



EnterpriseOne 8.10
Customer Self-Service
PeopleBook

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EnterpriseOne 8.10
Customer Self-Service PeopleBook
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About These EnterpriseOne PeopleBooks

Preface

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

This preface discusses:

- EnterpriseOne application prerequisites
- Obtaining documentation updates
- Typographical elements and visual cues
- Comments and suggestions

Note

EnterpriseOne PeopleBooks document only fields that require additional explanation. If a field 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.

EnterpriseOne Application Prerequisites

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

See the *Foundation Guide*.

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

You should be familiar with navigating the system and adding, updating, and deleting information by using EnterpriseOne menus and forms. 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 EnterpriseOne applications most effectively.

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 can find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

Note

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 Website, <http://www.peoplesoft.com/corp/en/login.jsp>

Typographical Conventions and Visual Cues

This section discusses:

- Typographical conventions
- Visual cues

Typographical Conventions

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

Typographical Convention or Visual Cue	Description
<i>Italics</i>	Indicates emphasis, topic titles, and titles of PeopleSoft or other book-length publications. Also used in code to indicate variable values.
Key+Key	A plus sign (+) between keys means that you must hold down the first key while you press the second key. For example, Alt+W means hold down the Alt key while you press W.
Monospace font	Indicates a PeopleCode program or other code example.
“ ” (quotation marks)	Indicates an adjective that is used in a way that might not be readily understood without the quotation marks, for example "as of" date, "as if" currency, "from" date, and "thru" date.
Cross-references	EnterpriseOne PeopleBooks provide cross-references either below the heading "See Also" or preceded by the word See. Cross-references lead to other documentation that is pertinent to the immediately preceding documentation.

Visual Cues

EnterpriseOne PeopleBooks contain the following visual cues:

- Notes
- Cautions

Notes

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

Note

Example of a note.

Cautions

Text that is preceded by *Caution* is crucial and includes information that concerns what you must do for the system to function properly.

Caution

Example of a caution.

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 you can send e-mail comments to doc@peoplesoft.com.

While we cannot guarantee an answer to every e-mail message, we will pay careful attention to your comments and suggestions.

Overview of Customer Self-Service

PeopleSoft Customer Self-Service enables you to provide your customers access to timely and accurate information about their shipment, without waiting for a response from a customer service agent. When you allow customers quick and cost-effective access to your enterprise information, not only are you making it easier for customers to conduct business with you, but you are also increasing your supply chain efficiency and improving customer loyalty.

Customer Self-Service allows you to search for sales orders, inventory, online invoices, shipments, forecasts, and accounts receivable information, and displays alerts to inform you when a delivery is due or when a payment is past due.

You access all Customer Self-Service applications on the PeopleSoft Portal's Customer Self-Service tab. The Customer Self-Service tab contains various portlets that enable you to access certain applications in different ways. For example, you might choose the appropriate task, search for specific information before accessing the application, or receive alerts that you can use to access the application.

Note

The Manage Demand Consensus link in the Tasks portlet provides direct access to the Demand Consensus functionality, which you use to work with conference rooms.

See Also

- ❑ The *Advanced Planning Demand Management 3.0 Consensus Conference Room PeopleBook* for more information about the Manage Demand Consensus functionality

Managing Orders

Customers can use self-service to review information for orders, including ship-to addresses, shipments, online invoices, and accounts. The customer might receive an alert or a message that prompts the customer to review the information, or the customer might want to review order information from the supplier's system. The customer can review and modify limited order information, such as quantity released, requested date, and description.

The enterprise (the company that uses PeopleSoft software) is responsible for setting the processing options for the Self Service - Sales Order Inquiry program (P4210SS). The processing options control information such as the following:

- The default sort options for sales orders.
- The format of the information. For example, the enterprise might specify that header information be followed by detail information.
- The types of sales orders that customers can review.
- The versions that the Self Service - Sales Order Inquiry program uses.

► To manage orders

From the Tasks portlet, choose Manage Orders and then complete the advanced search information.

1. If the enterprise sets the processing option to display order header information, the View Order Header form appears, and you can review the following fields for each sales order number:

- Sales Order Number
- Order Type
- Ship To
- Request Date
- Total Amount
- Currency
- Customer PO Number
- Held Reason

If the enterprise sets the processing option to display order detail information, the View Order Detail form appears.

2. On either View Order Header or View Order Detail, to review detail information for a sales order, click the sales order number.
3. On View Order Detail, review the information on both the Order tab and Ship To Address tab.

4. For each line item on the sales order, review the following fields:
 - Order Quantity
 - Unit of Measure
 - Item Number
 - Item Description
 - Unit Price
 - Extended Price
5. To review detail information for a line item, click the line item number.
6. On View Item Detail, review the information in the Item, Price, Quantity, and Dates sections, and then click Close.
7. On View Order Detail, to review detail information for a shipment, click the shipment number.

If the item has not been shipped yet, no shipment number appears.
8. On View Item Detail, review the shipment address information, and then click Close.
9. On View Order Detail, to review the amount that is due for a sales order line, click Account Info.
10. On View Accounts Payable, review the amounts, and then click Close.
11. On View Order Detail, to review real-time estimated invoice amounts for a sales order, click On-line Invoice.
12. On View Sales Order Invoices, review the invoice information in the detail area.
13. To review tax information, click Tax Summary.
14. On View Invoice Tax Information by Authority, review the information and click Close.
15. On View Sales Order Invoices, to review discount information, click Discount Summary.
16. On View Invoice Discount Summary, review the information and click Close.
17. On View Sales Order Invoices, click Close.
18. On View Order Detail, click Close.

Processing Options for Self-Service - Sales Order Inquiry (P4210SS)

Defaults Tab

These processing options specify the default filter and sort options.

1. Order Filter Option

Use this processing option to specify the default filter option on the Advance Search form. You must specify a value from user define code (42B/FO).

2. Header Sort Option

Use this processing option to specify the default sort option on the View Order Header form. You must specify a value from the Sales Order Header Sort Option user defined code (42B/HS).

3. Detail Sort Option

Use this processing option to specify the default sort option on the View Order Detail form. You must specify a value from the user defined code table (42B/DS).

Display Tab

These processing options specify the types of information that the system displays.

1. Display Header or Detail

Blank = Detail

1 = Header

Use this processing option to specify whether the system displays the View Order Header form or the View Order Detail form when you inquire on orders. Valid values are:

Blank

The system displays the search results on the View Order Detail form. The system searches the Sales Order Detail File (F4211); only detail search criteria are available on the Advanced Search form.

1

The system displays the search results on the View Order Header form. The system searches the Sales Order Header File (F4201); only header search criteria are available on the Advanced Search form.

2. Customer Item X-Reference

Use this processing option to specify the code that the system uses to search and display cross-reference information using a customer's item number. Cross-references associate internal item numbers with customer item numbers. You set up items in the Item Cross Reference File table (F4104) and create the cross-reference information in the Item Cross Reference program (P4104). If you leave this processing option blank, the system will not display cross-reference information. You must specify a value that has been set up in the

user defined codes table (41/DT).

3. Type Code

Use this processing option to specify the type code of the who's who attention name that appears in the mailing address. If you leave this field blank, the system does not include the attention name line in the mailing address. You must specify a value that is set up in the Type Code user defined code (01/W0).

Process Tab

These processing options specify which order types the system processes.

1. Sales Order Types (Required)

Use this processing option to specify the order types (UDC 00/DT) that appear. You must enter at least one code. You can enter multiple codes; to do so, enter them without punctuation or spaces.

2. Include / Exclude (Future)

Blank = Include

1 = Exclude

Future use.

Use this processing option to include or exclude the defined sales order types. Valid values are:

Blank

The system chooses records for which the order types are equal to the sales order types.

1

The system chooses records for which the order types are not equal to the sales order types.

3. Blanket Order Type

Use this processing option to specify the type of document for blanket sales orders. You must enter a value that is set up in the user defined code table (00/DT).

Versions Tab

These processing options specify the versions of programs that the system uses.

1. Self-Service - Shipment Tracking (P4947S)

Use this processing option to specify the version of the Self-Service - Shipment Tracking program (P4947S) that the system uses to display shipment information. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Self-Service - Customer Account Information Inquiry (P03B2003)

Use this processing option to specify the version of the Self-Service - Customer Account Inquiry program (P03B2003) that the system uses to display account information. If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Self-Service - On-line Invoice (P42230)

Use this processing option to specify the version of the Online Invoice Inquiry program (P42230) that the system uses to display billing information. If you leave this processing option blank, the system uses ZJDE0001.

4. Self-Service - Sales Order Entry (P4210) - (Future use)

Use this processing option to specify the version of the Sales Order Entry program (P4210) that the system uses to retrieve customer self-service processing information. If you leave this processing option blank, the system uses the JDE0001 version.

Using the Product Catalog

When customers access the enterprise's Web site, they can view products by group and hierarchy. Instead of having customers scroll through a list of inventory, you can assign items to groups and hierarchies in the Item Hierarchy (Web) program (P4101H). Assigning items to groups and hierarchies enables you to create departments, which customers use during order entry, when browsing for items.

The enterprise can also provide customers with customers' own item numbers and descriptions, as defined in the customer item cross-reference, which simplifies choosing an item from the catalog and adding the item to the shopping cart.

See Also

- *Setting Up Product Hierarchies in the Sales Order Management Guide*

► To order through the Product Catalog

From the Tasks portlet, choose Order Through Product Catalog.

1. On Product Catalog, choose the appropriate category for the item that you want to order.
2. On Product Listing, choose the item that you want to order.
3. On Product Information, specify the quantity that you want to order and the approximate date that you need to receive the item.
4. Review the ship to information (which you can override), choose the option for viewing your shopping cart prior to placing your order, and then click Add to Shopping Cart.
5. On Add Sales Order, review and modify the order information as necessary, and then click Checkout.
6. On Order Acceptance, click Place Order.

Ordering Through Templates

You can use templates to expedite order processing by displaying your customer's most frequently ordered items. A template is a system-generated prediction about what your customer will order.

► To order through templates

From the Tasks portlet, choose Order Through Templates.

1. On Manage Order Templates, choose the template from which you want to create a sales order and click Select.
2. On Select Items, choose the line that contains the item that you want to order, complete the following fields, click the Select option for the line, and then click Add to Shopping Cart:
 - Quantity Ordered
 - UM
 - Request Date
3. On Add Sales Order, on the Detail Revisions tab, review the Ship To and Sold To information (which you can override) and the quantities of the items that you have requested, and then click Checkout.
4. On Order Acceptance, click Place Order.

Viewing and Modifying the Contents of the Shopping Cart

Before you check out and place your order, you can verify and modify the contents of the shopping cart to ensure that your order is complete and correct. After you place your order, the system updates the Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables.

► To view and modify the contents of the shopping cart

From the Tasks portlet, choose View Shopping Cart.

1. On Add Sales Order, review each line that corresponds to the items that you have chosen.
2. Review and change your entries in any of the following fields and click Checkout:
 - Quantity Ordered
 - UoM
 - Secondary Quantity
 - Secondary UoM
 - Branch/ Plant
3. On Order Acceptance, click Place Order.

Adding Items to the Shopping Cart

If you already know which items from the product catalog you want to order, you can order the items directly, rather than using the Item Hierarchy (Web) program (P4101H).

► To add items to the shopping cart

From the Tasks portlet, choose Add to Shopping Cart by Item.

1. On Add Sales Order, complete the following fields, and then click Checkout:
 - Requested
 - Item Number
 - UoM
 - Secondary Quantity
 - Secondary UoM
 - Branch/Plant
2. On Order Acceptance, click Place Order.

Managing Recurring Orders

Recurring orders are templates that you use to enter information for orders that are always the same; creating recurring orders saves time. You can specify that the system automatically generate an order on a weekly, monthly, or yearly basis.

You also can search for existing recurring orders and modify the recurring orders (for example, you can change sold to and ship to information, quantities, and unit prices).

Prerequisites

- ❑ Ensure that the enterprise has activated the processing option for Customer Self-Service functionality in the Recurring Orders program (P4004Z).
- ❑ Ensure that recurring orders have been entered in the enterprise system.

► To manage recurring orders

From the Tasks portlet, choose Manage Recurring Orders.

1. On Manage Recurring Orders, review the information in the detail area for each order number. If you do not see the appropriate order number, complete any or all of the following fields and click Find:
 - Order Number
 - Purchase Order
 - Item Number
2. To manage information for a recurring order, choose the corresponding order number in the detail area and click Edit Order.
3. On Edit Recurring Order, to change order information, modify the information in the header area and detail area and click Save Order.

You can also delete a line on the order or delete the entire order.

Processing Options for Recurring Orders (P4004Z)

Defaults

These processing options specify default order type, line type, status information, and line numbers by which to increment.

-
1. Order Type
 2. Line Type
 3. Beginning Status
 4. Override Next Status
 5. Line Number Increment
-

Versions

These processing options specify the versions of programs that the system uses.

- 1. Sales Order Entry Master Business Function (P4210)**
- 2. Batch Transaction Editor (R40211Z)**
- 3. Order Templates (P4015W) - (Future use)**

For future use.

Use this processing option to specify the version of the Order Templates program (P4015W) that the system uses when calling the Order Templates program (P4015W) from the Add Recurring Order form. If you leave this processing option blank, the system uses version ZJDE0001.

Process

These processing options specify how the system processes recurring orders.

- 1. Enter '1' to automatically submit the batch order to the Batch Transaction Editor in subsystem mode. Enter '2' to call the Batch Transaction Editor in online mode.**
 - 2. Enter '1' to process in full edit mode or leave blank for partial editing.**
-

Customer Self-Service

These processing options specify whether the system uses Customer Self-Service functionality.

- 1. Customer Self-Service Functionality (CSS only) - (Future use)**
Blank = Bypass Customer Self-Service functionality
1 = Activate Customer Self-Service functionality

For future use.

Use this processing option to specify whether to activate Customer Self-Service functionality. Valid codes are:

Blank

Do not activate Customer Self-Service.

Activate Customer Self-Service.

2. Customer Self Service Address Structure Type (CSS only) - (Future use)

Blank = show all related address numbers

Structure Type = show address numbers for that structure type

Use this processing option to specify the user defined code (01/TS) for the organizational structure type that you want to use. In the application, the user can select an address book number from a list of addresses associated with his own address book number. Such an address number is either defined as a related address in the user's address book record or associated with the user through the organizational structure type. The system uses the organizational structure type to recognize the relationship between the user's address book number and other address book numbers belonging to the user's organization.

Valid values are:

Blank

The system allows the user to select a value from the list of related address numbers specified in the user's address number record.

Organizational Structure Type

The system allows the user to select from the list of addresses associated with the user's address number through the structure type.

3. User address default (CSS only) - (Future use)

Blank = User address defaults to Sold To

1 = User address defaults to Ship To

For future use.

Use this processing option to specify whether the system supplies the Sold To header or the Ship To header as the User ID default in Customer Self-Service mode of Order Entry. Valid values are:

Blank

The system displays the User ID in the Sold To header.

1

The system displays the User ID in the Ship To header.

4. Allow override of Sold To and Ship To address (CSS only) - (Future use)

Blank = Cannot Override Sold To and Ship To

1 = Override Sold To and Ship To

2 = Override Sold To only

3 = Override Ship To only

For future use.

Use this processing option to allow users to override the Sold To and Ship To fields in customer self service mode at the header level. Valid values are:

Blank

Do not allow override.

1

Allow override.

5. Customer Item Cross Reference Type (CSS only) - (Future use)

Use this processing option to indicate the code with which the system searches cross-reference information using a customer item number. Cross-references associate your internal item numbers with the customer's item numbers. You set up items in Item Master Information (F4101) and create the cross-reference information in Item Cross Reference Revisions program (P4104).

You must enter a value that has been set up in UDC 41/DT.

Releasing a Blanket Order

You can create sales orders for your customers with blanket orders. You use the Sales Blanket Order Release program (P420111) to manually deduct item quantities from a blanket order. The system creates a sales order for the quantity that you specify.

The system consolidates order lines based on sold to, branch/plant, and currency code information. The order numbers that a user enters can be consolidated in the same way as the system-generated sales orders. For example, if you select multiple records to release and enter a new order number for the first record only, the system consolidates the orders.

If you are using the Customer Relationship Management's (CRM) Customer Self-Service version of the Sales Blanket Order Release program, you can partially release quantities from multiple blanket orders and from multiple lines on blanket orders provided that you have set the appropriate processing options. When the system creates the sales orders, you can review each sales order number that results. You can also cancel a single line that has been released (as opposed to having to cancel all of the lines that have been released).

► To release a blanket order using Customer Self-Service

From the Tasks portlet, choose Release Blanket Orders.

1. On Search and Release Blanket Orders, choose the blanket order for which you want to release full or partial quantities, and then click Specify Release Details.
2. On Specify Release Details, enter a new quantity in the Quantity to Release field (the system automatically populates the Quantity to Release field with a value of 1). If you do not want to release any quantity, enter 0.
3. Review and change the value in the Request Date field, if necessary, and then click Release to Sales Order to generate sales orders (or Cancel to release no quantities).

The system creates one or more sales orders based on the quantities that you have chosen to release.

4. On Released Sales Order Confirmation, review the sales order numbers that the system created for the quantities that you released, and then click Close.

Displaying Inventory Information for Customers

Both suppliers and customers can use self-service functionality to review a variety of inventory information, such as general item information, item quantities, and reorder points. A customer might want to review inventory to determine whether adequate on-hand quantity of an item exists for an order and whether an item is backordered. Processing options for the Self-Service - Inventory Information Inquiry program (P41204) indicate whether the user is a supplier or customer.

Prerequisites

- ❑ An administrator within the enterprise sets the appropriate processing options in the Self-Service - Inventory Information Inquiry program (P41204) to control information such as whether the system displays summary or detail information and whether the user is a supplier or customer.
- ❑ An administrator within the enterprise completes the appropriate processing option in the Self-Service - Inventory Information Inquiry program with the cross-reference type from the Item Cross Reference File table (F4104) that the system uses when it searches for inventory information.

► To display inventory information for customers

From the Tasks portlet, choose View Inventory Availability.

1. On Search for Inventory Information, complete the following field and click Find:
 - Item Number
2. On View Inventory Information, refine the information that you want to view by choosing the appropriate view option, and then click Refresh.
3. Review the following fields:
 - Item Number
 - Item Description
 - UOM
 - Branch
 - Quantity Available

If the Quantity Available field appears in red, an inventory shortage exists. Depending on how the processing option is set, the system either displays the actual quantity or “Yes” or “No.”

4. When you are finished reviewing the information, click Close.

Processing Options for Self-Service - Inventory Information Inquiry (P41204)

Defaults Tab

These processing options specify the types of information that the system displays.

1. Display Option

Blank = In Summary Mode

0 = In Summary Mode

1 = In Detail Mode

Use this processing option to specify how the system displays records and quantities for the default display option. Valid values are:

Blank or 1

The system displays records in summary mode and quantities at the item level.

2

The system displays records in detail mode and quantities at the item/branch level.

2. Supplier View Option

Use this processing option to specify the default view option for the supplier. Valid values are:

01

Display all items.

02

Display only the items whose on-hand quantity is zero or a negative number.

03

Display only the items whose on-hand quantity is below the safety stock level.

3. Customer View Option

Use this processing option to specify the default view option for the customer. Valid values are:

01

Display all items.

02

Display only the items with an available quantity greater than zero.

4. Quantity Display Option

Blank = Display Actual Quantity

1 = Display Yes / No

Use this processing option to specify how the system displays quantities. Valid values are:

Blank

The system displays quantities in the actual numeric value.

1

The system displays "Yes" if the actual quantity exceeds zero. The system displays "No" if the actual quantity is less than or equal to zero.

Process Tab

These processing options specify the supplier and customer information that the system processes.

1. Supplier Cross-Reference Type

Use this processing option to specify the cross-reference type code (UDC 41/DT) by which the system searches for cross-reference information for a supplier item number. Cross-references associate your internal item numbers with the supplier's item numbers. You can set up items in the Item Master table (F4101) and create the cross-reference information in the Item Cross Reference program (P4104). If you leave this processing option blank, the system does not display and process any cross-reference information.

2. Customer Cross-Reference Type

Use this processing option to specify the Cross Reference Type code (UDC 41/DT) by which the system searches for cross-reference information for a customer item number. Cross-references associate your internal item numbers with the customer's item numbers. You can set up items in the Item Master table (F4101) and create the cross-reference information in the Item Cross Reference program (P4104). If you leave this processing option blank, the system does not display and process any cross-reference information.

3. Supplier Search Type

Use this processing option to specify the search type for the supplier. If you leave this processing option blank, the system uses search type V.

4. Customer Search Type

Use this processing option to specify the search type for the customer. If you leave this processing option blank, the system uses a search type of C.

Tracking Shipments

Both customers and suppliers can use self-service functionality to review the status of shipments. Customers can review the status of shipments from the supplier (outbound shipments), including the delivery date and time, freight charges, and shipment routes. Suppliers can also review the status of inbound shipments.

The system displays all the shipments for the customer, and the customer can select a shipment and review the detailed information. Also, if the supplier is using a carrier who has a shipment tracking system, the customer can access the carrier's shipment tracking system to review the shipment status.

Prerequisite

- ❑ The enterprise must set processing options in the Self-Service Shipment Tracking program (P4947S) to specify shipment statuses that the system uses to display shipments, customer and supplier cross-reference types, and the version of the Sales Order Entry program (P4210) to use.

► To review shipment detail information

From the Tasks portlet, choose Track Shipments, and then complete the advanced search information.

1. On View Shipments, click the shipment number.
2. On View Shipment Detail, to review freight information for the shipment, click the Shipment Information tab.
3. To review information about shipment and delivery dates and times, click the Date and Time tab.
4. To review the address for the recipient of the shipment, click the Ship To Address tab.

Note that you can review order detail information by choosing a sales order number in the detail area of the View Shipment Detail form.
5. On View Shipments, click Close.

► To review shipment tracking information

From the Tasks portlet, choose Track Shipments, and then complete the advanced search information.

1. On View Shipments, click the shipment number.
2. On Shipment Detail, click the Shipment Information tab.

If the shipment has more than one route, the system displays the multiple routes and does not display the Track with Carrier option, which enables you to access the tracking system for an external carrier.

3. Review the following fields, and then click Close:

- Carrier
- Mode of Transport
- Freight Handling Code
- Freight Charge

4. On View Shipments, click Close.

Processing Options for Self-Service Shipment Tracking (P4947S)

Default Tab

These processing options specify the default values for shipment statuses and sorting.

1. Shipment Status From (Required)

Use this processing option to specify the lowest shipment status (UDC 49/SS) in a range of shipment statuses. The system uses the shipment status to display the list of shipments.

2. Shipment Status Thru (Required)

Use this processing option to specify the highest shipment status (UDC 49/SS) in the range of shipment statuses that the system uses to display the list of shipments.

3. Sorting Option (Required)

Use this processing option to specify the default sorting order code (UDC 49/SB) that the system applies to the list of shipments.

Display Tab

These processing options specify how the system displays information.

1. Customer Cross-Reference Type

Use this processing option to specify the code (UDC 41/DT) that the system uses when searching cross-reference information for a customer item number. Cross-references associate internal item numbers with the customer's item numbers. You can set up items in the Item Master table (F4101) and then create the cross-reference information in the Item Cross Reference program (P4104).

If you leave this processing option blank, the system will not display and process any cross-reference information.

2. Supplier Cross-Reference Type

Use this processing option to specify the code (UDC 41/DT) that the system uses when searching for cross-reference information for a supplier item number. Cross-references associate internal item numbers with the supplier's item numbers. You can set up items in the Item Master table (F4101) and then create the cross-reference information in the Item Cross Reference program (P4104).

If you leave this processing option blank, the system does not display and process any cross-reference information.

3. Type Code

Use this processing option to specify the Type Code (UDC 01/W0) for the Who's Who attention name that appears in the mailing address.

Versions Tab

This processing option specifies the version of the Self-Service - Sales Order Inquiry program (P4210SS) that the system uses.

1. Self-Service Sales Order Inquiry (P4210SS)

Use this processing option to determine which version of the Self Service – Sales Order Inquiry program (P4210SS) the system uses to display sales order information. If you leave this processing option blank, the system uses version ZJDE0001.

Reviewing Accounts Payable Information

Customers can use self-service functionality to review accounts payable information for only the transactions that pertain to them. Customers can review open invoices and payment statuses, and help to identify and resolve accounting discrepancies in the enterprise (the company that uses PeopleSoft software).

► To review accounts payable information

From the Tasks portlet, choose View Account Information.

1. On View Accounts Payable Information, refine the information that the system displays by choosing the appropriate view and sort options.
2. When you are finished, click Refresh.
3. To review invoice details, click the invoice number in the detail area.
4. On Account Information Detail, review the information on the Invoice Details tab, Amounts tab, and Dates tab.
5. To review receipt information, click View Receipts.

Note

If the invoice does not have any receipt information, the system does not display the View Receipts option.

6. On View Customer Receipts, review the information, and then click Close.
7. On Account Information Detail, click Close.
8. On View Accounts Payable Information, to review sales order detail information, click the sales order number in the detail area.

If no detail information exists for the sales order, the system displays a message. If detail information exists, the system displays the View Order Detail form.
9. On View Order Detail, review the information on the Order tab and Ship To Address tab, and then click Close.
10. On View Accounts Payable Information, click Close.

Working with Forecasts

Suppliers can use self-service functionality to provide customers (also known as planners) with personalized forecast information. The customer can review the forecast information, compare it to schedules, modify the forecast information as necessary, and add new forecasts. By reviewing and responding to forecasts, the customer helps the supplier generate realistic forecasts, thereby increasing customer satisfaction in the future.

Prerequisites

- ❑ The enterprise must set the ABC Code Sales Value to A in the customer master information in the software to indicate that the customer who uses the Self-Service - Display and Respond to Forecasts program (P3462) is a large customer. Indicating that the customer is a large customer enables the Self-Service - Display and Respond to Forecasts program to select only the records that apply to that customer.
- ❑ The enterprise can set the appropriate processing options for the Self-Service - Display and Respond to Forecasts program to specify both the way in which the system displays information and the activities (such as reviewing or modifying information) that customers are allowed to perform. The enterprise can also use processing options to specify different forecast types and the unit of measure in which the system displays forecasts.

► To review forecast information

From the Tasks portlet, choose Manage Forecasts and complete the advanced search information.

1. On View Available Items/Branches, click View in the Detail Forecast field for the item that you want to review.
2. On View Forecast Information, review the following fields, and then click Close:
 - Request Date
 - Forecast Quantity
 - Forecast Amount
 - Original Quantity
 - Original Amount
3. On View Available Items/Branches, click Close.

► To modify forecast information

From the Tasks portlet, choose Manage Forecasts and complete the advanced search information.

1. On View Available Items/Branches, click Edit in the Detail Forecast field for the record that you want to modify.
2. On Edit Forecast Information, to update the forecast information in the enterprise system, complete the following fields, and then click Submit:
 - Forecast Quantity

- Forecast Amount
3. On View Available Items/Branches, click Close.

Processing Options for Self-Service - Display and Respond to Forecasts (P3462)

Display Tab

These processing options specify the types of information that the system displays.

1. Forecast Type (Required)

Use this processing option to specify the forecast type (UDC 34/DF) that the system displays.

2. Unit of Measure

Blank = Primary Unit of Measure

1= Pricing Unit of Measure

2 = Shipping Unit of Measure

Use this processing option to specify the unit of measure that the system uses. Valid values are:

Blank

Use the primary unit of measure from the Item Master table (F4101).

1

Use the pricing unit of measure from the Item Master table.

2

Use the shipping unit of measure.

Process Tab

These processing options specify the types of information, such as user permissions for modifying forecasts, that the system processes.

1. Edit Mode

Blank = Do not allow user to edit the forecasts.

-
- 1 = Allow user to edit the generated forecasts only.**
 - 2 = Allow user to edit the generated forecasts and add new forecasts within the user-defined date range.**
 - 3 = Allow user to edit the generated forecasts and add new forecasts to any date.**

Use this processing option to specify the type of forecast action is performed. Valid values are:

Blank

Do not allow edits and do not add forecasts.

1

Allow edits to generated forecasts only.

2

Allow edits to generated forecasts and add new forecasts within the user-defined date range.

3

Allow edits to generated forecasts and add new forecasts to any date.

2. User-Defined From Date

Use this processing option to indicate the date from which the user is allowed to enter new forecasts. The system looks at this date only if the Edit Mode processing option values is 2.

3. User-Defined Thru Date

Use this processing option to indicate the date through which the user is allowed to enter new forecasts. The system looks at this date only if the Edit Mode processing option values is 2.

4. Customer Cross Reference Type

Use this processing option to specify the code with which the system searches cross-reference information using a customer item number. Cross-references associate your internal item numbers with the customer's item numbers. You can set up items in Item Cross Reference File (F4101) and create the cross-reference information in Item Cross Reference program (P4104). You must enter a value that has been set up in UDC 41/DT. If

you leave this processing option blank, the system does not display or process any cross-reference information.

5. Maximum Number of Matches

Use this processing option to specify the code with which the system searches cross-reference information using a customer item number. Cross-references associate your internal item numbers with the customer's item numbers. You can set up items in Item Cross Reference File (F4101) and create the cross-reference information in the Item Cross Reference program (P4104). You must enter a value that has been set up in UDC 41/DT. If you leave this processing option blank, the system does not display and process any cross-reference information.

Interop Tab

These processing options specify information that the system uses for export processing.

1. Transaction Type

Use this processing option to specify the transaction type that the system uses for export processing. You must choose a valid transaction type from UDC 00/TT. If you leave this processing option blank, the system does not perform export processing.

2. Before/After Image Processing

Blank = The system writes after image only.

1 = The system writes both before and after images.

Use this processing option to determine whether the system writes before and after images for export processing. Valid values are:

Blank

Write after images only.

1

Write both before and after images.

Managing Customer Information

Customers can use self-service to review and modify address book information, including mailing name, address, telephone number, e-mail address, and Web contacts.

A customer can also review additional information about the customer master information that is contained in the enterprise system. However, this information is for display only.

By reviewing and modifying address book information, the customer can resolve discrepancies within the enterprise system. Reviewing customer master information enables the customer to identify discrepancies and communicate them to the enterprise.

► To modify customer name, address, and contact information

From the Tasks portlet, choose Manage Customer Information.

1. On View Customer Information, review the Company Name, Company Address, and Company Contact Information group boxes.
2. To modify customer name information, click Edit in the Company Name group box.
3. On Edit Company Name, complete the following fields, and then click OK:
 - Primary Mailing Name
 - Secondary Mailing NameThe system saves the information.
4. On View Customer Information, to modify address information, click Edit in the Company Address group box.
5. On Edit Company Address, complete the following fields, and then click OK:
 - Address Line 1
 - Address Line 2
 - City
 - State
 - Postal CodeThe system saves the information.
6. On View Customer Information, to modify company contact information, click Edit in the Company Contact group box.
7. On Edit Company Contact Information, complete the following fields, and then click OK:
 - Business Line
 - Facsimile Line
 - Email Address
 - URL Address

8. On View Customer Information, click Close.

► **To review additional customer information**

From the Tasks portlet, choose Manage Customer Information.

1. On View Customer Information, click View Additional Information.
2. On Customer Master Information, review the following fields:
 - Payment Terms
 - Alternate Payor
 - Parent
 - Send Invoice to
 - Date Account Opened
 - Send Statement to
 - Currency Code
 - Credit Limit
 - Minimum Order Value
 - Maximum Order Value
 - Delivery Instructions
 - Freight Handling Code
 - Tax ID Type
 - Tax ID
 - Add'l Ind Tax ID
 - Tax Expl Code
3. To request a credit limit change, click Request Credit Limit Change.
The system sends an electronic message to the credit manager.
4. To return to View User Information, click Close.
5. On View Customer Information, click Close.

Working with Customer Item Numbers

The Item Cross Reference Self Service program (P4104SS) enables you to manage the relationship between customer item numbers and the enterprise's (supplier's) item numbers. Typically, customers use this program to review, manage, and add cross-reference items to the enterprise's database.

► To add customer item numbers

From the Tasks portlet, choose Add Customer Item Numbers.

On Add Customer Item Numbers, complete the following fields and click OK:

- Customer Item Number
- Supplier Item Number

The system saves the information and closes the Add Customer Item Numbers form.

► To manage customer item numbers

From the Tasks portlet, choose Manage Customer Item Numbers.

1. On Manage Customer Item Numbers, search for the appropriate item number by completing any of the following fields, and then click Find:
 - Customer Item Number
 - Customer Item Description 1
 - Supplier Item Number
 - Search Item Text
2. Choose the row that contains the appropriate item number and click Edit.
3. On Edit Customer Item Numbers, review and modify entries in the following fields, and then click OK:
 - Customer Item Number
 - Customer Item Description 1
 - Supplier Item Number
 - Effective Date
 - Expired Date
 - Customer Item Revision Level
 - Supplier Item Description 2
4. On Manage Customer Item Numbers, click Close.

Note

You can also add another customer item number on this form by choosing the Add Item Cross-Reference option.

Searching for Problem Analysis Information

The Self-Service – Failure Analysis program (P17766SS) enables customers to access failure analysis information, including problems, analyses, and resolutions for issues with assets such as inventory items, equipment, product models, and so forth. Having access to this information enables customers to solve problems internally, reduce costs, increase production, reduce downtime, and increase the longevity of assets.

► To search for problem analysis information

From the Tasks portlet, choose Search Problem Analysis.

1. On Search Problem Analysis, choose the appropriate option in the Search For field.
2. Complete the following fields and click Find:
 - Item Number
 - Asset Number
 - Text Search
 - Product Component
 - Environment

Note

You also can choose the applicable product family and model to narrow your search.

3. In the detail area, click View for the appropriate problem description.
Note that if you want more detailed information about the problem, click the problem description.
4. On View Suggested Analyses/Resolutions, review and click the resolution description for more detail.
5. On View Resolution Detail, review the descriptive text for the resolution and click Close.
6. On View Suggested Analyses/Resolutions, click Close.
7. On Search Problem Analysis, click Close.

EnterpriseOne PeopleBooks Glossary

“as of” processing	A process that is run at a specific point in time to summarize item transactions.
52 period accounting	A method of accounting that uses each week as a separate accounting period.
account site	In the invoice process, the address to which invoices are mailed. Invoices can go to a different location or account site from the statement.
active window	The window that contains the document or display that will be affected by current cursor movements, commands, and data entry in environments that are capable of displaying multiple on-screen windows.
ActiveX	A technology and set of programming tools developed by Microsoft Corporation that enable software components written in different languages to interact with each another in a network environment or on a web page. The technology, based on object linking and embedding, enables Java applet-style functionality for Web browsers as well as other applications (Java is limited to Web browsers at this time). The ActiveX equivalent of a Java applet is an ActiveX control. These controls bring computational, communications, and data manipulation power to programs that can “contain” them—for example, certain Web browsers, Microsoft Office programs, and anything developed with Visual Basic or Visual C++.
activity	In Advanced Cost Accounting, an aggregation of actions performed within an organization that is used in activity-based costing.
activity driver	A measure of the frequency and intensity of the demands that are placed on activities by cost objects. An activity driver is used to assign costs to cost objects. It represents a line item on the bill of activities for a product or customer. An example is the number of part numbers, which is used to measure the consumption of material-related activities by each product, material type, or component. The number of customer orders measures the consumption of order-entry activities by each customer. Sometimes an activity driver is used as an indicator of the output of an activity, such as the number of purchase orders that are prepared by the purchasing activity. See also cost object.
activity rule	The criteria by which an object progresses from a given point to the next in a flow.
actual cost	Actual costing uses predetermined cost components, but the costs are accumulated at the time that they occur throughout the production process.
adapter	A component that connects two devices or systems, physically or electronically, and enables them to work together.
add mode	The condition of a form where a user can enter data into it.
advanced interactive executive	An open IBM operating system that is based on UNIX.
agent	A program that searches through archives or other repositories of information on a topic that is specified by the user.

aging	A classification of accounts by the time elapsed since the billing date or due date. Aging is divided into schedules or accounting periods, such as 0-30 days, 31-60 days, and so on.
aging schedule	A schedule that is used to determine whether a payment is delinquent and the number of days which the payment is delinquent.
allegato IVA clienti	In Italy, the term for the A/R Annual VAT report.
allegato IVA fornitori	In Italy, the term for the A/P Annual VAT report.
application layer	The seventh layer of the Open Systems Interconnection Reference Model, which defines standards for interaction at the user or application program level.
application programming interface (API)	A set of routines that is used by an application program to direct the performance of procedures by the computer's operating system.
AS/400 Common	A data source that resides on an AS/400 and holds data that is common to the co-existent library, allowing PeopleSoft EnterpriseOne to share information with PeopleSoft World.
assembly inclusion rule	A logic statement that specifies the conditions for using a part, adjusting the price or cost, performing a calculation, or using a routing operation for configured items.
audit trail	The detailed, verifiable history of a processed transaction. The history consists of the original documents, transaction entries, and posting of records and usually concludes with a report.
automatic return	A feature that allows a user to move to the next entry line in a detail area or to the first cell in the next row in several applications.
availability	The expression of the inventory amount that can be used for sales orders or manufacturing orders.
available inventory	The quantity of product that can be promised for sale or transfer at a particular time, considering current on-hand quantities, replenishments in process, and anticipated demand.
back office	The set of enterprise software applications that supports the internal business functions of a company.
backhaul	The return trip of a vehicle after delivering a load to a specified destination. The vehicle can be empty or the backhaul can produce less revenue than the original trip. For example, the state of Florida is considered a backhaul for many other states—that is, many trucking companies ship products into the state of Florida, but most of them cannot fill a load coming out of Florida or they charge less. Hence, trucks coming out of Florida are either empty or produce less revenue than the original trip.
balance forward	The cumulative total of inventory transactions that is used in the Running Balance program. The system does not store this total. You must run this program each time that you want to review the cumulative inventory transactions total.
balance forward receipt application method	A receipt application method in which the receipt is applied to the oldest or newest invoices in chronological order according to the net due date.

bank tape (lock box) processing	The receipt of payments directly from a customer's bank via customer tapes for automatic receipt application.
base location	[In package management] The topmost location that is displayed when a user launches the Machine Identification application.
basket discount	A reduction in price that applies to a group or "basket" of products within a sales order.
basket repricing	A rule that specifies how to calculate and display discounts for a group of products on a sales order. The system can calculate and display the discount as a separate sales order detail line, or it can discount the price of each item on a line-by-line basis within the sales order.
batch job	A job submitted to a system and processed as a single unit with no user interaction.
batch override	An instruction that causes a batch process to produce output other than what it normally would produce for the current execution only.
batch process	A type of process that runs to completion without user intervention after it has been started.
batch program	A program that executes without interacting with the user.
batch version	A version of a report or application that includes a set of user-defined specifications, which control how a batch process runs.
batch/lot tracking	The act of identifying where a component from a specific lot is used in the production of goods.
batch/mix	A manufacturing process that primarily schedules short production runs of products.
batch-of-one processing	A transaction method that allows a client application to perform work on a client workstation, and then submit the work all at once to a server application for further processing. As a batch process is running on the server, the client application can continue performing other tasks. See also direct connect, store-and-forward.
binary large object (BLOB)	A collection of binary data stored as a single entity in a [file].
binder clip	See paper clip.
black products	Products that are derived from the low or heavy end of the distillation process—for example, diesel oils and fuel oils. See also white products.
blend note	Document that authorizes a blending activity, and describes both the ingredients for the blend and the blending steps that occur.
blend off	Reworking off-specification material by introducing a small percentage back into another run of the same product.
blind execution	The mode of execution of a program that does not require the user to review or change the processing options set for the program, and does not require user intervention after the program has been launched.

boleto	In Brazil, the document requesting payment by a supplier or a bank on behalf of a supplier.
bolla doganale	VAT-Only Vouchers for Customs. In Italy, a document issued by the customs authority to charge VAT and duties on extra-EU purchasing.
bookmark	A shortcut to a location in a document or a specific place in an application or application suite.
bordero & cheque	In Brazil, bank payment reports.
broker	A program that acts as an intermediary between clients and servers to coordinate and manage requests.
BTL91	In the Netherlands, the ABN/AMRO electronic banking file format that enables batches with foreign automatic payment instructions to be delivered.
budgeted volume	A statement of planned volumes (capacity utilization) upon which budgets for the period have been set.
bunkering	A rate per ton or a sum of money that is charged for placing fuel on board; can also mean the operation itself.
business function	An encapsulated set of business rules and logic that can normally be re-used by multiple applications. Business functions can execute a transaction or a subset of a transaction (check inventory, issue work orders, and so on). Business functions also contain the APIs that allow them to be called from a form, a database trigger, or a non-EnterpriseOne application. Business functions can be combined with other business functions, forms, event rules, and other components to make up an application. Business functions can be created through event rules or third-generation languages, such as C. Examples of business functions include Credit Check and Item Availability.
business function event rule	Encapsulated, reusable business logic that is created by using through event rules rather than C programming. Contrast with embedded event rule. See also event rule.
business object library	[In interoperability] The repository that stores EnterpriseOne business objects, which consist of Java or CORBA objects.
business unit	A financial entity that is used to track the costs, revenue, or both, of an organization. A business unit can also be defined as a branch/plant in which distribution and manufacturing activities occur. Additionally, in manufacturing setup, work centers and production lines must be defined as business units; but these business unit types do not have profit/loss capability.
business view	Used by EnterpriseOne applications to access data from database tables. A business view is a means for selecting specific columns from one or more tables with data that will be used in an application or report. It does not select specific rows and does not contain any physical data. It is strictly a view through which data can be handled.
business view design aid (BDA)	An EnterpriseOne GUI tool for creating, modifying, copying, and printing business views. The tool uses a graphical user interface.

buy-back crude	In foreign producing oil countries, that portion of the host government's share of "participation crude" which it permits the company holding a concession to "buy back."
CAB	In Italy, the bank branch code or branch ID. A five-digit number that identifies any agency of a specific bank company in Italy.
cadastro de pessoas físicas	Cadastro de pessoas físicas. In Brazil, the federal tax ID for a person.
category code	A code that identifies a collection of objects sharing at least one common attribute.
central object	A software component that resides on a central server.
central objects merge	A process that blends a customer's modifications with the objects in a current release with objects in a new release.
central server	A computer that has been designated to contain the originally installed version of the software (central objects) for deployment to client computers.
certificate input	See direct input.
certificate of analysis (COA)	A document that is a record of all of the testing which has been performed against an item, lot, or both, plus the test results for that item and lot.
change management	[In software development] A process that aids in controlling and tracking the evolution of software components.
change order	In PeopleSoft, an addendum to the original purchase order that reflects changes in quantities, dates, or specifications in subcontract-based purchasing. A change order is typically accompanied by a formal notification.
chargeback	A receipt application method that generates an invoice for a disputed amount or for the difference of an unpaid receipt.
chart	EnterpriseOne term for tables of information that appear on forms in the software. See forms.
check-in location	The directory structure location for the package and its set of replicated objects. This location is usually \\deploymentservice\release\path_code\package\packagename. The subdirectories under this path are where the central C components (source, include, object, library, and DLL file) for business functions are stored.
checksum value	A computed value that depends on the contents of a block of data, and that is transmitted or stored with the data to detect whether errors have occurred in the transmission or storage.
class	[In object-oriented programming] A category of objects that share the same characteristics.
clean cargo	Term that refers to cargoes of gasoline and other refined products. See also dirty cargo.
client access	The ability to access data on a server from a client machine.
client machine	Any machine that is connected to a network and that exchanges data with a server.

client workstation	A network computer that runs user application software and is able to request data from a server.
ClieOp03	In the Netherlands, the euro-compliant uniform electronic banking file format that enables batches with domestic automatic direct debit instructions and batches with domestic payment instructions to be delivered.
ClieOp2	In the Netherlands, the uniform electronic banking file format that enables batches with domestic automatic direct debit instructions and batches with domestic payment instructions to be delivered.
cluster	Two or more computers that are grouped together in such a way that they behave like a single computer.
co-existence	A condition where two or more applications or application suites access one or more of the same database tables within the same enterprise.
cold test	The temperature at which oil becomes solid. Generally considered to be 5 degrees F lower than the pour point.
commitment	The number of items that are reserved to fill demand.
common object request broker architecture	An object request broker standard that is endorsed by the Object Management Group.
compa-ratio	An employee's salary divided by the midpoint amount for the employee's pay grade.
component changeout	See component swap.
component object model (COM)	A specification developed by Microsoft for building software components that can be assembled into programs or add functionality to existing programs running on Microsoft Windows platforms. COM components can be written in a variety of languages, although most are written in C++, and can be unplugged from a program at runtime without having to recompile the program.
component swap	In Equipment/Plant Management, the substitution of an operable component for one that requires maintenance. Typically, you swap components to minimize equipment downtime while servicing one of the components. A component swap can also mean the substitution of one parent or component item for another in its associated bill of material.
conference room pilot environment	An EnterpriseOne environment that is used as a staging environment for production data, which includes constants and masters tables such as company constants, fiscal date patterns, and item master. Use this environment along with the test environment to verify that your configuration works before you release changes to end-users.
configurable network computing (CNC)	An application architecture that allows interactive and batch applications that are composed of a single code base to run across a TCP/IP network of multiple server platforms and SQL databases. The applications consist of re-usable business functions and associated data that can be configured across the network dynamically. The overall objective for businesses is to provide a future-proof environment that enables them to change organizational structures, business processes, and technologies independently of each other.

configurable processing engine	Handles all “batch” processes, including reporting, Electronic Data Exchange (EDIt) transactions, and data duplication and transformation (for data warehousing). This ability does not mean that it exists only on the server; it can be configured to run on desktop machines (Windows 95 and NT Workstation) as well.
configuration management	A rules-based method of ordering assemble-to-order or make-to-order products in which characteristics of the product are defined as part of the Sales Order Entry process. Characteristics are edited by using Boolean logic, and then translated into the components and routing steps that are required to produce the product. The resulting configuration is also priced and costed, based on the defined characteristics.
configured item segment	A characteristic of a configured item that is defined during sales order entry. For example, a customer might specify a type of computer hard drive by stating the number of megabytes of the hard drive, rather than a part number.
consuming location	The point in the manufacturing routing where a component or subassembly is used in the production process. In kanban processing, the location where the kanban container materials are used in the manufacturing process and the kanban is checked out for replenishment.
contra/clearing account	A G/L account used by the system to offset (balance) journal entries. For example, you can use a contra/clearing account to balance the entries created by allocations.
contribution to profit	Selling price of an item minus its variable costs.
control table	A table that controls the program flow or plays a major part in program control.
control table workbench	During the Installation Workbench process, Control Table Workbench runs the batch applications for the planned merges that update the data dictionary, user defined codes, menus, and user overrides tables.
control tables merge	A process that blends a customer’s modifications to the control tables with the data that accompanies a new release.
corrective work order	A work order that is used to formally request unscheduled maintenance and communicate all of the details pertaining to the requested maintenance task.
corrective work order	A work order that is used to formally request unscheduled maintenance and communicate all of the details pertaining to the requested maintenance task.
cost assignment	Allocating resources to activities or cost objects.
cost component	An element of an item’s cost—for example, material, labor, or overhead.
cost object	Any customer, product, service, contract, project, or other work unit for which you need a separate cost measurement.
cost rollup	A simulated scenario in which work center rates, material costs, and labor costs are used to determine the total cost of an item.
costing elements	The individual classes of added value or conversion costs. These elements are typically materials, such as raw and packaging; labor and machine costs; and overhead, such as fixed and variable. Each corporation defines the necessary detail of product costs by defining and tracking cost categories and subcategories.

credit memo	A negative amount that is used to correct a customer's statement when he or she is overcharged.
credit notice	The physical document that is used to communicate the circumstances and value of a credit order.
credit order	A credit order is used to reflect products or equipment that is received or returned so that it can be viewed as a sales order with negative amounts. Credit orders usually add the product back into inventory. This process is linked with delivery confirmation.
cross segment edit	A logic statement that establishes the relationship between configured item segments. Cross segment edits are used to prevent ordering of configurations that cannot be produced.
crude oil assay	A procedure for determining the distillation curve and quality characteristics of a crude oil.
cumulative update	A version of software that includes fixes and enhancements that have been made since the last release or update.
currency relationships	When converting amounts from one currency to another, the currency relationship defines the from currency and the to currency in PeopleSoft software. For example, to convert amounts from German marks to the euro, you first define a currency relationship between those two currencies.
currency restatement	The process of converting amounts from one currency into another currency, generally for reporting purposes. It can be used, for example, when many currencies must be restated into a single currency for consolidated reporting.
current cost	The cost that is associated with an item at the time a parts list and routing are attached to a work order or rate schedule. Current cost is based on the latest bill of material and routing for the item.
customer pricing rules	In Procurement, the inventory pricing rules that are assigned to a supplier. In Sales, inventory pricing rules that are assigned to a customer.
D.A.S. 2 Reporting (DAS 2 or DADS 1)	In France, the name of the official form on which a business must declare fees and other forms of remuneration that were paid during the fiscal year.
data dictionary	A dynamic repository that is used for storing and managing a specific set of data item definitions and specifications.
data source workbench	During the Installation Workbench process, Data Source Workbench copies all of the data sources that are defined in the installation plan from the Data Source Master and Table and Data Source Sizing tables in the Planner data source to the System - release number data source. It also updates the Data Source Plan detail record to reflect completion.
data structure	A description of the format of records in a database such as the number of fields, valid data types, and so on.
data types	Supplemental information that is attached to a company or business unit. Narrative type contains free-form text. Code type contains dates, amounts, and so on.

datagram	A self-contained packet of information that is forwarded by routers, based on their address and the routing table information.
date pattern	A period of time that is set for each period in standard and 52-period accounting and forecasting.
DCE	See distributed computing environment.
DEB	See déclaration d'échange de biens.
debit memo	In Accounts Payable, a voucher that is entered with a negative amount. Enter this type of voucher when a supplier sends you a credit so that you can apply the amount to open vouchers when you issue payment to the supplier.
debit memo	A form that is issued by a customer, requesting an adjustment of the amount, which is owed to the supplier.
debit statement	A list of debit balances.
de-blend	When blend off does not result in a product that is acceptable to customers. The further processing of product to adjust specific physical and chemical properties to within specification ranges. See also blend off.
déclaration d'échange de biens (DEB)	The French term that is used for the Intrastat report.
delayed billing	The invoicing process is delayed until the end of a designated period.
delta load	A batch process that is used to compare and update records between specified environments.
denominated-in currency	The company currency in which financial reports are based.
deployment server	A server that is used to install, maintain, and distribute software to one or more enterprise servers and client workstations.
detail	The specific information that makes up a record or transaction. Contrast with summary.
detail information	Information that primarily relates to individual lines in a sales or purchase order.
direct connect	A transaction method in which a client application communicates interactively and directly with a server application. See also batch-of-one immediate, store-and-forward.
direct input	The system calculates the net units when you enter gross volume, temperature, and gravity or density. This data is generally entered during product receiving from the certificate that is prepared by an independent inspector.
direct ship orders	A purchase order that is issued to a third-party supplier who designates the destination as the customer. A direct ship sales order is also created for the customer. Direct ship orders occur when a product is not available from a company-owned or company-operated source, so the system creates an order to ship the product from a third-party source directly to the customer. Sometimes referred to as a drop ship or third-party supply.
direct usage	Consumption of resources that are attributable to specific production runs because the resources were directly issued to the schedule/order.

director	An EnterpriseOne user interface that guides a user interactively through an EnterpriseOne process.
dirty cargo	Term that refers to crude oil cargoes or other non-refined petroleum cargoes. See also clean cargo.
dispatch planning	Efficient planning and scheduling of product deliveries. Considerations include: Dispatch groups Scheduled delivery date Scheduled delivery time Preferred delivery date Preferred delivery time Average delivery time for that geographical location Available resources Special equipment requirements at the product's source or destination.
displacement days	The number of days that are calculated from today's date by which you group vouchers for payment. For example, if today's date is March 10 and you specify three displacement days, the system includes vouchers with a due date through March 13 in the payment group. Contrast with pay-through date.
display sequence	A number that the system uses to re-order a group of records on the form.
distributed computing environment (DCE)	A set of integrated software services that allows software which is running on multiple computers to perform seamless and transparently to the end-users. DCE provides security, directory, time, remote procedure calls, and files across computers running on a network.
distributed data processing	Processing in which some of the functions are performed across two or more linked facilities or systems.
distributed database management system (DDBMS)	A system for distributing a database and its control system across many geographically dispersed machines.
do not translate (DNT)	A type of data source that must exist on the AS/400 because of BLOB restrictions.
double-byte character set (DBCS)	A method of representing some characters by using one byte and other characters by using two bytes. Double-byte character sets are necessary to represent some characters in the Japanese, Korean, and Chinese languages.
downgrade profile	A statement of the hierarchy of allowable downgrades. Includes substitutions of items, and meeting tighter specifications for those products with wider or overlapping specification ranges.
DTA	Datenträgeraustausch. A Swiss payment format that is required by Telekurs (Payserv).
dual pricing	To provide prices for goods and services in two currencies. During the euro transition period, dual pricing between the euro and Economic and Monetary Union (EMU) member currencies is encouraged.

dynamic link library (DLL)	A set of program modules that are designed to be invoked from executable files when the executable files are run, without having to be linked to the executable files. They typically contain commonly used functions.
dynamic partitioning	The ability to dynamically distribute logic or data to multiple tiers in a client/server architecture.
economy of scale	A phenomenon whereby larger volumes of production reduce unit cost by distributing fixed costs over a larger quantity. Variable costs are constant; but fixed costs per unit are reduced, thereby reducing total unit cost.
edit mode	A processing mode or condition where the user can alter the information in a form.
edit rule	A method that is used for formatting user entries, validating user entries, or both, against a predefined rule or set of rules.
embedded event rule	An event rule that is specific to a particular table or application. Examples include form-to-form calls, hiding a field that is based on a processing option value, or calling a business function. Contrast with business function event rule. See also event rule.
employee work center	A central location for sending and receiving all EnterpriseOne messages (system and user-generated), regardless of the originating application or user. Each user has a mailbox that contains workflow and other messages, including Active Messages. With respect to workflow, the Message Center is MAPI compliant and supports drag-and-drop work reassignment, escalation, forward and reply, and workflow monitoring. All messages from the message center can be viewed through EnterpriseOne messages or Microsoft Exchange.
Emulator	An item of software or firmware that allows one device to imitate the functioning of another.
encapsulation	The ability to confine access to and manipulation of data within an object to the procedures that contribute to the definition of that object.
engineering change order (ECO)	A work order document that is used to implement and track changes to items and resulting assemblies. The document can include changes in design, quantity of items required, and the assembly or production process.
enhanced analysis database	A database containing a subset of operational data. The data on the enhanced analysis database performs calculations and provides summary data to speed generation of reports and query response times. This solution is appropriate when external data must be added to source data, or when historical data is necessary for trend analysis or regulatory reporting. See also duplicated database, enterprise data warehouse.
enterprise server	A computer containing programs that collectively serve the needs of an enterprise rather than a single user, department, or specialized application.
EnterpriseOne object	A re-usable piece of code that is used to build applications. Object types include tables, forms, business functions, data dictionary items, batch processes, business views, event rules, versions, data structures, and media objects. See also object.
EnterpriseOne process	Allows EnterpriseOne clients and servers to handle processing requests and execute transactions. A client runs one process, and servers can have multiple instances of a process. EnterpriseOne processes can also be dedicated to specific

	tasks (for example, workflow messages and data replication) to ensure that critical processes do not have to wait if the server is particularly busy.
EnterpriseOne web development computer	A standard EnterpriseOne Windows developer computer with the additional components installed: Sun's JDK 1.1. JFC (0.5.1). Generator Package with Generator.Java and JDECOM.dll. R2 with interpretive and application controls/form.
environment workbench	During the Installation Workbench process, Environment Workbench copies the environment information and Object Configuration Manager tables for each environment from the Planner data source to the System release number data source. It also updates the Environment Plan detail record to reflect completion.
equivalent fuel	A barrel of equivalent fuel supplies six million BTUs of heat. Fuel gas quantities are usually calculated as equivalent fuel barrels in economic calculations for refinery operations.
escalation monitor	A batch process that monitors pending requests or activities, and restarts or forwards them to the next step or user after they have been inactive for a specified amount of time.
ESR	Einzahlungsschein mit Referenznummer. A pay slip with a reference number.
event rule	[In EnterpriseOne] A logic statement that instructs the system to perform one or more operations that are based on an activity that can occur in a specific application, such as entering a form or exiting a field.
exit bar	[In EnterpriseOne] The tall pane with icons in the left portion of many EnterpriseOne program windows.
facility	An entity within a business for which you want to track costs. For example, a facility might be a warehouse location, job, project, work center, or branch/plant. Sometimes referred to as a business unit.
fast path	[In EnterpriseOne] A command prompt that allows the user to move quickly among menus and applications by using specific commands.
file handle	A temporary reference (typically a number) that is assigned to a file which has been opened by the operating system and is used throughout the session to access the file.
file server	A computer that stores files to be accessed by other computers on the network.
find/browse	A type of form used to: Search, view, and select multiple records in a detail area. Delete records. Exit to another form. Serve as an entry point for most applications.

firm planned order (FPO)	A work order that has reached a user defined status. When this status is entered in the processing options for the various manufacturing programs, messages for those orders are not exploded to the components.
fiscal date pattern	A representation of the beginning date for the fiscal year and the ending date for each period in that year.
fix/inspect	A type of form used to view, add, or modify existing records. A fix/inspect form has no detail area.
fixed quantity	A term that indicates the bill of material relationship between a parent item and its components or ingredients. When a bill of material component has a fixed quantity relationship to its parent, the amount of the component does not change when the software calculates parts list requirements for different work order quantities. Contrast with variable quantity.
flexible account numbers	The format of account numbers for journal entries. The format that you set up must be the three segments: Business unit. Object. Subsidiary.
form design aid (FDA)	The EnterpriseOne GUI development tool for building interactive applications and forms.
form exit	[In EnterpriseOne] An option that is available as a button on the Form Exit bar or as a selection in the Form menu. It allows users to open an interconnected form.
form interconnection	Allows one form to access and pass data to another form. Form interconnections can be attached to any event; however, they are normally used when a button is clicked.
form type	The following form types are available in EnterpriseOne: Find/browse. Fix/inspect. Header detail. Headerless detail. Message. Parent/child. Search/select.
form-to-form call	A request by a form for data or functionality from one of the connected forms.
framework	[In object-oriented systems] A set of object classes that provide a collection of related functions for a user or piece of software.
frozen cost	The cost of an item, operation, or process after the frozen update program is run; used by the Manufacturing Accounting system.
frozen update program	A program that freezes the current simulated costs, thereby finalizing them for use by the Manufacturing Accounting system.

globally unique identifier (GUI)	A 16-byte code in the Component Object Model that identifies an interface to an object across all computers and networks.
handle	[In programming] A pointer that contains the address of another pointer, which, in turn, contains the address of the desired object.
hard commitment	The number of items that are reserved for a sales order, work order, or both, from a specific location, lot, or both.
hard error	An error that cannot be corrected by a given error detection and correction system.
header	Information at the beginning of a table or form. Header information is used to identify or provide control information for the group of records that follows.
header information	Information that pertains to the entire order.
hover help	A help function that provides contextual information or instructions when a cursor moves over a particular part of the interface element for a predefined amount of time.
ICMS	Imposto sobre circulação de mercadoria e serviços. In Brazil, a state tax that is applied to the movement of merchandise and some services.
ICMS Substituto	Imposto sobre circulação de mercadoria e serviços substituto. In Brazil, the ICMS tax that is charged on interstate transactions, or on special products and clients.
ICMS Substituto-Markup	See imposto sobre circulação de mercadoria e serviços substituto-markup.
imposto de renda (IR)	Brazilian income tax.
imposto sobre produtos industrializados	In Brazil, a federal tax that applies to manufactured goods (domestic and imported).
imposto sobre services (ISS)	In Brazil, tax on services.
inbound document	A document that is received from a trading partner using Electronic Data Interface (EDI). This document is also referred to as an inbound transaction.
indented tracing	Tracking all lot numbers of intermediates and ingredients that are consumed in the manufacture of a given lot of product, down through all levels of the bill of material, recipe, or formula.
indexed allocations	A procedure that allocates or distributes expenses, budgets, adjustments, and so on, among business units, based on a fixed percentage.
indirect measurement	Determining the quantity on-hand by: Measuring the storage vessels and calculating the content's balance quantity. or Theoretically calculating consumption of ingredients and deducting them from the on-hand balance.

indirect usage	Determining what should have been used by multiplying receipt quantity of the parent times the quantity per statement in the formula, recipe, or bill of material. This transaction typically affects both consumption on schedule as well as issue from on-hand balances.
in-process rework	<p>Recycling a semi processed product that does not meet acceptable standards. Further processing takes the product out of a given operation and sends it back to the beginning of that operation or a previous operation (for example, unreacted materials).</p> <p>Rework that is detected prior to receipt of finished goods and corrected during the same schedule run.</p>
INPS withholding tax	Instituto Nazionale di Previdenza Sociale withholding tax. In Italy, a 12% social security withholding tax that is imposed on payments to certain types of contractors. This tax is paid directly to the Italian social security office.
inscrição estadual	ICMS tax ID. In Brazil, the state tax ID.
inscrição municipal	ISS tax ID. In Brazil, the municipal tax ID.
integrated toolset	Unique to EnterpriseOne is an industrial-strength toolset that is embedded in the already comprehensive business applications. This toolset is the same toolset that is used by PeopleSoft to build EnterpriseOne interactive and batch applications. Much more than a development environment, however, the EnterpriseOne integrated toolset handles reporting and other batch processes, change management, and basic data warehousing facilities.
integrity test	A process that is used to supplement a company's internal balancing procedures by locating and reporting balancing problems and data inconsistencies.
interbranch sales order	A sales order that is used for transactions between branch/plants other than the selling branch/plant.
Interoperability	The ability of different computer systems, networks, operating systems, and applications to work together and share information.
inventory pricing rule	A discount method that is used for purchases from suppliers and sales to customers. The method is based on effectivity dates, up-to quantities, and a factor by which you can mark up or discount the price or cost.
inventory turn	The number of times that the inventory cycles, or turns over, during the year. A frequently used method to compute inventory turnover is to divide the annual costs of sales by the average inventory level.
invoice	An itemized list of goods that are shipped or services that are rendered, stating quantities, prices, fees, shipping charges, and so on. Companies often have their invoices mailed to a different address than where they ship products. In such cases, the bill-to address differs from the ship-to address.
IP	See imposto sobre produtos industrializados.
IR	See imposto de renda.
IServer Service	Developed by PeopleSoft, this Internet server service resides on the Web server and is used to speed up delivery of the Java class files from the database to the client.

ISS	See imposto sobre serviços.
jargon	An alternate data dictionary item description that EnterpriseOne or PeopleSoft World displays, based on the product code of the current object.
java application server	A component-based server that resides in the middle-tier of a server-centric architecture and provides middleware services for security and state maintenance, along with data access and persistence.
JDBNET	A database driver that allows heterogeneous servers to access each other's data.
jde.ini	A PeopleSoft file (or member for AS/400) that provides the runtime settings that are required for EnterpriseOne initialization. Specific versions of the file or member must reside on every machine that is running EnterpriseOne, including workstations and servers.
JDE.LOG	The main diagnostic log file of EnterpriseOne. Always located in the root directory on the primary drive. Contains status and error messages from the startup and operation of EnterpriseOne.
JDEBASE Database Middleware	<p>PeopleSoft proprietary database middleware package that provides two primary benefits:</p> <ol style="list-style-type: none"> 1. Platform-independent APIs for multidatabase access. These APIs are used in two ways: <ol style="list-style-type: none"> a. By the interactive and batch engines to dynamically generate platform-specific SQL, depending on the data source request. b. As open APIs for advanced C business function writing. These APIs are then used by the engines to dynamically generate platform-specific SQL. 2. Client-to-server and server-to-server database access. To accomplish this access, EnterpriseOne is integrated with a variety of third-party database drivers, such as Client Access 400 and open database connectivity (ODBC).
JDECallObject	An application programming interface that is used by business functions to invoke other business functions.
JDEIPC	Communications programming tools that are used by server code to regulate access to the same data in multiprocess environments, communicate and coordinate between processes, and create new processes.
JDENET	PeopleSoft proprietary middleware software. JDENET is a messaging software package.
JDENET communications middleware	PeopleSoft proprietary communications middleware package for EnterpriseOne. It is a peer-to-peer, message-based, socket-based, multiprocess communications middleware solution. It handles client-to-server and server-to-server communications for all EnterpriseOne supported platforms.
just in time installation (JITI)	EnterpriseOne's method of dynamically replicating objects from the central object location to a workstation.
just in time replication (JITR)	EnterpriseOne's method of replicating data to individual workstations. EnterpriseOne replicates new records (inserts) only at the time that the user needs the data. Changes, deletes, and updates must be replicated using Pull Replication.

Kagami	In Japan, summarized invoices that are created monthly (in most cases) to reduce the number of payment transactions.
latitude	The X coordinate of the location of an item in the warehouse. The system can use latitude, longitude, and height when suggesting locations for putaway, replenishment, and picking.
laytime (or layhours)	<p>The amount of time that is allotted to a tanker at berth to complete loading or discharging cargo. This time is usually expressed in running hours, and is fixed by prior agreement between the vessel owner and the company that is chartering the vessel. Laytime is stipulated in the charter, which states exactly the total of number of hours that are granted at both loading and unloading ports, and indicates whether such time is reversible. A statement of “Seventy-Two Hours, Reversible” means that a total of 72 hours is granted overall at both ports, and any time saved at one port can be applied as a credit at the other port.</p> <p>For example, if the vessel uses only 32 hours instead of 36 hours to load cargo, it can apply an additional four hours to the 36 hours allotted at the discharge port. Such considerations are important for purposes of computing demurrage.</p>
leading zeros	A series of zeros that certain facilities in PeopleSoft systems place in front of a value that is entered. This situation normally occurs when you enter a value that is smaller than the specified length of the field. For example, if you enter 4567 in a field that accommodates eight numbers, the facility places four zeros in front of the four numbers that you enter. The result appears as 00004567.
ledger type	A code that designates a ledger which is used by the system for a particular purpose. For example, all transactions are recorded in the AA (actual amounts) ledger type in their domestic currency. The same transactions can also be stored in the CA (foreign currency) ledger type.
level break	The position in a report or text where a group of similar types of information ends and another one begins.
libro IVA	Monthly VAT report. In Italy, the term for the report that contains the detail of invoices and vouchers that were registered during each month.
line of business	A description of the nature of a company’s work; also a tool to control the relationship with that customer, including product pricing.
linked service type	A service type that is associated with a primary service type. Linked service types can be cancelled, and the maintenance tasks are performed when the primary service type to which they are linked comes due. You can specify whether the system generates work orders for linked service types, as well as the status that the system assigns to work orders that have already been generated. Sometimes referred to as associated service types. See also primary service type and service type.
livro razao	In Brazil, a general ledger report.
load balancing	The act of distributing the number of processes proportionally to all servers in a group to maximize overall performance.
location workbench	During the Installation Workbench process, Location Workbench copies all locations that are defined in the installation plan from the Location Master table in the Planner data source to the System data source.

log files	Files that track operations for a process or application. Reviewing log files is helpful for troubleshooting problems. The file extension for log files is .LOG.
logic data source	Any code that provides data during runtime.
logical compartment	<p>One of two ways that is identified in the transportation constants to display compartments on vehicles. Logical display numbers the compartments sequentially.</p> <p>For example, if two vehicles are on a trip and each vehicle has three compartments, the logical display is 1,2,3,4,5,6.</p>
logical file	A set of keys or indices that is used for direct access or ordered access to the records in a physical file. Several logical files can have different accesses to a physical.
logical shelf	A logical, not physical, location for inventory that is used to track inventory transactions in loan/borrow, or exchange agreements with other companies. See also logical warehouse.
logical warehouse	Not a physical warehouse containing actual inventory, but a means for storing and tracking information for inventory transactions in loan/borrow, or exchange agreements with other companies.
longitude	The Y coordinate of the location of an item in the warehouse. The system can use latitude, longitude, and height when suggesting locations for putaway, replenishment, and picking.
LSV	Lastschriftverfahren. A Swiss auto debit format that is required by Telekurs (Payserv).
mail merge	A mass-mail facility that takes names, addresses, and (sometimes) pertinent facts about recipients and merges the information into a form letter or a similarly basic document.
mailmerge workbench	[In EnterpriseOne] An application that merges Microsoft Word 6.0 (or higher) word-processing documents with EnterpriseOne records to automatically print business documents.
main fuels	Usually refers to bulk fuel products, but sometimes includes packaged products.
maintenance loop	See maintenance route.
maintenance route	A method of performing PMs for multiple pieces of equipment from a single preventive maintenance work order. A maintenance route includes pieces of equipment that share one or more identical maintenance tasks which can be performed at the same time for each piece of equipment. Sometimes referred to as maintenance loop.
maintenance work order	In PeopleSoft EnterpriseOne systems, a term that is used to distinguish work orders created for the performance of equipment and plant maintenance from other work orders, such as manufacturing work orders, utility work orders, and engineering change orders.

manufacturing and distribution planning	Planning that includes resource and capacity planning, and material planning operations. Resource and capacity planning allows you to prepare a feasible production schedule that reflects your demand forecasts and production capability. Material Planning Operations provides a short-range plan to cover material requirements that are needed to make a product.
mapping	A set of instructions that describes how one data structure passes data to another.
master business function	An interactive master file that serves as a central location for adding, changing, and updating information in a database.
master business function	A central system location for standard business rules about entering documents, such as vouchers, invoices, and journal entries. Master business functions ensure uniform processing according to guidelines that you establish.
master table	A database table that is used to store data and information that is permanent and necessary to the system's operation. Master tables might contain data such as paid tax amounts, supplier names, addresses, employee information, and job information.
matching document	A document that is associated with an original document to complete or change a transaction. For example, a receipt is the matching document of an invoice.
media object	An electronic or digital representation of an object.
media storage objects	Files that use one of the following naming conventions that are not organized into table format: Gxxx, xxxGT, or GTxxx.
memory violation	An error that occurs as the result of a memory leak.
menu selection	An option on a menu that initiates a software function directly.
message center	A central location for sending and receiving all EnterpriseOne messages (system- and user-generated), regardless of the originating application or user.
messaging application programming interface (MAPI)	An architecture that defines the components of a messaging system and how they behave. It also defines the interface between the messaging system and the components.
metal content	A series of properties of a blended product that help to determine its suitability for a prescribed purpose.
metals management	The process of maintaining information about the location and status of durable product containers such as liquid petroleum gas (LPG) cylinders.
mobile inventory	Inventory that is transferred from a depot to a barge or truck for milk-run deliveries.
modal	A restrictive or limiting interaction that is created by a given condition of operation. Modal often describes a secondary window that restricts a user's interaction with other windows. A secondary window can be modal with respect to its primary window or to the entire system. A modal dialog box must be closed by the user before the application continues.

model work order	For scheduled preventive maintenance or for a condition-based alert, a model work order functions as a template for the creation of other work orders. You can assign model work orders to service types and condition-based alerts. When the service type comes due or the alert is generated, the system automatically generates a work order that is based on information from the model work order.
modeless	Not restricting or limiting interaction. Modeless often describes a secondary window that does not restrict a user's interaction with other windows. A modeless dialog box stays on the screen and is available for use at any time, but also permits other user activities.
multiple stocking locations	Authorized storage locations for the same item number at locations, in addition to the primary stocking location.
multitier architecture	A client/server architecture that allows multiple levels of processing. A tier defines the number of computers that can be used to complete some defined task.
named event rules (NER)	Also called business function event rules. Encapsulated, re-usable business logic that is created by using event rules, rather than C programming.
national language support (NLS)	Mechanisms that are provided to facilitate internationalization of both system and application user interfaces.
natureza da operação	Transaction nature. In Brazil, a code that classifies the type of commercial transaction to conform to the fiscal legislation.
negative pay item	An entry in an account that indicates a prepayment. For example, you might prepay a supplier before goods are sent or prepay an employee's forecasted expenses for a business trip. The system stores these pending entries, assigning them a minus quantity as debit amounts in a designated expense account. After the prepaid goods are received or the employee submits an expense report, entering the actual voucher clears all of the negative pay items by processing them as regular pay items. Note that a negative pay item can also result from entering a debit memo (A/P) or a credit memo (A/R).
net added cost	The cost to manufacture an item at the current level in the bill of material. Thus, for manufactured parts, the net added cost includes labor, outside operations, and cost extras applicable to this level in the bill of material, but not materials (lower-level items). For purchased parts, the net added cost also includes the cost of materials.
next status	The next step in the payment process for payment control groups. The next status can be either WRT (write) or UPD (update).
node	A termination point for two or more communications links. A node can serve as the control location for forwarding data among the elements of a network or multiple networks, as well as performing other networking and, in some cases, local processing.
non-inventory items	See non-stock items.
non-list price	A price for bulk products that is determined by its own algorithms, such as a rolling average or commodity price plus.
non-prime product	A manufactured product with revenue potential that is less than the product planned for, or scheduled to be produced.

non-stock items	Items that the system does not account for as part of the inventory. For example, office supplies, or packaging materials can be non-stock items.
nota fiscal	In Brazil, a legal document that must accompany all commercial transactions.
nota fiscal fatura	In Brazil, a nota fiscal and invoice information.
notula	In Italy, the process whereby a business does not recognize value added tax until the payment of a voucher.
object configuration manager (OCM)	EnterpriseOne's object request broker and the control center for the runtime environment. It keeps track of the runtime locations for business functions, data, and batch applications. When one of these objects is called, the Object Configuration Manager directs access to it by using defaults and overrides for a given environment and user.
object embedding	When an object is embedded in another document, an association is maintained between the object and the application that created it; however, any changes made to the object are also only kept in the compound document. See also object linking.
object librarian	A repository of all versions, applications, and business functions that are re-usable in building applications.
object linking	When an object is linked to another document, a reference is created with the file in which the object is stored, as well as with the application that created it. When the object is modified, either from the compound document or directly through the file in which it is saved, the change is reflected in that application as well as anywhere it has been linked. See also object embedding.
object linking and embedding (OLE)	A technology for transferring and sharing information among applications by allowing the integration of objects from diverse applications, such as graphics, charts, spreadsheets, text, or an audio clip from a sound program. OLE is a compound document standard that was developed by Microsoft Corporation. It enables you to create objects with one application, and then link or embed them in a second application. Embedded objects retain their original format and links to the application that created them. See also object embedding, object linking.
object management workbench (OMW)	The change management system that is used for EnterpriseOne development.
object-based technology (OBT)	A technology that supports some of the main principles of object-oriented technology: Classes. Polymorphism. Inheritance. Encapsulation.
object-oriented technology (OOT)	Brings software development past procedural programming into a world of re-usable programming that simplifies development of applications. Object orientation is based on the following principles: Classes. Polymorphism. Inheritance. Encapsulation.

offsetting account	An account that reduces the amount of another account to provide a net balance. For example, a credit of 200 to a cash account might have an offsetting entry of 200 to an A/P Trade (liability) account.
open database connectivity (ODBC)	Defines a standard interface for different technologies to process data between applications and different data sources. The ODBC interface comprises set of function calls, methods of connectivity, and representation of data types that define access to data sources.
open systems interconnection (OSI)	The OSI model was developed by the International Standards Organization (ISO) in the early 1980s. It defines protocols and standards for the interconnection of computers and network equipment.
order detail line	A part of an order that contains transaction information about a service or item being purchased or sold, such as quantity, cost, price, and so on.
order hold	A flag that stops the processing of an order because it has exceeded the credit or budget limit, or has another problem.
order-based pricing	Pricing strategy that grants reductions in price to a customer. It is based upon the contents and relative size (volume or value) of the order as a whole.
outbound document	A document that is sent to a trading partner using EDI. This term is also referred to as an outbound transaction.
outturn	<p>The quantity of oil that is actually received into a buyer's storage tanks when a vessel is unloaded. For various reasons (vaporization, clingage to vessel tank walls, and so on), the amount of a product pumped into shore tankage at unloading is often less than the quantity originally loaded onto the vessel, as certified by the Bill of Lading. Under a delivered or CIF outturn transaction, the buyer pays only for the barrels actually "turned out" by the vessel into storage.</p> <p>When a buyer is paying CIF Bill of Lading figures, a loss of 0.5% of total cargo volume is considered normal. Losses in excess of 0.5%, however, are either chargeable to the seller or are covered by specialized insurance that covers partial, as well as total, loss of the cargo.</p>
overhead	In the distillation process, that portion of the charge that leaves the top of the distillation column as vapor. This definition is strictly as it relates to ECS.
override conversion method	A method of calculating exchange rates that is set up between two specific currencies. For those specific currencies, this method overrides the conversion method in General Accounting Constants and does not allow inverse rates to be used when calculating currency amounts.
package / package build	A collection of software that is grouped into a single entity for modular installation. EnterpriseOne objects are installed to workstations in packages from the deployment server. A package can be compared to a bill of material or kit that indicates the necessary objects for that workstation and where the installation program can find them on the deployment server. It is a point-in-time "snapshot" of the central objects on the deployment server.
package location	The directory structure location for the package and its set of replicated objects. This location is usually \\deployment server\release\path_code\package\ package name. The replicated objects for the package are placed in the subdirectories under this path. This location is also where the package is built or stored.

package workbench	During the Installation Workbench process, Package Workbench transfers the package information tables from the Planner data source to the System - release number data source. It also updates the Package Plan detail record to reflect completion.
packaged products	Products that, by their nature, must be delivered to the customer in containers which are suitable for discrete consumption or resale.
pane/panel	A resizable subarea of a window that contains options, components, or other related information.
paper clip	An icon that is used to indicate that a media object is attached to a form or record.
parent/child form	<p>A type of form that presents parent/child relationships in an application on one form:</p> <p>The left portion of the form presents a tree view that displays a visual representation of a parent/child relationship.</p> <p>The right portion of the form displays a detail area in browse mode. The detail area displays the records for the child item in the tree.</p> <p>The parent/child form supports drag and drop functionality.</p>
parent/child relationship	See parent/component relationship.
parent/component relationship	<p>1. In Capital Asset Management, the hierarchical relationship of a parent piece of equipment to its components. For example, a manufacturing line could be a parent and the machinery on the line could be components of the line. In addition, each piece of machinery could be a parent of still more components.</p> <p>2. In Product Data Management, a hierarchical relationship of the components and subassemblies of a parent item to that parent item. For example, an automobile is a parent item; its components and subassemblies include: engine, frame, seats, and windows.</p> <p>Sometimes referred to as parent/child relationship.</p>
partita IVA	In Italy, a company fiscal identification number.
pass-through	A process where data is accepted from a source and forwarded directly to a target without the system or application performing any data conversion, validation, and so on.
pay on consumption	The method of postponing financial liability for component materials until you issue that material to its consuming work order or rate schedule.
payment group	A system-generated group of payments with similar information, such as a bank account. The system processes all of the payments in a payment group at the same time.
PeopleSoft database	See JDEBASE Database Middleware.
performance tuning	The adjustments that are made for a more efficient, reliable, and fast program.
persistent object	An object that continues to exist and retains its data beyond the duration of the process that creates it.

pervasive device	A type of intelligent and portable device that provides a user with the ability to receive and gather information anytime, from anywhere.
planning family	A means of grouping end items that have similarity of design or manufacture.
plug-in	A small program that plugs into a larger application to provide added functionality or enhance the main application.
polymorphism	A principle of object-oriented technology in which a single mnemonic name can be used to perform similar operations on software objects of different types.
portal	A Web site or service that is a starting point and frequent gateway to a broad array of on-line resources and services.
Postfinance	A subsidiary of the Swiss postal service. Postfinance provides some banking services.
potency	Identifies the percent of an item in a given solution. For example, you can use an 80% potent solution in a work order that calls for 100% potent solution, but you would use 25% more, in terms of quantity, to meet the requirement ($100 / 80 = 1.25$).
preference profile	The ability to define default values for specified fields for a user defined hierarchy of items, item groups, customers, and customer groups. In Quality Management setup, this method links test and specification testing criteria to specific items, item groups, customers, or customer groups.
preflush	A work order inventory technique in which you deduct (relieve) materials from inventory when the parts list is attached to the work order or rate schedule.
preventive maintenance cycle	The sequence of events that make up a preventive maintenance task, from its definition to its completion. Because most preventive maintenance tasks are commonly performed at scheduled intervals, parts of the preventive maintenance cycle repeat, based on those intervals.
preventive maintenance schedule	The combination of service types that apply to a specific piece of equipment, as well as the intervals at which each service type is scheduled to be performed.
primary service type	A service type to which you can link related service types. For example, for a particular piece of equipment, you might set up a primary service type for a 1000-hour inspection and a linked service type for a 500-hour inspection. The 1000-hour inspection includes all of the tasks performed at 500 hours. When a primary service type is scheduled to be performed, the system schedules the linked service type. See also linked service type.
pristine environment	An EnterpriseOne environment that is used to test unaltered objects with PeopleSoft demonstration data or for training classes. You must have this environment so you can compare pristine objects that you modify.
processing option	A data structure that allows users to supply parameters that regulate the execution of a batch program or report.
product data management (PDM)	In PeopleSoft EnterpriseOne software, the system that enables a business to organize and maintain information about each item which it manufactures. Features of this system, such as bills of material, work centers, and routings, define the relationships among parents and components, and how they can be combined to manufacture an item. PDM also provides data for other

	manufacturing systems including Manufacturing Accounting, Shop Floor Management, and Manufacturing and Distribution Planning.
product line	A group of products with similarity in manufacturing procedures, marketing characteristics, or specifications that allow them to be aggregated for planning; marketing; and, occasionally, costing.
product/process definition	A combination of bill of material (recipe, formula, or both) and routing (process list). Organized into tasks with a statement of required consumed resources and produced resources.
production environment	An EnterpriseOne environment in which users operate EnterpriseOne software.
program temporary fix (PTF)	A representation of changes to PeopleSoft software that your organization receives on magnetic tapes or diskettes.
project	[In EnterpriseOne] A virtual container for objects being developed in Object Management Workbench.
projected cost	The target expenditure in added value for material, labor, and so on, during manufacture. See also standard cost.
promotion path	The designated path for advancing objects or projects in a workflow.
protocollo	See registration number.
PST	Provincial sales tax. A tax that is assessed by individual provinces in Canada.
published table	Also called a “Master” table, this is the central copy to be replicated to other machines and resides on the “publisher” machine. The Data Replication Publisher Table (F98DRPUB) identifies all of the published tables and their associated publishers in the enterprise.
publisher	The server that is responsible for the published table. The Data Replication Publisher Table (F98DRPUB) identifies all of the published tables and their associated publishers in the enterprise.
pull replication	One of the EnterpriseOne methods for replicating data to individual workstations. Such machines are set up as pull subscribers that use EnterpriseOne’s data replication tools. The only time that pull subscribers are notified of changes, updates, and deletions is when they request such information. The request is in the form of a message that is sent, usually at startup, from the pull subscriber to the server machine that stores the Data Replication Pending Change Notification table (F98DRPCN).
query by example (QBE)	Located at the top of a detail area, this area is used to search for data to display in the detail area.
rate scheduling	A method of scheduling product or manufacturing families, or both. Also a technique to determine run times and quantities of each item within the family to produce enough of each individual product to satisfy demand until the family can be scheduled again.
rate type	For currency exchange transactions, the rate type distinguishes different types of exchange rates. For example, you can use both period average and period-end rates, distinguishing them by rate type.

real-time	Pertaining to information processing that returns a result so rapidly that the interaction appears to be instantaneous.
receipt routing	A series of steps that is used to track and move items within the receipt process. The steps might include in-transit, dock, staging area, inspection, and stock.
referential integrity	Ensures that a parent record cannot be deleted from the database when a child record for exists.
regenerable	Source code for EnterpriseOne business functions can be regenerated from specifications (business function names). Regeneration occurs whenever an application is recompiled, either for a new platform or when new functionality is added.
register types and classes	In Italian VAT Summary Reporting, the classification of VAT transactions.
relationship	Links tables together and facilitates joining business views for use in an application or report. Relationships that are created are based on indexes.
relevé d'identité bancaire (RIB)	In France, the term that indicates the bank transit code, account number, and check digit that are used to validate the bank transit code and account number. The bank transit code consists of the bank code and agency code. The account number is alphanumeric and can be as many as 11 characters. PeopleSoft supplies a validation routine to ensure RIB key correctness.
remessa	In Brazil, the remit process for A/R.
render	To include external data in displayed content through a linking mechanism.
repassé	In Brazil, a discount of the ICMS tax for interstate transactions. It is the adjustment between the interstate and the intrastate ICMS tax rates.
replenishment point	The location on or near the production line where additional components or subassemblies are to be delivered.
replication server	A server that is responsible for replicating central objects to client machines.
report design aid (RDA)	The EnterpriseOne GUI tool for operating, modifying, and copying report batch applications.
repost	In Sales, the process of clearing all commitments from locations and restoring commitments, based on quantities from the Sales Order Detail table (F4211).
resident	Pertaining to computer programs or data while they remain on a particular storage device.
retorno	In Brazil, the receipt process for A/R.
RIB	See relevé d'identité bancaire.
ricevute bancarie (RiBa)	In Italy, the term for accounts receivable drafts.
riepilogo IVA	Summary VAT monthly report. In Italy, the term for the report that shows the total amount of VAT credit and debit.
ritenuta d'acconto	In Italy, the term for standard withholding tax.

rollback	[In database management] A feature or command that undoes changes in database transactions of one or more records.
rollup	See cost rollup.
row exit	[In EnterpriseOne] An application shortcut, available as a button on the Row Exit bar or as a menu selection, that allows users to open a form that is related to the highlighted grid record.
runtime	The period of time when a program or process is running.
SAD	The German name for a Swiss payment format that is accepted by Postfinance.
SAR	See software action request.
scalability	The ability of software, architecture, hardware, or a network to support software as it grows in size or resource requirements.
scripts	A collection of SQL statements that perform a specific task.
scrub	To remove unnecessary or unwanted characters from a string.
search/select	A type of form that is used to search for a value and return it to the calling field.
selection	Found on PeopleSoft menus, selections represent functions that you can access from a menu. To make a selection, type the associated number in the Selection field and press Enter.
serialize	To convert a software object into a stream of bytes to store on a disk or transfer across a network.
server map	The server view of the object configuration mapping.
server workbench	During the Installation Workbench process, Server Workbench copies the server configuration files from the Planner data source to the System release number data source. It also updates the Server Plan detail record to reflect completion.
service interval	The frequency at which a service type is to be performed. Service intervals can be based on dates, periods, or statistical units that are user defined. Examples of statistical units are hours, miles, and fuel consumption.
service type	An individual preventive maintenance task or procedure, such as an inspection, lubrication, or overhaul. Service types can apply to a specific piece of equipment or to a class of equipment. You can specify that service types come due based on a predetermined service interval, or whenever the task that is represented by the service type becomes necessary.
servlet	A [small] program that extends the functionality of a Web server by generating dynamic content and interacting with Web clients by using a request-response paradigm.
share path	The network node under which one or more servers or objects reside.
shop floor management	A system that uses data from multiple system codes to help develop, execute, and manage work orders and rate schedules in the enterprise.
silent mode	A method for installing or running a program that does not require any user intervention.

silent post	A type of post that occurs in the background without the knowledge of the user.
simulated cost	After a cost rollup, the cost of an item, operation, or process according to the current cost scenario. This cost can be finalized by running the frozen update program. You can create simulated costs for a number of cost methods—for example, standard, future, and simulated current costs. See also cost rollup.
single-byte character set (SBCS)	An encoding scheme in which each alphabetic character is represented by one byte. Most Western languages, such as English, can be represented by using a single-byte character set.
single-level tracking	Finding all immediate parents where a specific lot has been used (consumed).
single-voyage (spot) charter	An agreement for a single voyage between two ports. The payment is made on the basis of tons of product delivered. The owner of the vessel is responsible for all expenses.
slimer	A script that changes data in a table directly without going through a regular database interface.
smart field	A data dictionary item with an attached business function for use in the Report Design Aid application.
SOC	The Italian term for a Swiss payment format that is accepted by Postfinance.
soft commitment	The number of items that is reserved for sales orders or work orders in the primary units of measure.
soft error	An error from which an operating system or program is able to recover.
software action request (SAR)	An entry in the AS/400 database that is used for requesting modifications to PeopleSoft software.
SOG	The French term for a Swiss payment format that is accepted by Postfinance.
source directory	The path code to the business function source files belonging to the shared library that is created on the enterprise server.
special period/year	The date that determines the source balances for an allocation.
specification merge	<p>The Specification merge is comprised of three merges:</p> <ul style="list-style-type: none"> Object Librarian merge (via the Object Management Workbench). Versions List merge. Central Objects merge. <p>The merges blend customer modifications with data that accompanies a new release.</p>
specification table merge workbench	During the Installation Workbench process, Specification Table Merge Workbench runs the batch applications that update the specification tables.
specifications	A complete description of an EnterpriseOne object. Each object has its own specification, or name, which is used to build applications.
spot charter	See single-voyage charter.

spot rates	An exchange rate that is entered at the transaction level. Spot rates are not used on transactions between two EMU member currencies because exchange rates are irrevocably fixed to the euro.
stamp tax	In Japan, a tax that is imposed on drafts payable, receipts over 30000 Japanese yen, and all contracts. The party that issues any of the above documents is responsible for this tax.
standalone	Operating or capable of operating independently of certain other components of a computer system.
standard cost	The expected, or target cost of an item, operation, or process. Standard costs represent only one cost method in the Product Costing system. You can also calculate, for example, future costs or current costs. However, the Manufacturing Accounting system uses only standard frozen costs.
standard costing	A costing method that uses cost units that are determined before production. For management control purposes, the system compares standard costs to actual costs and computes variances.
subprocess	A process that is triggered by and is part of a larger process, and that generally consists of activities.
subscriber table	The Subscriber table (F98DRSUB), which is stored on the Publisher Server with the Data Replication Publisher table (F98DRPUB), that identifies all of the subscriber machines for each published table.
summary	The presentation of data or information in a cumulative or totaled manner in which most of the details have been removed. Many systems offer forms and reports that summarize information which is stored in certain tables. Contrast with detail.
super backflush	To create backflush transactions for material, labor, or both, against a work order at predefined pay points in the routing. By doing so, you can relieve inventory and account for labor amounts at strategic points throughout the manufacturing process.
supersession	Specification that a new product is replacing an active product on a specified effective date.
supplemental data	Additional types of data for customers and suppliers. You can enter supplemental data for information such as notes, comments, plans, or other information that you want in a customer or supplier record. The system maintains this data in generic databases, separate from the standard master tables (Customer Master, Supplier Master, and Address Book Master).
supplying location	The location from which inventory is transferred once quantities of the item on the production line have been depleted. In kanban processing, the supplying location is the inventory location from which materials are transferred to the consuming location when the containers are replenished.
system code	A numeric or alphanumeric designation that identifies a specific system in EnterpriseOne software.
system function	[In EnterpriseOne] A named set of pre-packaged, re-usable instructions that can be called from event rules.

table access management (TAM)	The EnterpriseOne component that handles the storage and retrieval of user defined data. TAM stores information such as data dictionary definitions; application and report specifications; event rules; table definitions; business function input parameters and library information; and data structure definitions for running applications, reports, and business functions.
table conversion workbench	During the Installation Workbench process, Table Conversion Workbench runs the table conversions that change the technical and application tables to the format for the new release of EnterpriseOne. It also updates the Table Conversions and Controls detail records to reflect completion.
table design aid (TDA)	An EnterpriseOne GUI tool for creating, modifying, copying, and printing database tables.
table event rules	Use table event rules to attach database triggers (or programs) that automatically run whenever an action occurs against the table. An action against a table is referred to as an event. When you create an EnterpriseOne database trigger, you must first determine which event will activate the trigger. Then, use Event Rules Design to create the trigger. Although EnterpriseOne allows event rules to be attached to application events, this functionality is application-specific. Table event rules provide embedded logic at the table level.
table handle	A pointer into a table that indicates a particular row.
table space	[In relational database management systems] An abstract collection of containers in which database objects are stored.
task	[In Solution Explorer and EnterpriseOne Menu] A user defined object that can initiate an activity, process, or procedure.
task view	A group of tasks in Solution Explorer or EnterpriseOne Menu that are arranged in a tree structure.
termo de abertura	In Brazil, opening terms for the transaction journal.
termo de encerramento	In Brazil, closing terms for the transaction journal.
three-tier processing	The task of entering, reviewing, approving, and posting batches of transactions.
three-way voucher match	The process of comparing receipt information to supplier's invoices to create vouchers. In a three-way match, you use the receipt records, the purchase order, and the invoice to create vouchers.
threshold percentage	In Capital Asset Management, the percentage of a service interval that you define as the trigger for maintenance to be scheduled. For example, you might set up a service type to be scheduled every 100 hours with a threshold percentage of 90 percent. When the equipment accumulates 90 hours, the system schedules the maintenance.
throughput agreement	A service agreement in which a business partner agrees to store and manage product for another business partner for a specified time period. The second partner actually owns the stock that is stored in the first partner's depot, although the first partner monitors the stock level; suggests replenishments; and unloads, stores, and delivers product to the partner or its customers. The first partner charges a fee for storing and managing the product.

throughput reconciliation	Reconcile confirmed sales figures in a given period with the measured throughput, based on the meter readings. This process is designed to catch discrepancies that are due to transactions not being entered, theft, faulty meters, or some combination of these factors. This reconciliation is the first stage. See also operational reconciliation.
token	[In Object Management Workbench] A flag that is associated with each object which indicates whether you can check out the object.
tolerance range	The amount by which the taxes that you enter manually can vary from the tax that is calculated by the system.
TP monitor	Transaction Processing monitor. A monitor that controls data transfer between local and remote terminals and the applications that originated them. TP monitors also protect data integrity in the distributed environment and can include programs that validate data and format terminal screens.
tracing	The act of researching a lot by going backward, to discover its origin.
tracking	The act of researching a lot by going forward, to discover where it is used.
transaction set	An electronic business transaction (EDI Standard document) composed of segments.
transclude	To include the external data in the displayed content through a linking mechanism.
transfer order	An order that is used to ship inventory between branch/plants within your company and to maintain an accurate on-hand inventory amount. An interbranch transfer order creates a purchase order for the shipping location and a sales order for the receiving location.
translation adjustment account	An optional G/L account used in currency balance restatement to record the total adjustments at a company level.
translator software	The software that converts data from an application table format to an EDI Standard Format, and from EDI Standard Format to application table format. The data is exchanged in an EDI Standard, such as ANSI ASC X12, EDIFACT, UCS, or WINS.
tree structure	A type of graphical user interface that displays objects in a hierarchy.
trigger	Allows you to attach default processing to a data item in the data dictionary. When that data item is used on an application or report, the trigger is invoked by an event which is associated with the data item. EnterpriseOne also has three visual assist triggers: Calculator. Calendar. Search form.
two-way voucher match	The process of comparing purchase order detail lines to the suppliers' invoices to create vouchers. You do not record receipt information.
universal batch engine (UBE)	[In EnterpriseOne] A type of application that runs a noninteractive process.

unnormalized	Data that is a random collection of data elements with repeating record groups scattered throughout. Also see Normalized.
user overrides merge	The User Overrides merge adds new user override records into a customer's user override table.
user-defined code (UDC)	A value that a user has assigned as being a valid entry for a given or specific field.
utility	A small program that provides an addition to the capabilities which are provided by an operating system.
variable numerator allocations	A procedure that allocates or distributes expenses, budgets, adjustments, and so on, among business units, based on a variable.
variable quantity	A term that indicates the bill of material relationship between a parent item and its components or ingredients. When a bill of material component has a variable quantity relationship to its parent, the amount of the component changes when the software calculates parts list requirements for different work order quantities. Contrast with fixed quantity.
variance	<p>1. In Product Costing and Manufacturing Accounting, the difference between the frozen standard cost, the current cost, the planned cost, and the actual cost. For example, the difference between the frozen standard cost and the current cost is an engineering variance. Frozen standard costs come from the Cost Components table, and the current costs are calculated by using the current bill of material, routing, and overhead rates.</p> <p>2. In Capital Asset Management, the difference between revenue that is generated by a piece of equipment and costs that are incurred by the equipment.</p>
versions list merge	The Versions List merge preserves any non-XJDE and non-ZJDE version specifications for objects that are valid in the new release as well as their processing options data.
VESR	Verfahren Einzahlungsschein mit Referenznummer. The processing of an ESR pay slip with reference line through accounts receivable and accounts payable.
visual assist	Forms that can be invoked from a control to assist the user in determining what data belongs in the control.
voucher logging	The process of entering vouchers without distributing amounts to specific G/L accounts. The system initially distributes the total amount of each voucher to a G/L suspense account, where it is held until you redistribute it to the correct G/L account.
wareki date format	In Japan, a calendar format, such as Showa or Heisei. When a new emperor begins to reign, the government chooses the title of the date format and the year starts over at one. For instance, January 1, 1998, is equal to Heisei 10, January 1st.
wash down	A minor cleanup between similar product runs. Sometimes used in reference to the sanitation process of a food plant.
wchar_t	An internal type of a wide character. Used for writing portable programs for international markets.

web server	A server that sends information as requested by a browser and uses the TCP/IP set of protocols.
work order life cycle	In Capital Asset Management, the sequence of events through which a work order must pass to accurately communicate the progress of the maintenance tasks that it represents.
workfile	A system-generated file that is used for temporary data processing.
workflow	According to the Workflow Management Coalition, workflow means “the automation of a business process, in whole or part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of procedural rules.”
workgroup server	A network server usually containing subsets of data that are replicated from a master network server.
WorldSoftware architecture	The broad spectrum of application design and programming technology that PeopleSoft uses to achieve uniformity, consistency, and complete integration throughout its software.
write payment	A step in processing payments. Writing payments includes printing checks, drafts, and creating a bank tape table.
write-off	A method for getting rid of inconsequential differences between amounts. For example, you can apply a receipt to an invoice and write off the difference. You can write off both overpayments and underpayments.
Z file	For store and forward (network disconnected) user, EnterpriseOne store-and-forward applications perform edits on static data and other critical information that must be valid to process an order. After the initial edits are complete, EnterpriseOne stores the transactions in work tables on the workstation. These work table are called Z files. When a network connection is established, Z files are uploaded to the enterprise server; and the transactions are edited again by a master business function. The master business function then updates the records in your transaction files.
z-process	A process that converts inbound data from an external system into an EnterpriseOne software table or converts outbound data into an interface table for an external system to access.
zusammenfassende melding	In Germany, the term for the EU Sales Listing.

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