234
- territory (general customer information) 68
- text (additional customer information) 81
- third party flag (products) 233
- to (conversations) 222
- total aged accounts receivable (additional customer information) 118
- total asset (additional customer information) 109
- total backlog amount (additional customer information) 118
- total current asset (additional customer information) 109
- total current liabilities (additional customer information) 109
- total employee (additional customer information) 105
- total flag (returned materials) 280
- total liabilities (additional customer information) 109
- total payment experience (additional customer information) 107
- trading partner code (general customer information) 45
- transaction type (products) 256
- type (additional customer information) 110
- type (general customer information) 43
- type (list prices) 265
- type (products) 245
- unit (products) 250
- unit (returned materials) 289
- unit cost (products) 241
- unit of measure (products) 241
- unprocessed/retry (credit cards) 203
- UOM (products) 238
- UOM (returned materials) 285, 286, 289, 295
- update (additional customer information) 116
- upper margin % (products) 231
- upper margin amount (products) 231
- use as (products) 245
- user (conversations) 219
- user ID (additional customer information) 88, 92
- user ID (contacts) 169
- VAT % (products) 251
- VAT certificate ID (general customer information) 56
- VAT default (general customer information) 46, 56
- VAT default (products) 225, 230
- VAT registration ID (general customer information) 55
- VAT service treatment setup (general customer information) 46, 56
- VAT service treatment setup (products) 225, 230
- vendor ID (general customer information) 70
- vendor information (general customer information) 70
- vendor setID (general customer information) 70
- view (conversations) 222
- view all orders (contacts) 167
- view details for selected customer(s) button (additional customer information) 90
- view item activity (conversations) 222
- view phone information (general customer information) 47
- view product image (products) 230
- view replacement sales orders (returned materials) 289
- view user (additional customer information) 90
- visible (conversations) 221

VMI order consolidation (general customer information) 67
 weight and volume (general customer information) 66
 where performed (products) 230
 where service performed (general customer information) 47
 woman owned (additional customer information) 108
 Workflow user (general customer information) 70
 enterprise integration point (EIP)
 error messages 300
 for RMA load 298
 Error Detail page 255
 Excel, *See* Microsoft Excel
 exception ship dates 65
 export license 232
 export shipping options 63
 External Shipment History page 293, 297

F

federal government customer 45
 fees, restocking 280
 fields, *See* elements
 file attachments, setup for conversations 214
 finance charge invoices 49
 Financials page 101, 108
 Follow Up Actions (FOLLOW_UP_TABLE) component 213
 Follow Up Letter Crystal report (AR33004) 220
 Follow Up Letters Extract process (AR_FOLLOWUP) 220
 Follow-Up Action page 215
 follow-up actions for conversations 214, 220
 follow-up letters 220
 FOLLOW_UP_TABLE component 213
 for credit cards 198
 Form Detail page 77
 forms 77
 Forms Detail page 165, 172
 forms details 77
 Forms page 77, 165, 171
 Full Text report page 110
 Full Text Report page 101

G

general customer information 5
 General Information - Additional General Info page 36, 51
 General Information - Attachments and General Information - Attachments page 37
 General Information - Attachments page 57
 General Information - Bill To Options page 37, 58
 General Information - Bill To Selection page 35, 47
 General Information - Corporate Customer Selection page 35, 51
 General Information - Correspondence Options page 35, 49
 General Information - Correspondence Selection page 35, 48
 General Information - Credit Profile - General page 36, 52
 General Information - Customer Attachments page 57
 General Information - Customer Group Info page 36, 55
 General Information - Customer Messages page 57
 General Information - Customer Notes page 56
 General Information - Customer VAT Info (general information - customer value-added tax information) page 36
 General Information - Customer VAT Info page 55
 General Information - General Info page 34, 43
 General Information - Hierarchy page 67
 General Information - Messages and General Information - Customer Messages page 37
 General Information - Messages page 57
 General Information - Notes and General Information - Notes page 36
 General Information - Notes page 56
 General Information - Product Aliases page 68
 General Information - Product Catalog page 38, 68

General Information - Region Code Info
page 36

General Information - Remit From
Selection page 35, 50

General Information - Ship Exception Dates
page 37, 65

General Information - Ship To Options
page 37, 63

General Information - Ship To
Selection 35

General Information - Ship To Selection
page 47

General Information - Sold To Option
page 38

General Information - Sold To Options
page 65, 280

General Information - Sold To Selection
page 35, 48

General Information - Tax Exempt
Certificate Info 36

General Information - Tax Exempt
Certificate Info page 55

General Information - User Defined
page 78

General Information - Vendor Info
page 39

glossary 323

H

Header Info - Credit Card Information
page 207

Hierarchy page 38

History Detail page 164, 171

holidays, bank 61

I

IDs, autonumbering 32

Image Location page 230

images 230

immediate payment options 60

implementation 1

importing, *See* customer information,
importing

indirect customers 47, 48

interfaces 1

interlinks
configuring proxy server support 312
configuring the Application Designer
plug-in 308

configuring the Java plug-in 303

identifying input fields not used or
supported 316

installing the credit card 303

Java plug-in 303

setting configuration parameters 309

setting decryption options 313

setting parameter check logic 313

setting transaction inputs and
outputs 313

setting up the CyberSource API on NT
systems 304

setting up the CyberSource API on Unix
systems 306

setting up the Java plug-in on NT
systems 304

setting up the Java plug-in on Unix
systems 306

setting up tracing 312

using authorize, authorize only, and bill
transactions 314

Internal Shipment History page 293, 296

interunit customer 59

Inventory Definition - Business Unit
Options: RMA Defaults page 296

IPAC interface 45

Item Activity page 218

item attributes 223, 226
See Also products, attributes

Item List page 210

Item Maintenance - Detail 1 page 197

Item Maintenance component
(ITEM_MAINTAIN) 220

J

job supplements 76

Job Supplements page 76

job titles 74

just in time (JIT) parameters 64

K

Keyword page 215

KEYWORD_TABLE component 213

Keywords (KEYWORD_TABLE)
component 213

keywords for conversations 214, 221

Kit Component Price Errors - Kit Comp
Price page 255

Kit Component Prices page 249

Kit Component Text Popup page 248
kits, *See* product kits

L

lines of business 76
Lines of Business page 76
Load CC Interface process 200, 203
Load CC Interface process
(OM_CRCARD) 190
Load Credit Card Interface page 200
lot IDs 287, 289, 297

M

magnetic ink character recognition (MICR)
ID
bank information 111
overview 110
remit from customers 111
Maintain Data Definitions - RMA Header
Address page 300, 301
Maintain Data Definitions - RMA Header
page 300, 301
Maintain Data Definitions - RMA Line
Address page 300, 301
Maintain Data Definitions - RMA Line
page 300, 301
Maintain Data Definitions - RMA Serial/Lot
IDs page 300, 301
maintenance worksheet, write-off
tolerances 58
mapping fields for conversion, *See* customer
information, importing
margins 231
Marketing Activity page 164, 170
materials, returned, *See* returned materials
Member component (MEMBER_
PERSON1) 81
Member Type component
(MEMBER_TYPE_TABLE) 81
MEMBER_PERSON1 component 81
MEMBER_TYPE_TABLE
component 81
menu options 216
See Also conversations with customers,
menu options
messages
codes 57
customer 57
product 243

Messages page 237, 243
MICR IDs 110, 111
See Also magnetic ink character
recognition (MICR) ID
MICR Information - Address page 111
MICR Information - Customer Bank
page 111
Microsoft Excel 259, 263, 268, 269
Miscellaneous General Info page 39, 69
MMA Partners xviii
multilevel hierarchy structure 8

N

net price 231
non-costed products 260
North America Free Trade Agreement
(NAFTA) certificate of origin 64
Note Types page 80
NOTE_TYPE component 79
notes xxi
notes for products 243
Notes page 237, 243, 248
Notes Types component (NOTE_
TYPE) 79
notes, standard 81
notifications, sending conversation
entries 222
nVision reports 321

O

OM Billing Interface process
(OM_BILL) 190
OM Load Product (product load from stage)
process (OM_LOAD_PROD) 256
OM Shipment History (header) page 282
OM Shipment History (line) page 282
OM_PROD_COST process 259
on the Accounting and Billing page 280
Operations page 100, 103
Order Entry Form page 189
Order Group Terms page 277
Order Groups page 277
Order Management Definition - Order
Management Setup page 280, 286
Order Management Definition
component 276
Order page 164
Overdue Charge process (AR_
OVERDUE) 50

Overdue RMAs page 282
 Overdue RMAs Report 322

P

pages used to:

add general customer information 34
 add short-term customers 94
 associate EFT payment file names with customer IDs 117
 associate note and attachments with RMAs 291
 authorize and bill credit cards in Order Management 204
 copy customer attributes 29
 correct product message errors 254
 create customer reimbursable agreements 117
 create user-defined customer fields 78
 credit deposits in Order Management 205
 define additional product attributes 236
 define MICR IDs 111
 define product kits 248
 define return type codes and restocking fees 278
 enter and review conversations 218
 establish quick customer create 88
 establish the product definition 227
 make customer inquiries 118
 manage returned material for material stock requests 293
 manage returned material from third-party systems 300
 obtain and view Dun and Bradstreet reports 100
 override RMA address information 290
 process credit cards in PeopleSoft Billing 206
 process credit cards in PeopleSoft Order Management 200
 process credit cards in PeopleSoft Receivables 210
 process RMAs for sales orders 281
 run the product price extract 261
 set up a cash drawer in PeopleSoft Order Management 174
 set up contacts 163
 set up conversations 215
 set up customer support personnel 82
 set up the Product Group table 224

set up tree-based corporate customers 114
 view vendor information 116
 work with a cash drawer in PeopleSoft Order Management 177
 Paydex 106
 payment methods 60
 payment options 58
 Payment Predictor process (ARPREDCCT) 61
 payment predictors 61
 payment terms 58, 61
 peak seasons 75
 Peak Seasons page 75
 Pending CC Trans (pending CC transaction) page 206
 Pending CC Trans (pending credit card transactions) page 190, 208
 Pending Credit Card Transactions - Credit Card Address page 195
 Pending Credit Card Transactions page 200
 PeopleBooks
 ordering xviii
 PeopleCode, typographical conventions xx
 PeopleSoft Application Designer 155
 PeopleSoft application fundamentals xvii
 PeopleSoft Billing xxv, 5, 47, 55, 58, 59, 70, 81, 83, 202, 273, 280
 changing pending transactions 208
 credit card data, entering 195, 207
 credit card process flow diagram 195
 credit card processing 205
 diagram of processing failed credit card authorizations 197
 online credit card authorization 207
 pages used for 206
 PeopleSoft Business Interlink 189
 PeopleSoft Contracts 229, 233, 251
 PeopleSoft Contracts Administration xxv, 5
 PeopleSoft Corporate Tree nVision 113
 PeopleSoft Customer Relationship Management (CRM) 5, 157, 253
 PeopleSoft Demand Planning 232
 PeopleSoft Distribution 303
 PeopleSoft eBill Payment 162, 214
 PeopleSoft Financials 303
 PeopleSoft Grants Administration xxv, 5

- PeopleSoft Integration Broker 97
- PeopleSoft Inventory xxv, 5, 58, 64, 66, 223, 232, 238, 251, 264, 272, 273, 280, 292, 299, 301
- PeopleSoft Manufacturing 303
- PeopleSoft Order Management
 - credit card data, entering 189
 - credit card processing 199
 - diagram of credit card processing flow 190
 - manual credit card authorizations 202
 - online credit card authorizations 201
 - reauthorizing pending transactions 204
 - replacement sales orders 200
- PeopleSoft Order to Cash Common Information
 - getting started 1
 - implementation 1
 - overview 1
- PeopleSoft Pay/Bill Management xxv, 5
- PeopleSoft Payables 116
- PeopleSoft Purchasing 232
- PeopleSoft Receivables xxv, 5, 11, 52, 54, 58, 59, 60, 70, 83, 117, 273
 - credit card data, entering 197, 210
 - credit card processing 209
 - online credit card authorization 211
 - pages used for 210
 - payment methods 209
 - reviewing customer balance 210
 - running the receivables credit card process 210
- PeopleTools Application Designer 78, 234, 303, 308
- PeopleTools Application Designer Business Interlink 308
- PeopleTools Java Business Interlink 303, 304, 306
- Phone Information page 34
- Pre-Process and Finalization process (BIIVC000) 195, 207, 208
- prerequisites xvii
- prices
 - changing a subset 265
 - changing for multiple products 265
 - charts 268
 - common elements 259
 - cost methods 260
 - data filtering 265
 - decimals, default for rounding 266
 - display options 267
 - download 264
 - effective-dating for products 239
 - entering 241
 - lists and business objects 239
 - maintaining 257
 - Microsoft Excel 263
 - minimum selling price for 238
 - price maintenance 265
 - printing changes 268
 - product groups 261
 - product kits 239, 252
 - product price extract, *See* product price extract
 - requirements 263, 266, 268
 - resetting 266
 - setup and technical information 269
 - types 233
 - updating 263
 - updating product prices 262
 - uploading data 268
- Print Bank Deposit Slip page 179, 188
- Print Bank Deposit Slip Report 322
- Print RMA Report 322
- printed documentation xviii
- Prior Credit Card Transactions page 209
- Process Cash Drawer Receipts page 179, 186
- process credit card
 - deposit refund 204
 - deposit refunds 195
 - immediate payment 195, 204
- Process Credit Card Invoices process 204
- Process Credit Card Invoices process (BICRC000) 195, 207
- Process Credit Card Invoices process (OM_CRC000) 202
- Process Credit Cards in PeopleSoft Billing page 206
- processes
 - Condition Monitor process (AR_CNDMON) 214
 - RMA Load process (RMA_LOAD) 298
 - RMA Purge process (IN_INB_PURGE) 301
 - PROD_ALT component 235
 - PROD_DEFN component 226
 - PROD_GROUP component 235
 - PROD_GROUP_TBL component 224

- PROD_MSG component 235
- PROD_NOTE component 235
- PROD_PRICE component 235
- PROD_SPECS component 235
- PROD_UOM component 235
- PRODCTLG component 235
- PRODKIT component 247
- PRODKIT_COMPS_PRC component 247
- product aliases 68
- Product Aliases by Product page 237
- Product Aliases page 38
- Product Alternates component (PROD_ALT) 235
- product attachments 242
- Product Attributes by UOM page 236, 238, 248
- Product Booked by Product ID Report 321
- Product Booked by Sold To Customer Report 321
- product catalogs 68, 223, 245, 246
- Product Catalogs component (PRODCTLG) 235
- Product Catalogs page 237, 245
- Product Catalogs Report 321
- Product Competitor Errors - Product Competition page 255
- product competitors 232
- product components
 - Product Definition component (PROD_DEFN) 226
 - Product Group Table component (PROD_GROUP_TBL) 224
- Product Currency Errors - Product Item Currency page 255
- Product Custom 2 page 234
- Product Custom 3 page 235
- Product Custom Info 1 page 228
- Product Custom Info 2 page 228
- Product Custom Info 3 page 228
- Product Customer Info 1 page 234
- Product Definition - Competitor page 228
- Product Definition - Competitors page 232
- Product Definition - Contracts Options page 233
- Product Definition - Definition page 227, 240, 248, 249
- Product Definition - Options 2 page 227, 231
- Product Definition - Options2 page 232
- Product Definition component (PROD_DEFN) 226
- Product Definition Errors - Product Errors page 255
- Product Definition page 228
- product definitions 223
 - attachments 242
 - attributes 234
 - attributes, additional 235
 - attributes, by unit of measure 238
 - catalogs 245
 - competitor information 232
 - configuration options 232
 - contract options 233
 - entering 226
 - IDs 228
 - item-to-product association 228
 - kits 229, 247, 252
 - messages 243, 253
 - nonstock products cost elements 232
 - notes 243
 - options 231
 - pages used for 224, 227, 236
 - PeopleSoft Project Costing links 232
 - prerequisites 223
 - prices 239
 - product alternates 242
 - Product Group table 224
 - product groups 244
 - product kits 249
 - product load process 256
 - product specifications 245
 - product summary errors 256
 - setting up 223, 224
 - tracking equivalent 232
 - user-defined fields 234
- product group codes 224
- Product Group component (PROD_GROUP_TBL) 224
- Product Group Errors - Product Group page 255
- Product Group page 237, 244, 261
- product group table 224
- Product Group Table component (PROD_GROUP_TBL) 224
- Product Group Table page 224
- product groups 244

- Product Groups component
 - (PROD_GROUP) 235
 - Product Image page 227, 230
 - product images 230
 - Product Kit component (PRODKIT) 247
 - Product Kit Component page 241
 - Product Kit Component Pricing page 229, 249, 252
 - Product Kit Components component
 - (PRODKIT_COMPS_PRC) 247
 - Product Kit Errors - Product Kit page 255
 - Product Kit Summary page 229, 248, 249
 - product kits 223, 229, 232
 - assigning components 249
 - component configurations 251
 - components 246, 247
 - components for 229
 - creating using product definition 249
 - defining 247
 - pages used for 248
 - prices 239
 - pricing 252
 - pricing at parent ID level 239
 - unit of measure components for pricing 238
 - Product Load page 254, 255, 256
 - product load process 256
 - Product Master Report 321
 - Product Master Report Page report 230
 - product messages 253
 - delivered by PeopleSoft 253
 - setting up 243
 - summary errors 256
 - Product Messages component
 - (PROD_MSG) 235
 - product notes 243
 - Product Notes component
 - (PROD_NOTE) 235
 - Product Price by BU Errors - Price by BU page 255
 - Product Price component
 - (PROD_PRICE) 235
 - Product Price Errors - Product Price page 255
 - product price extract 261
 - example of cost extraction 260
 - pages used for 261
 - Product Price Extract process
 - (OM_PROD_COST) 259
 - refreshing 261
 - requirements 262
 - Product Price Extract page 260
 - Product Price Extract process
 - (OM_PROD_COST) 259
 - product price maintenance 265
 - Product Price page 236, 239, 240, 259
 - Product Prices Report 321
 - Product Sales by Product ID Report 321
 - Product Sales by Sold To Customer Report 321
 - product services 223
 - Product Specification Errors - Specification Error page 255
 - Product Specification Type Errors - Product Specification Type page 255
 - product specifications 245
 - Product Specifications component
 - (PROD_SPECS) 235
 - Product Specifications page 237
 - product substitutions 65
 - Product Summary Errors page 256
 - Product Unit of Measure component
 - (PROD_UOM) 235
 - Product UOM by Currency Errors - UOM by Currency page 255
 - Product UOM Errors - Product UOM page 255
 - production tables, loading from staging tables 256
 - products
 - alternates 242
 - attributes 226, 235
 - contracts only 238
 - contracts-only 229, 241
 - costs 263
 - groups 244
 - images 230
 - non-costed 260
 - options 231
 - prices 239
 - reports 321
 - sales order margins 231
 - sales tax 231
 - unit of measure 238
 - projects 296, 297
 - purchase orders 60
- Q**
- qualification profile 73
 - qualification search 73

Quick Customer Create 32, 84, 92, 189

R

rate types 43

Receipt Inquiry page 179

Receivable Update process
(ARUPDATE) 198

Receivables Credit Card process
(AR_CRCARD) 209

receivables, write-off tolerances 58

Reconcile page 178

Reconciliations to be Processed page 179

Reference Information page 178

References page (conversations) 218, 221

references, associating with
conversations 221

Refresh Catalog Prompt Table page 237

refresh catalog prompt table process 245

Refresh Catalog Prompt Table process
(RUN_OMS2000) page 246

Refresh Product Price Extract page 261

reimbursable agreements 117

Reimbursable Agreements - Documents
page 117

Reimbursable Agreements - Funds
page 117

related documentation xviii

Related Employees page 164, 171

related structure 7

relationship between sold to and ship
to 10

remit from customers 50

Replace Sales Orders page 282

replacement sales orders 200

reports 319

Business Unit Contacts 320

Business Unit Customers 320

cash drawer reports 322

customer reports 319

nVision 321

Overdue RMAs 322

Print RMA 322

printing 155

Product Booked by Product ID 321

Product Booked by Sold To
Customer 321

Product Catalogs 321

Product Master 321

Product Master Report Page report 230

Product Prices 321

product reports 321

Product Sales by Product ID 321

Product Sales by Sold To Customer 321

Return Material Authorization 322

RMA Register 322

RMA reports 322

samples 319

Ship Date Exceptions 320

Ship To Customer Relationships 320

Ship To Customer report 155

Ship-To Customer Master 320

Sold To Customer Relationships 320

Sold To Customer report 155

Sold-To Customer Master 320

TableSet Contacts 320

TableSet Customers 319

required documents 64

Resource Qualifications - Search for
Qualifications page 40, 73, 165

Resource Qualifications - Select
Competencies page 40, 74, 165

Resource Qualifications - Select
Qualification page 40

Resource Qualifications - Select
Qualification Profile page 73, 165

Restock Fees 278

Restock Fees component
(RESTOCK_FEES) 278

Restock Fees page 280

RESTOCK_FEES component 278

restocking fees 278, 280

return from options 294

Return Material Authorization page 282,
293

Return Material Authorization Report 322

return type codes 278

Return Type Codes component
(RETURN_TYPE_CODES) 278

Return Type Codes page 278, 296

RETURN_TYPE_CODES
component 278

returned material authorization
(RMA) 200, 271, 294

address information 290

attachments 290

business unit defaults 276

business unit setup 274

business unit setup, examples 274, 275

business unit structure 271

common elements 290

- credits 271
 - distribution code defaults 276
 - EIP errors
 - details 300
 - header-level address errors 301
 - header-level errors 301
 - line errors 301
 - line-level address errors 301
 - serial or lot errors 301
 - entering 282
 - header attachments 291
 - header notes 291
 - IDs 282
 - Inventory business unit defaults 276
 - line detail defaults 296
 - line details 287
 - lot IDs 287, 297
 - lot IDs, external stock requests 298
 - lot IDs, viewing, deleting, or changing 289
 - notes 290
 - order groups 277
 - order lines 286
 - pages used for 278, 281, 290, 291, 293, 300
 - printing, faxing, or creating
 - acknowledgments 289
 - processing 272
 - purging transaction data 301
 - replacements 271
 - reports 322
 - restocking fees 280
 - return type codes 278
 - revenue accounts 289
 - RMA load process (RMA_LOAD) 298, 299, 300
 - RMA load process (RMA_LOAD) errors 299
 - sales orders 271, 280, 282
 - serial IDs 297
 - serial IDs, viewing, deleting or changing 289
 - serial numbers 287
 - shipment history 286
 - shipment history, external 297
 - shipment history, internal 296
 - stock request, entering 293
 - stock requests 291
 - stock requests, external 297
 - stock requests, internal 296
 - third-party system returns 298
 - warning about item/business unit combination 286
 - Revenue Distribution Accounts page 282, 289
 - revenue recognition methods 233
 - Review History page 164, 170
 - Review Pending Cred Card Trans (review pending credit card transactions) page 195, 204
 - RMA, *See* returned material authorization (RMA)
 - RMA Customer Address page 290
 - RMA Form page 281, 286
 - RMA Form page (for inventory) 293
 - RMA Form page (for sales orders) 282
 - RMA Form page (for stock requests) 293
 - RMA Header Notes/Attachments page 291
 - RMA Header Projects page 281
 - RMA Header Return - From Address page 290
 - RMA Line Notes/Attachments page 291
 - RMA Line page 281, 287, 293
 - RMA Line page (for inventory) 296
 - RMA Line Projects page 282
 - RMA Line Return - From Address page 290
 - RMA Load EIP Maintenance page 300
 - RMA Load process (RMA_LOAD) 298
 - RMA Purge (process) page 300
 - RMA Purge process (IN_INB_PURGE) 301
 - RMA Register page 282
 - RMA Register Report 322
 - RMA Return - From Location page 293
 - RMA Serial/Lot IDs page 282, 289
 - RMA Sold-To Address page 290
 - roles
 - bill to customers 47
 - customer 5, 43, 44
 - sold to customers 48
 - Roles - General page 158
 - Run Credit Card Processing page 206
 - Run RMA Load page 300
- S**
- sales orders 231
 - quantity 238
 - returned materials quick entry 280

- sales tax 231
 - Salutation Code component (SALUTATION_TABLE) 79
 - Salutation Table page 80
 - SALUTATION_TABLE component 79
 - self-service transactions 157, 162, 169
 - Send Notification page 218, 222
 - serial IDs 297
 - serial numbers 287, 289
 - Serial/Lot Selection (external lots) page 293
 - Serial/Lot Selection (external material stock requests lot IDs) page 298
 - Serial/Lot Selection (external serials) page 293, 297
 - Serial/Lot Selection (lot IDs) page 281, 287, 293, 297
 - Serial/Lot Selection (serials) page 281, 287, 293, 297
 - services 223
 - Services VAT Treatment Drivers Setup page 225, 230
 - setting up 213
 - Ship Date Exceptions Report 320
 - Ship To Customer Relationships Report 320
 - ship to customers 10, 47
 - delivery date exceptions 65
 - relationship to sold to 10
 - Ship-To Customer Master Report 320
 - Shipments by Schedule page 282
 - Shipping and Returns page 276
 - Short-Term Customer Setup page 94, 95
 - short-term customers 92
 - adding 95
 - credit card information 96
 - role security 94
 - searching 96
 - SIC codes, *See* standard industry classification (SIC) codes
 - Sold To Customer Relationships Report 320
 - sold to customers 9
 - products and pricing 65
 - relationship to ship to 10
 - roles 48
 - Sold-To Customer Master Report 320
 - SQL, *See* structured query language (SQL)
 - staffing information 72
 - Staffing Information page 72, 164, 169
 - staging tables, loading to production tables 256
 - standard industry classification (SIC) codes 51
 - Standard Notes component (STD_NOTE) 81
 - Standard Notes page 80, 81
 - statements 49
 - Statements process (AR_STMTS) 50
 - STD_NOTE component 81
 - stock requests 291, 296, 297
 - stock symbols 69
 - stocked products 241
 - structured query language (SQL) 154
 - SUBJECT_TABLE component 213
 - SUBJECT_TOPIC_TBL component 213
 - subjects for customer conversations 215
 - suggestions, submitting xxii
 - Summary Errors page 254, 256
 - Summary page 89
 - support team 81, 83
 - codes 45
 - member commissions 83
 - member types 82
 - Support Team Members component (TEAM_MEMBER_TABLE) 81
 - Support Team Members page 82, 83
 - syndicated data types 67
- T**
- TableSet Contacts Report 320
 - TableSet Customers Report 319
 - Target Job Title page 165
 - Target Job Titles page 74, 171
 - Target Qualification page 73
 - target qualifications 73
 - Target Qualifications page 165, 171
 - tax exempt certificate 55
 - Team Member Personal Data - Member Address page 82
 - Team Member Personal Data - Member Commission page 83
 - Team Member Personal Data - Member Commissions page 82
 - Team Member Personal Data - Member Data page 82
 - Team Member Types page 82
 - TEAM_MEMBER_TABLE component 81
 - Template Role page 94

- terms 323
- third-party systems
 - credit cards 303
 - export compliance 65
 - tax providers 47, 231
- Total Payments page 179
- tracing credit card transactions 312
- Tree Manager page 114
- trees 8
 - accessing information 114
 - messages 116
 - nodes 114
 - setting up 113
 - structure 114
- typographical conventions xx

U

- unit of measure (UOM) 238
- unit prices 231, 297
- UOM, *See* unit of measure (UOM)
- user-defined fields 78, 234

V

- value added taxes (VAT) 55, 225
- VAT, *See* value added taxes (VAT)
- VAT Country Definition page 153
- VAT Default Setup page 225
- VAT Defaults Setup page 230
- Vendor Info page 116
- Vendor Information page 116
- vendors 116
- visual cues xxi
- VMI options 68
- VMI Options page 38, 68

W

- warnings xxi
- web addresses 69, 71
- Where Used Product Component inquiry
 - page 249
- Workflow 158
- worksite master 77
- Worksite Master page 77
- write-off tolerances, receivables 58

