PeopleSoft

EnterpriseOne 8.93 Workflow Tools PeopleBook

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EnterpriseOne 8.93
Workflow Tools PeopleBook
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Table of Contents

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
Italics	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.

Why Workflow Is Important

In the past, companies benefited greatly from economies of scale, that is, the reduction of production costs that is achieved with increased output. These economies were possible because companies typically manufactured large quantities of standard products for relatively large and stable consumer groups. However, economies of scale are becoming less important in today's marketplace, due in large part to the increasing fragmentation of the consumer base. With so many products available, customers are more discriminating than ever and often expect highly complex services to go with the products that they purchase.

As a result, the definition of productivity as it relates to business success is changing rapidly and radically. Productivity is no longer defined simply as creating more with less. Increasingly, value is linked not only to sheer output but to innovation, or the ability to correctly anticipate and creatively respond to new and changing market opportunities. Today, a keen competitive advantage is enjoyed by those organizations with the flexible business infrastructures and tools in place to quickly develop new products and services and continuously outperform the time to market of their competitors.

The dependence of today's business enterprises on innovation and fast delivery of product cannot be overestimated. With the new emphasis on relentless innovation and the advantages that it breeds, successful companies are constantly searching for ways to reshape their corporate structures to streamline their business processes.

Workflow Management: Streamlining Business

Goods and services must be produced both faster and smarter through teamwork and efficiency. Only those companies with innovative staff, products, services, and short development cycles will prosper.

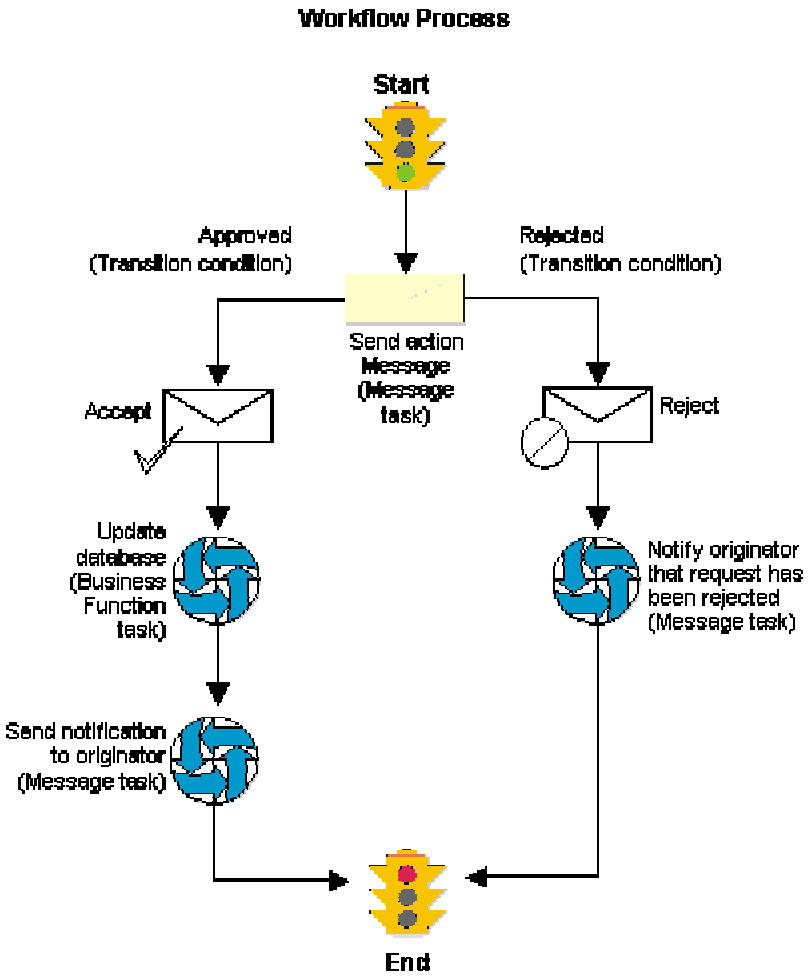
Workflow management, a strategy for automating business processes, is a powerful tool for translating the collaborative vision into real-world business applications with clear and measurable paybacks. The aim of workflow management is to streamline the components of various office systems by eliminating unnecessary tasks (and the costs associated with the performance of those tasks) and automating the remaining tasks in a process.

Workflow management is the effective application of information technologies to internal business processes in order to accelerate the collaborative and creative processes that drive innovation. The goal of workflow software technology is the creation of a single environment for managing the complexities multiple-office automation environments. As software has moved from individualized solutions with dedicated functionality to integrated groupware solutions, workflow has evolved as a metaphor for the efficient coordination of multiple workgroups using multiple technologies.

Most workflow products support two basic functions:

1. Tools for mapping business processes, which might be defined sets of routes, roles, and rules for the movement of documents and tasks
2. Implementation of those business processes through linkages with a company's computer network, shared databases, and e-mail systems so that information can flow through the organization at a controlled and efficient pace

Following is an illustration of a basic workflow process for approving an increase to a customer's credit limit:



The Benefits of Workflow

Because organizations are made up of a series of intricately intertwined business cycles, these cycles are a logical place to look first when attempting to streamline. According to the Workflow Management Coalition, almost 90 percent of all time that used to perform tasks within the business setting is classified as transfer time, whereas 10 percent is used for the actual performance of those tasks. The objective of workflow analysis is to redefine and then reconstruct the components of lengthy business cycles so that the time required to execute a task is minimized and the transfer time between tasks is eliminated entirely.

Other key benefits of workflow management include:

- Improved efficiency through the elimination of many unnecessary task steps
- Better business process control achieved by standardizing work methods and creating audit trails
- Improved customer service when consistency in the processes leads to greater predictability in levels of response to customers
- Flexibility bred from software control over processes, which enables their future redesign in response to changing business needs

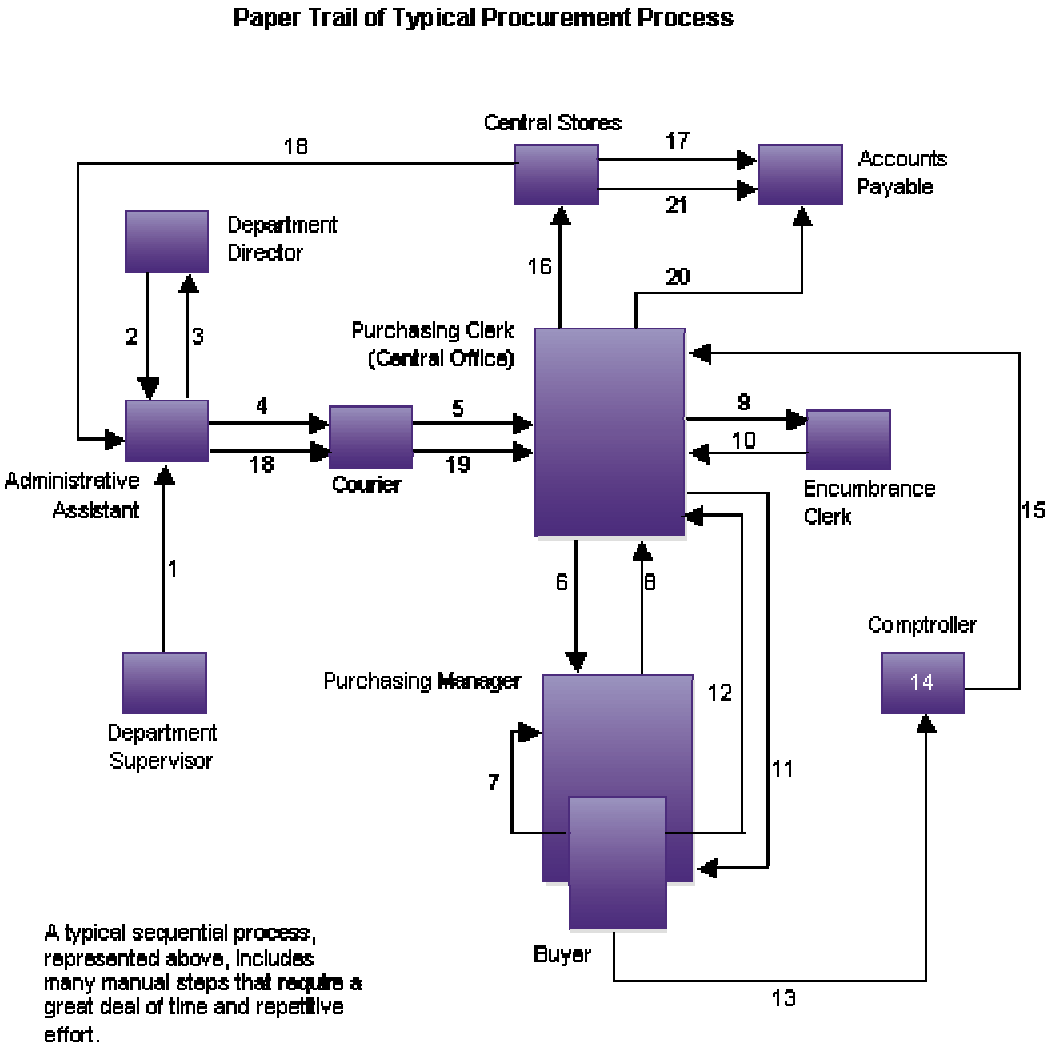
Workflow Enhancement Scenario

Information that is critical to a workflow process can be defined and stored in database tables, allowing a computer system to automate the flow of information and tasks. This automation minimizes the reliance on physical meetings to enter redundant data and to physically exchange paper. For example, using an automated workflow process, purchase orders and work orders can be processed to completion without a single printout. The defined workflow information might include order activity rules, workflow steps, and expenditure authorization requests, all of which can be routed automatically via e-mail.

The following scenario demonstrates the savings in labor and time that can be achieved when EnterpriseOne Workflow Tools technology is applied to a typical business process like procurement.

Conventional Workflow

The following graphic illustrates the paper trail of a typical procurement process that is not automated. The step-by-step tasks of this conventional workflow and the total time required to complete the procurement process are explained in the following graphic.



1. The department supervisor at a remote office fills out a requisition form to request goods.
2. The administrative assistant processes the requisition form, looks through two catalogs, and locates the items. The assistant then fills out the paper portion of the requisition and walks it to the department director.
3. The department director reviews the requisition, signs it, and puts it in an Out basket.
4. The administrative assistant retrieves the requisition and places it in a courier pack to the central office.

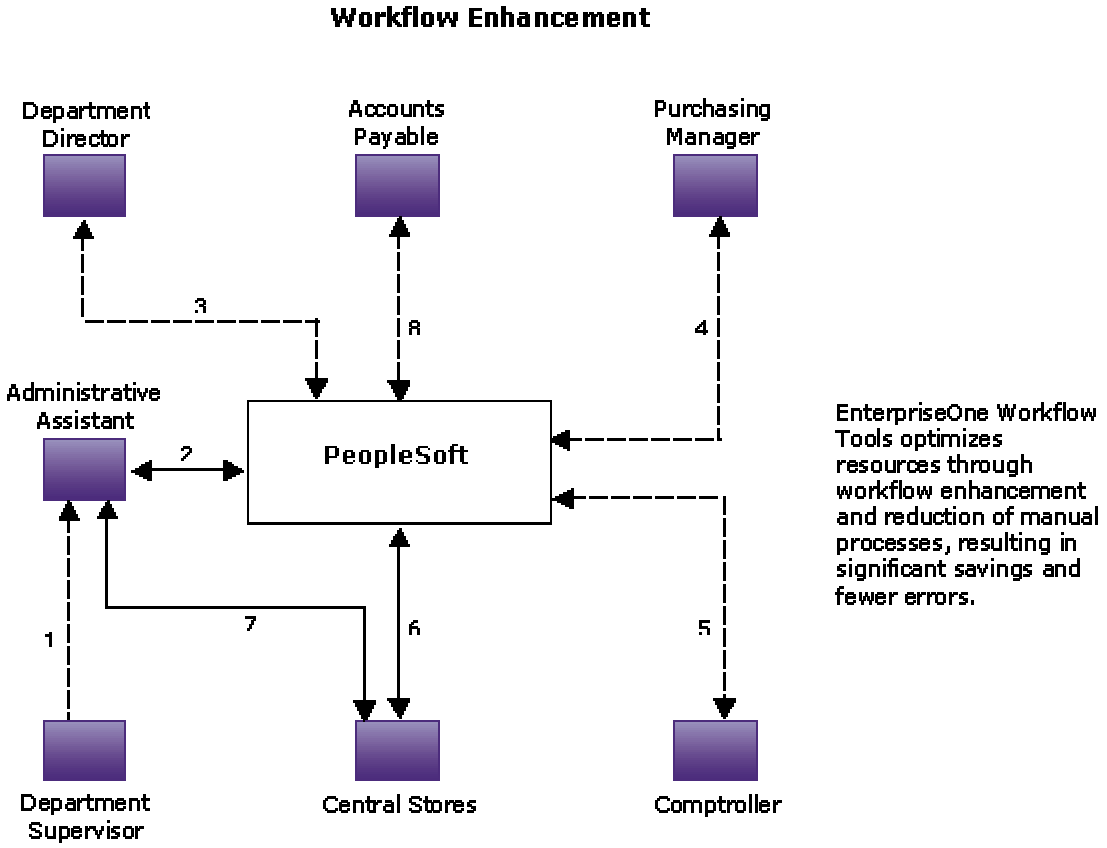
5. A courier drives to the remote office, picks up the courier pack, and delivers it to the purchasing clerk at the central office.
6. The purchasing clerk reviews the requisition, audits central stores, and sends the requisition to the purchasing manager if the item is in stock, or to the buyer if the item is not in stock.
7. The buyer reviews the document, selects the supplier, calls for a quote, and passes the requisition to the purchasing manager.
8. The purchasing manager reviews, signs, and places the requisition in an Out basket.
9. The purchasing clerk retrieves the requisition and passes it to the encumbrance clerk.
10. The encumbrance clerk reviews the items, assigns account codes, and checks the budget. If funds are available, the requisition is passed back to the purchasing clerk.
11. The purchasing clerk sends the requisition to the comptroller if the item is in central stores, or to the buyer if it is not in stock and must be bought and delivered to central stores.
12. The clerk retrieves the purchase order and delivers it to the comptroller or buyer.
13. The buyer consolidates the requisition into a single purchase order per vendor and places the order in the out basket for delivery to the comptroller.
14. The comptroller reviews and signs the purchase order. At this step, the routing can take longer, based on the amount of the request and the level of authorization of the person approving the purchase.
15. The clerk retrieves the document and places it in interoffice mail. Another day passes.
16. A multipart document arrives one day later via interoffice mail in the purchasing department. The purchasing clerk tears out the white copy and sends the rest of the multipart form to central stores.
17. The purchasing clerk logs and files the white copy.
18. The central stores clerk retrieves the item from the shelf, tears out the pink copy, places it in the accounts payable stack, and ships the item and the remaining copies to the remote office.
19. The administrative assistant receives the item, tears out, logs, and files the blue copies, and places the green receiving and yellow accounts payable copy in a courier pack to go back to the central office.
20. A courier retrieves the pack and returns the green and yellow copies to the central office.
21. The purchasing clerk attaches the white original and green receiving copies to each other, puts them in the file, and sends the yellow copy to accounts payable.
22. The accounts payable clerk receives the invoice from central stores, retrieves the open yellow receiver copy from the file, and matches and enters the voucher.

Total time (in minutes) per item if the item is not in stock: 172.5

Total time (in minutes) per item if the item is in stock: 147.5

Enhanced Workflow with EnterpriseOne Workflow Tools

The following graphic illustrates how EnterpriseOne Workflow Tools enhances this workflow by reducing the paper trail, minimizing redundant data and data entry, and reducing errors or the need to redo work.



Using EnterpriseOne Workflow Tools, the organization streamlined its workflow process as described in the following steps:

1. The department supervisor fills out a requisition form to request goods.
2. The administrative assistant processes the requisition form online. The system checks the budget and automatically routes the request to the next approver based on the workflow table hierarchy and the amount of the item.
3. The department director reviews and approves the requisition online. The system automatically routes the requisition to the appropriate buyer or purchasing manager.
4. The purchasing manager consolidates the requisition with others for the same vendor into a purchase order. The system automatically routes the purchase order to the next approver.
5. The comptroller reviews and approves the purchase order as required.
6. The purchase order is automatically routed to central stores. A clerk takes the pick slip, retrieves the item from the shelf, and ships it for next-day delivery.
7. The administrative assistant receives the item on the next day.
8. The accounts payable clerk receives the invoice online and matches it to the open receipt that is also online. The system automatically creates a voucher.

Total time (in minutes): 27

EnterpriseOne Workflow Tools Overview

EnterpriseOne Workflow Tools (Workflow) allows you to automate your high-volume, formerly paper-based process into an e-mail-based process flow across a network. Documents, information, and tasks pass from one participant to another for action based on a set of procedural rules. The result is an automated and efficient process with minimal user involvement, which allows you to streamline your existing business processes, increase efficiency, and reduce process time. Moreover, Workflow uses the tools already in place in the EnterpriseOne system.

Using Workflow, any application can be workflow-enabled. This flexibility and ease of use allows you to enable new, innovative business process ideas in your existing system without major system changes.

Workflow allows you and your employees to access workflow messages or tasks from several places:

- Work Center
- Employee Queue Manager
- Third-party e-mail systems
- Work Item Manager (Web Client users only)

You can monitor your workflow processes and tasks in the following ways:

- As a Workflow administrator, from the Process Task Monitor. This monitor allows an administrator to override authority at the execution of certain tasks or to monitor the workflow for potential delays in workflow queues.
- Graphically from the Process Modeler Server (sold separately). This product provides an HTML view of workflow process instances within the PeopleSoft Portal and provides Workflow administrators the ability to Suspend, Terminate, or Resume any workflow process instance.
- As a user, from the Work Center, which displays action or error messages that require user interaction. For example, when a user receives notification that a document requires her review, the routing and the document appear within the Work Center.

The Workflow model is based on the following principles:

Routes Routes define the path along which the Workflow engine moves work. This work could involve a message, batch process, business function, halt in the system, or form. Routing can be simple, meaning that it is typically sequential; or it can be complex, meaning that it involves joins or splits, parallel routing, or iterative routing (looping).

Rules Rules define to whom or to where the work should be routed. Rules define the conditions that must be met for the Workflow engine to progress from one step to the next. Rules can be contingent on predefined threshold values or as simple as moving to the next step in a process.

Key Concepts

The following table contains definitions of key concepts that are essential in understanding the EnterpriseOne Workflow Tools. Before you create a workflow process, you should familiarize yourself with the following concepts:

Workflow system	All of the tools that facilitate the design of a workflow process, as well as the workflow engine.
Workflow engine	All of the EnterpriseOne mechanisms that move the workflow process from one task to another.
Process definition	A template or model of the workflow process. The process definition contains all the information about the tasks, transitions, and conditions that make up a workflow process. That is, the process definition defines each component of the process and defines each path the process might follow.
Process instance	An active process in the system. When an event rule activates a workflow process, the system creates a process instance. The process instance follows a path that is defined in the process definition. You can have several concurrent process instances of the same process in the system. **Note** If you are familiar with object-oriented programming, a process definition is comparable to a class and the process instance is comparable to an object.
Process version	A specific workflow process definition. The system uses process versions to allow for the modification of processes without disrupting currently running process instances. Before you modify a process, you should copy the workflow process version to a new version number, edit the new version, and then make the new version active. Use this versioning mechanism during workflow development to allow process instances that started using the old version to finish using that same version.

EnterpriseOne Workflow Tools Features

EnterpriseOne Workflow Tools (Workflow) give you the ability to do the following:

- Attach a workflow process with event rules to any event within an application, batch process, or named event rule (NER). You can also attach a workflow process through table event rules in Table Design Aid.
- Execute conditional processing, which is logic contingent upon supplied criteria, such as quantity and dollar amount. This criterion can be any parameter used in the decision-making process that the system can evaluate.
- Create messages specific to the process by setting up message templates (text substitution messages) in the data dictionary.

Workflow also:

- Integrates seamlessly with EnterpriseOne interactive and batch applications
- Offers multiple level approvals
- Offers automatic escalation of messages which have not been acted upon
- Offers manual escalation of processes in which the administrator has the ability to override or bypass certain tasks or users in the workflow process
- Automatically time stamps all tasks within a process for auditing and improvement analysis through the Process Task Monitor (P98860) or Workflow Advanced Analysis (P98870)

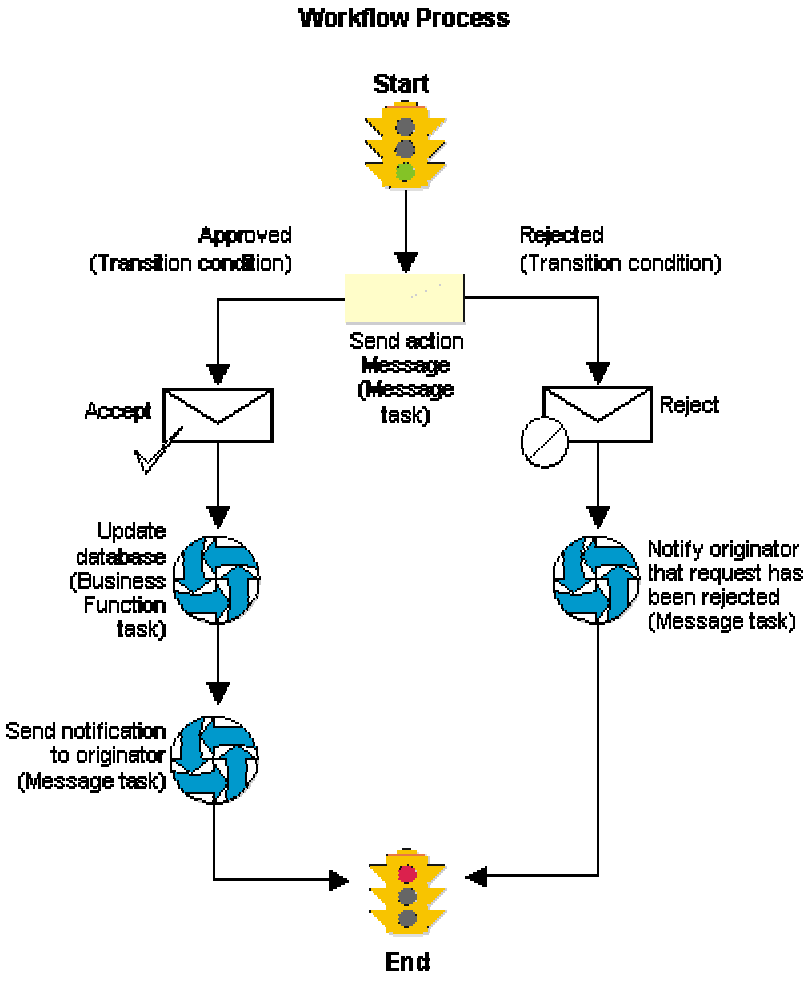
All of the technology, rules, and principles explained above allow you to work more efficiently and reduce cycle time. The automated process reduces errors and generates less paperwork. Furthermore, Workflow helps you develop workflow-enabled applications or quickly and smoothly enable existing applications for workflow. You have the ability to attach a workflow process that sends a message or calls an application to any event within an application. All you have to do is attach a Start Process call to an event within an application to initiate the workflow process. Because this process is defined outside of your application, it offers you unlimited flexibility to incorporate your innovative ideas into the EnterpriseOne system.

Components of a EnterpriseOne Workflow Process

A workflow process consists of tasks and transitions. A task represents an action that takes place in the workflow process, such as starting a workflow process, sending an approval message, or updating a table in a database. A transition links workflow tasks together. Transitions can contain transition conditions, which are logical criteria that determine which task will occur next in the workflow process.

The following graphic illustrates a EnterpriseOne workflow process. Each icon represents a task in the process. The Start task begins the process when triggered by an event within an application, such as someone changing a customer's credit limit. Based on that change, the system invokes a message task, which sends a message to a designated user (an approver) to review the change and either approve or reject it.

The lines in the graphic labeled Approved and Rejected illustrate transition conditions. If the approver approves the change, a business function updates the database with new information (such as the customer's new credit limit). The system then sends a message back to the originator, acknowledging that the changes were made. If the approver rejects the change, the system sends a message to the originator informing him or her that the request was rejected. The database remains unchanged if the request is rejected.



Workflow Tasks

The following tasks can be used in a workflow process:

Start A task that begins a workflow process when triggered by an event. This task is automatically included in the process when you create a workflow process.

End A task that completes a workflow process. As with Start, this task is automatically included in the process when you create a workflow process.

Batch Application A task that starts an EnterpriseOne batch application.

Interactive Application A task that starts an EnterpriseOne interactive application, such as Work With Journal Entries.

Business Function A task that uses a business function for special logic processing, including any business functions written in C programming language or named event rules. For example, you can set up a Business Function task that updates the database if a user approves an active message.

Local Subprocess A task that starts another workflow process, which includes its own set of tasks.

Message A task that generates a message. A Message task can include the following items:

- A recipient specifying to whom the message will be sent.
- Recipient rules and recipient conditions containing the logic that can override the original recipient.
- A shortcut to the Generic Workflow Approval Forms (P98805) or any other form.
- A message template containing boilerplate text and values that are substituted from data items within key data and additional data structures of the workflow process.
- Escalation options enabling the system to forward (escalate) unread messages after a certain period of time to another user. You add escalation to a message so that if the original recipient of the message is not available to respond to the message, another person will receive the message.

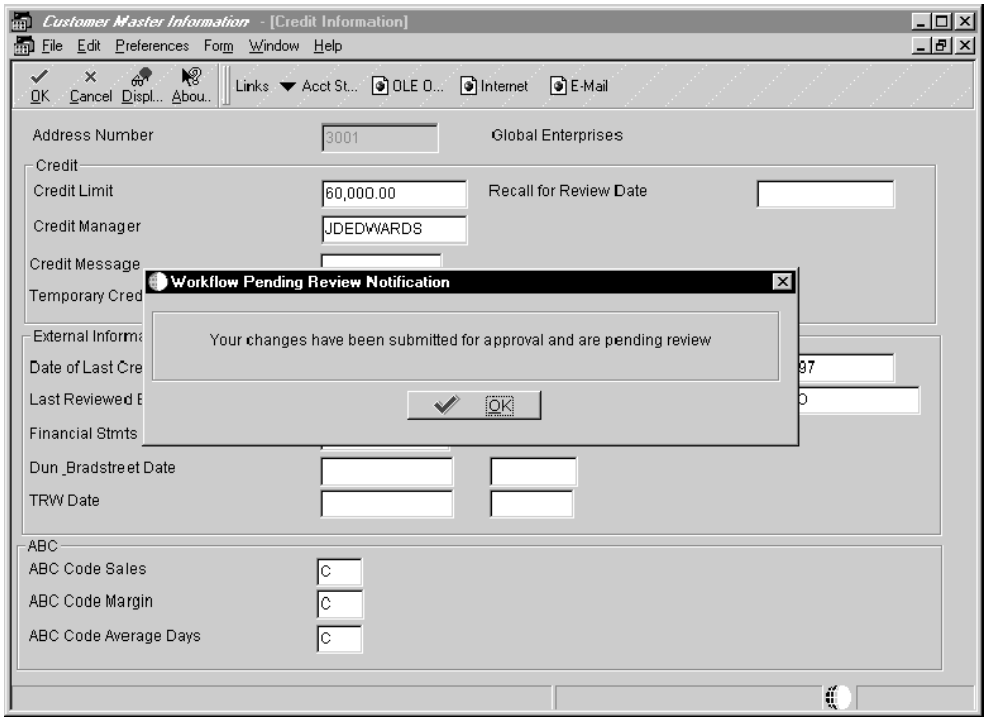
Windows Executable A task that launches an executable program that you specify, such as a batch file or a virus scanner. Typically a process without a user interface.

Halt A task that suspends the workflow process for a certain period. Once a period of time has passed or when an event occurs, the process starts again. The process is permanently halted until some outside event restarts it. You specify the earliest date and time that the task can be restarted within the instance record.

Example: A Workflow Process

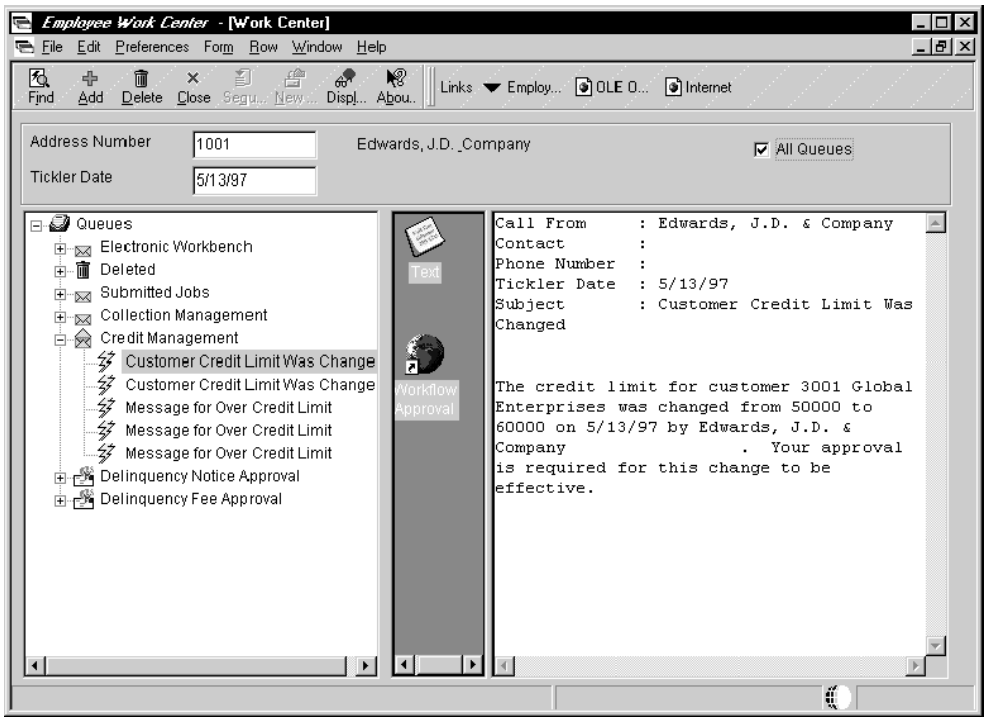
The Accounts Receivable system can detect when a user changes a customer's credit limit. This ability to detect a change allows an approval process to automatically route a message to the appropriate people for their approval or rejection.

In the following example, a user changes a customer's credit limit from 50,000 USD to 60,000 USD. The system displays a message box that notifies the user that the changes have been submitted for approval. The system does not reflect the new credit limit in the customer record until the change is approved.



Note that the message in this example is specific to the Credit Limit Changed process and does not appear automatically in a process that you set up. You can add a message similar to this one through a form interconnect when you attach a process to an application.

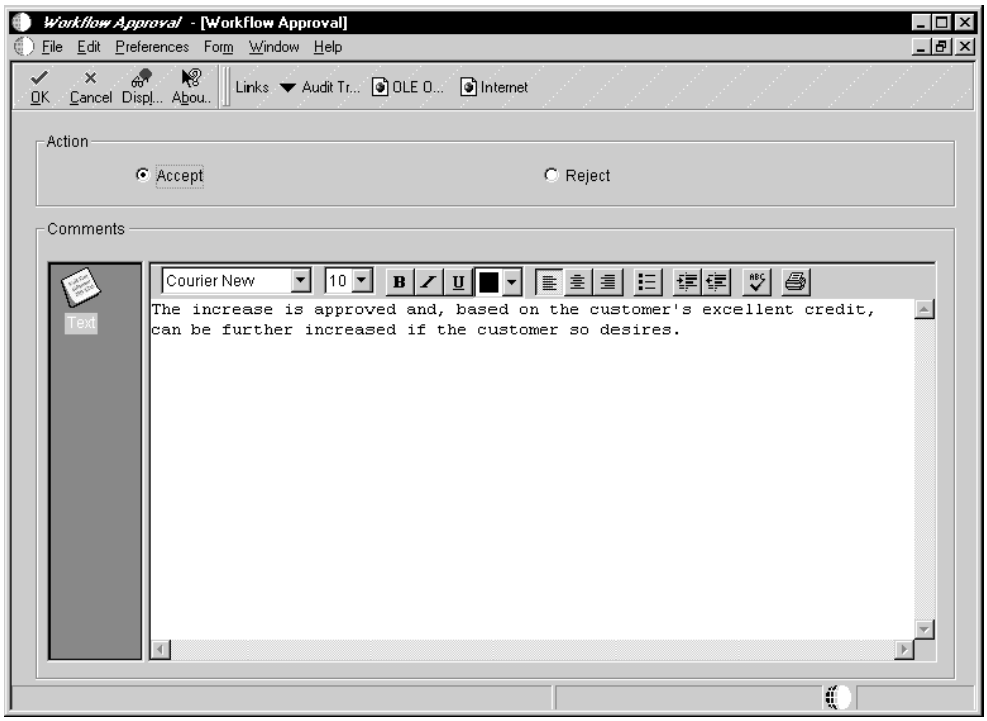
The approver receives a message in the Credit Management Queue through the Employee Work Center. The message indicates that the change is pending approval.



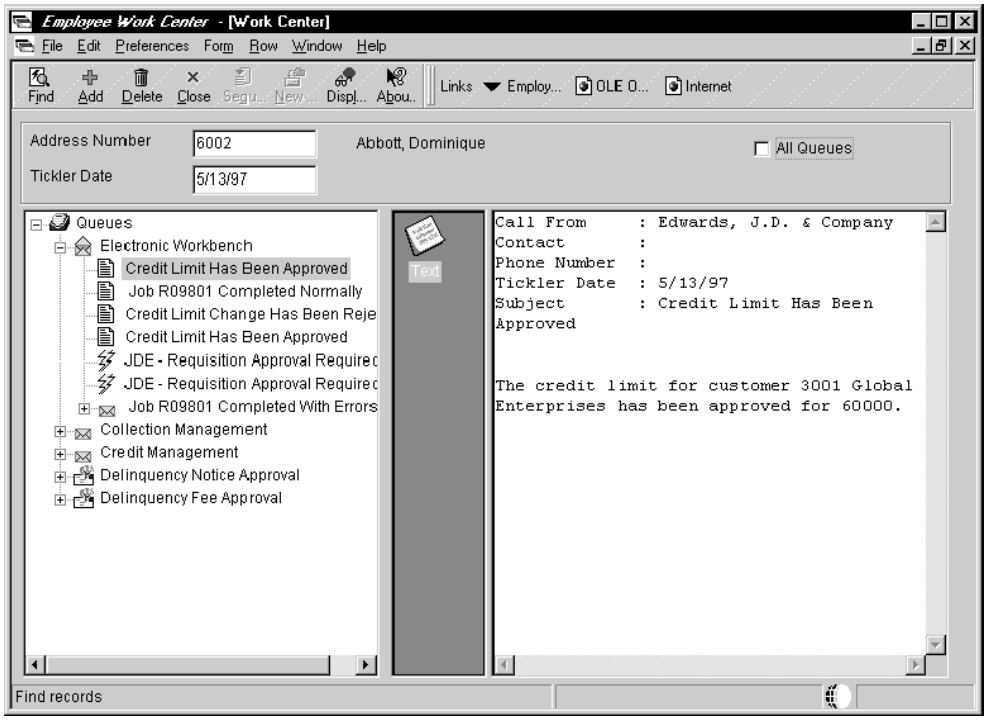
To approve or reject the change, the approver clicks the Customer Credit Limit Was Changed message and clicks the Workflow Approval icon, which opens a form used to approve or reject the message. This form also allows the approver to add supplemental information about the approval or rejection action for audit purposes.

If the approver rejects the change, the system retains the customer's old credit limit information and sends a message to the originator, informing her or him of the rejection, which completes the workflow process.

If the approver approves the change, a Business Function task initiates a Named Event Rule (NER) that updates the database with the customer's new credit limit.



The process sends a message to the user who originated the credit limit change, indicating that the credit limit change was approved.



Planning for Workflow

The workflow system enables a well-managed business to operate even more efficiently. The workflow system is essentially value-neutral, meaning that it does not substantially improve the efficiency of processes that are poorly designed originally. Therefore, before thinking about ways to better manage your internal workflows, your company should first consider some degree of business process reengineering. This planning process is vital for ensuring that your current business processes and management approaches are synchronized with today's volatile competitive environment, and not a hindrance to flexibility and growth.

Workflow Setup

When you create a workflow process to send messages to individuals or to members of a distribution list, you can perform some initial tasks to make sure that the system is set up to properly distribute these messages. For example, if the recipients of a workflow message use a third-party e-mail system, you will need to set up EnterpriseOne with external mail access. For users of the EnterpriseOne mail system, the Work Center, you might want to set up custom queues to organize and categorize messages sent by different workflow processes.

You might also need to set up a message template for your workflow process. A workflow process uses message templates to present messages that contain specific information or information that is substituted from data items within the process.

You can perform the following tasks before you begin creating a workflow process:

- Setting Up External Mail Access
- Setting Up Queues
- Setting Up Message Templates

Setting Up External Mail Access

EnterpriseOne software provides an integrated mail system that allows users to communicate with external e-mail software packages such as Microsoft Outlook or Lotus Notes. The system uses the Simple Mail Transfer Protocol (SMTP) to do this.

SMTP is a TCP/IP protocol for sending messages from one computer to another on a network. SMTP is used on the Internet to route messages. In EnterpriseOne, the Send Message system function uses SMTP to route messages to external e-mail addresses.

Benefits of Using an SMTP Server

The following are benefits of using an SMTP server:

- You can separate mail functions along client/server lines, which facilitates the creation of front-end client mail software that is independent of the back-end mail engine. An SMTP server is not dependent on what kind of external mail software is being used in your company.
- You can send messages to anyone with an external mail address by using the Send Message system function. You must pass a valid e-mail address in the recipient field.

► **To enable sending external mail using SMTP**

Add the following lines to the [JDEMAIL] section in the jde.ini file of each Windows client:

- Rule1=90|OPT|MAILSERVER=*smtp_server_name*

  The MAILSERVER setting identifies the name of the SMTP server responsible for sending messages. This setting must be equal to the name of the machine on which the SMTP service is running. This server name is the same as it is listed in the TCP/IP host file on the server.

- Rule2=100|DEFAULT|OWMON=*address@your_company.com*

  When the Send Message system function is initiated from the Server Administration Workbench, the OWMON parameter is used to determine the From address for the mail message. Set this parameter to an appropriate mail address for your company.

- Rule3=110|DEFAULT|JDE_SYSTEM=*address@your_company.com*

  When the Send Message system function is initiated within application or business function event rules, the JDE_SYSTEM parameter is used to determine the From address for the mail message. Set this parameter to an appropriate mail address for your company.

- Rule4=120|DEFAULT|WORKFLOW_SYSTEM=*address@your_company.com*

  When the Send Message system function is initiated from an activity in a workflow process, the WORKFLOW_SYSTEM parameter is used to determine the From address for the mail message. Set this parameter to an appropriate mail address as the originator of a workflow message for your company.

- Rule5=130|OPT|MERGELOCAL=1

  For current installations, the MERGELOCAL parameter setting should be equal to 1.

- Rule6=140|OPT|UPDATELOCAL=0

  For current installations, the UPDATELOCAL parameter setting should be equal to 0.

Setting Up Queues

Queues categorize messages within the system and organize them in the Work Center. For example, messages can be categorized into queues for priority mail or submitted jobs. Through a queue, users can approve or reject certain activities in the process flow. You set up a queue in the same way as you set up any user defined code (UDC).

Workflow includes several predefined queues, but you might want to set up a custom queue for messages generated by workflow processes that you create. For example, you might want to set up a queue for messages generated by a credit limit approval process. This queue could gather any approval or rejection messages related to credit limits for customers. A user can then open that queue and act on the message contained within it.

► To set up a queue

From Workflow Management Setup (G0241), choose Workflow User Defined Codes (G02411), and then choose Employee Task Queues (P0004A).

1. On Work With User Defined Codes, click Add.
2. On User Defined Codes, complete the following fields in an empty row in the detail area and click OK:

   - Codes

     Enter a unique number for the queue.

   - Description 1
   - Description 2
   - Special Handling
   - Hard Coded

     Enter N in this field.

See Also

- *User Defined Codes* in the *Foundation Guide*

Setting Up Message Templates

When you add a Message task (a task that sends messages to individuals or to members of a distribution list), you can choose to use a message template. Message templates allow you to send boilerplate text along with information that is substituted from data items used within the process.

You can create a new message template before you begin creating a workflow process or set up the template during creation of a Message task.

Use the following naming convention when creating message templates:

LM*xxxxyyy*

where LM identifies the message as a workflow message

xxxx = the system code (use system codes 55 through 59 for customer-specific messages)

yyy = a sequential number

► To set up a message template

1. In OMW, highlight the project to which you want to add the message template, and the click Add.
2. On Add J.D. Edwards Object to the Project, choose Data Item in the Control Table Objects area, and then click OK.
3. On the Data Dictionary Item Type dialog box, click Yes to add a glossary data item.

4. On Glossary Items, click the Item Specifications tab, and then complete the following fields:

   - Glossary Group

     Enter Y to identify the message as a workflow message. The system disables the Data Structure Template tab. This tab is used for creating error messages, not workflow messages.

   - Product Code
   - Product Code Report

     Enter a user defined code that specifies the system number for reporting and jargon.

   - Description
   - Error Level

     If this is an informative message, such as a message notifying a recipient that an employee's salary has been increased, enter 3.

5. Click the Item Glossary tab and enter the text for the message.

   If the message contains values that will be substituted by data items from your key data and additional data, leave a placeholder for them by using an ampersand (&) and the number of the value.

6. Click OK when you have finished setting up the message template.

See Also

- *Creating a Text Substitution Error Message* in the *Development Tools Guide*
- *Message Tasks* in the *EnterpriseOne Workflow Tools Guide* for information on how to attach a message template to a Message task

Creating a Workflow Process

A workflow process is an object in the PeopleSoft EnterpriseOne system. You create and manage a workflow process in Object Management Workbench (OMW) like any other object. When you create a workflow process, the system automatically adds it to your Default Project folder in OMW.

The following steps outline the high-level processes for creating a workflow process:

1. Create key and additional data structures for the workflow process.
2. Create the workflow process by naming it and assigning the appropriate data structures to it.
3. Use Workflow Modeler, a graphical design tool that you launch from OMW, to add and configure each component of the workflow process.
4. Attach the workflow process to the application from which you want the workflow process to start.

Some of the steps of the process can consist of several additional tasks. For example, when you add a Message task to a workflow process in Workflow Modeler, you might have to create distribution lists, add recipient rules, and create a message template.

See Also

- *Components of a EnterpriseOne Workflow Process* in the *EnterpriseOne Workflow Tools Guide* for more information about tasks and transitions
- *Working with Objects* in the *Object Management Workbench Guide* for more information about how to create and manage objects in OMW

Prerequisite

Before you begin creating workflow processes, do the following:

- See the *Workflow Modeler Installation Guide* for Workflow Modeler installation instructions. You must install Workflow Modeler before you can create and design a workflow process.
- Understand the concepts of EnterpriseOne development tools. See *EnterpriseOne Tools* and other topics in the *Development Tools Guide* for more information.
- Define your users and distribution lists in Address Book before setting up your workflow processes. See *Address Book Maintenance* in the *Address Book Guide* for information about entering address book profiles for new users.
- If you are going to integrate with a third-party e-mail system, see *Setting Up External Mail Access* in the *EnterpriseOne Workflow Tools Guide*.

Key and Additional Data Structures

A workflow process requires the following two data structures:

- Key
- Additional

A key data structure contains the data items that make an instance of a process unique, similar to how the primary key in a table is the unique index in a table. Key data is the basis of the workflow process. You can use multiple data items in your key data structure.

An additional data structure contains all of the other data that the process, and any task within the process, needs to complete the process flow. Workflow can use the additional data structure to pass information to tasks within the process and to users. The system also uses additional data to track audit information. The parameters of the key and additional data structures are stored in the Process Instance table (F98860).

Another distinction between the two data structures is that the values in the key data structure do not change during the life of a process instance. The values in the additional data structure can change as the instance is executed.

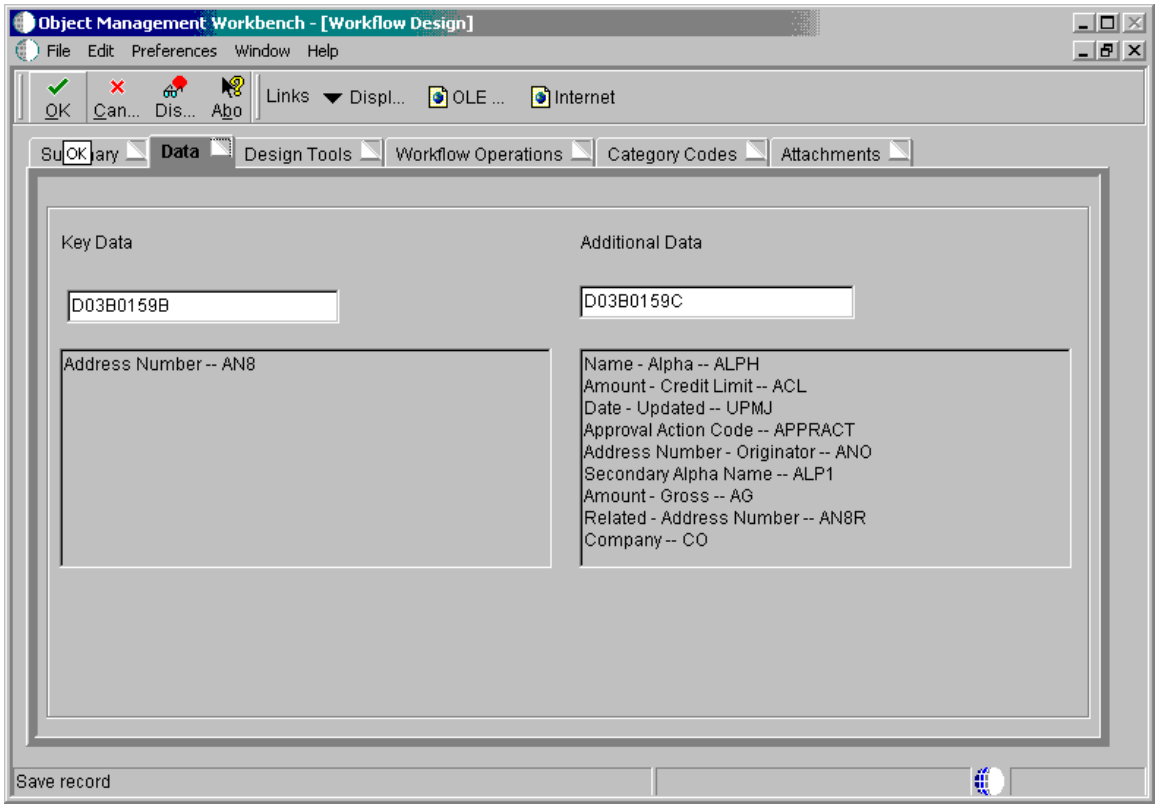
Note

Do not include the same data items in both the key and additional data structures.

If key and additional data structures do not exist for your new workflow process, you can define new ones. You also can use existing key and additional data structures when you create a new workflow process, but this action is not recommended because of the interdependencies it will create.

Example: Key and Additional Data Structures

The following example shows key and additional data for a Workflow process designed to send messages to approve or reject a change to a customer's credit limit:



In this example the key data, D03B0159B, consists of a single data item, which, in this case, is the customer number for the customer whose credit limit was changed. The system uses this data item to track the workflow process in the system, and uniquely identify an instance of the Credit Limit Changed workflow process.

The message sent to the approver of the credit limit change request contains additional information that the approver needs to approve or reject the request. The additional data contain data items that pass this information to the approver, such as:

- Customer name
- Address
- Amount
- Date of request
- Company name

Naming Conventions for Key and Additional Data Structures

Names of key and additional data structures begin with WF and use the following format:

WFxxxxyyyA or *WFxxxxyyyB*

Where

WF indicates a key data or additional data selection

xxxx specifies the system code

Use codes 55 through 59 for customer-specific keys and additional data structures.

yyy represents a sequential number

A identifies key data

B identifies additional data

► To create a data structure for key data or additional data

On the Cross Application Development Tools menu (GH902), choose Object Management Workbench.

1. On the Object Management Workbench form, click the project to which you want to add the data structure.

   Note

   You should add the data structures to the same project in which you are creating a workflow process. See *Adding Objects to Projects* in the *Object Management Workbench Guide* for more information.

2. Click Add.
3. On Add PeopleSoft Object to the Project, click the Data Structure option under the Object Librarian Objects heading, and then click OK.
4. On Add Object, complete the following fields:

   - Object Name

     Use the data structure naming conventions to name the data structure.

   - Description
   - Product Code
   - Product System Code
   - Object Use

5. Click the Regular Data Structure option and then click OK.

   The system displays the Data Structure Design form.

6. On Data Structure Design, click the Design Tools tab and then click Data Structure Design.
7. On Data Structure, choose the data dictionary items you want to include in the key data or additional data, and drag them to Structure Members on the left.

   You can rename structure member items by clicking the data item and typing a new name.

8. When you are finished choosing data items, click OK.

   The data structure appears under your project in OMW.

Note

After you create your key data and additional data structures, you can attach them to your workflow process. See *To create a workflow process* in the *EnterpriseOne Workflow Tools Guide*.

Naming Conventions for Workflow Processes

When you create a workflow process, you must name it. The name can be as many as 10 characters and should be in the following format:

Kxxxxyyyyy

Where:

K designates a workflow process

xxxx specifies a system code

This value is typically two digits, but can be as many as four digits. Use codes 55 through 59 for customer-specific processes.

yyyyy represents a sequential number

This value is typically two digits, but can be as many as five digits.

You also must provide a description about the purpose of the workflow process. This description can be as many as 40 characters.

See Also

- *Understanding EnterpriseOne Naming Conventions* in the *Development Guidelines for Application Design Guide* for more information about object naming conventions

► To create a workflow process in OMW

From the Cross Application Development Tools menu (GH902), choose Object Management Workbench.

1. On Object Management Workbench, choose the project in which you want to create a workflow process and click Add.
2. On Add PeopleSoft Object to the Project, click Workflow Process under the Workflow heading and then click OK.

3. On Add Non-OL Object, complete the following fields:

   - Process

     Name the workflow process using the format *Kxxxxyyyyy*, where:

     K designates a workflow process

     xxxx specifies a system code

     This value can be as many as four digits. Use codes 55 through 59 for customer-specific processes.

     yyyyy = represents a sequential number

   - Version
   - Description

     Provide a description that indicates the purpose of the workflow process. This description can be as many as 40 characters.

   - Product Code

4. Choose a data structure for the key data by clicking the Search button in the following field:

   - Key Data Structure

Note

If you have not created the data structures for the key data and additional data, see *Key and Additional Data Structures* in the *EnterpriseOne Workflow Tools Guide*.

If you want to create a diagram of your workflow process in Workflow Modeler before you create these data structures, use existing data structures and then replace them with your own when you are ready to configure each component of the workflow process.

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5. On Data Structure Search and Select, type the name of the data structure in the Object Name field and then click Find.
6. Choose the data structure that you want to use for your key data and click Select.
7. On Add Non-OL Object, click the Search button in the following field to choose a data structure for the additional data:

   - Additional Data Structure

8. On Data Structure Search and Select, type the name of the data structure in the Object Name field and then click Find.
9. Choose the data structure that you want to use for your additional data and click Select.
10. If you want the workflow engine to keep audit records of all instances of the workflow process, click the History Tracking option.

Note

PeopleSoft recommends that you choose the History Tracking option. When a workflow process is started, audit records are saved in the instance tables (F98860 and F98865) and can be used for historical analysis. If you do not choose this option, the audit records are deleted after the workflow process completes

Periodically, you can purge audit records that you no longer need using the Purge Completed Workflow Processes (R98860P) batch application. See *Purging Workflow Data Files* in the *EnterpriseOne Workflow Tools Guide*.

11. Click OK.
12. On Workflow Design, click OK to save the workflow process in OMW.

Note

After you create the workflow process in OMW, see *Workflow Modeler* in the *EnterpriseOne Workflow Tools Guide* for information about designing and configuring each component of the workflow process.

Designing a Workflow Process in Workflow Modeler

Workflow Modeler is a graphical design tool that you can use to design and configure each component of a workflow process. Workflow Modeler contains icons that represent all of the tasks and transitions that make up a workflow process. You drag the icons onto the Workflow Modeler workspace to create a diagram of a workflow process from beginning to end. After you add tasks and transitions, you can right-click any task or transition and choose one or more dialogs to configure that component of the process.

When you configure a new workflow process in Workflow Modeler, the Start and End tasks automatically appear in the Workflow Modeler workspace.

Workflow Modeler Toolbar

Workflow Modeler uses a dockable toolbar called Object Creation Tools, which contains the icons needed for adding tasks and transitions to a workflow process. Each icon in the toolbar is described below. You can use the hover help to identify each icon.

Icon	Function
Default (pointer)	Allows you to move tasks and transitions in the graphical user interface.
Transition	Attaches one task to another, indicating flow within the process. You can add a transition condition to a transition. Transition conditions contain the logic for determining which task is acted upon next in the workflow process.

Batch Application	Identifies the task as one that executes a batch process or report.
Interactive Application	Identifies the task as one that launches a PeopleSoft interactive application.
Business Function	Identifies the task as one that executes a business function for special logic processing. For example, the Update task in the Credit Limit Changed example is a business function that updates the database with changes.
Local Subprocess	Identifies the task as a workflow subprocess.
Message	Identifies the task as one that sends a message to a user or users.
Windows Executable	Identifies the task as one that launches an executable program, such as a word processing or spreadsheet application.
Halt	Identifies the task as one that halts all activity on the line beyond itself until the specified date occurs or the specified amount of time passes.

Note

The icons at the bottom of the toolbar, including the Remote Subprocess icon, are reserved for future use.

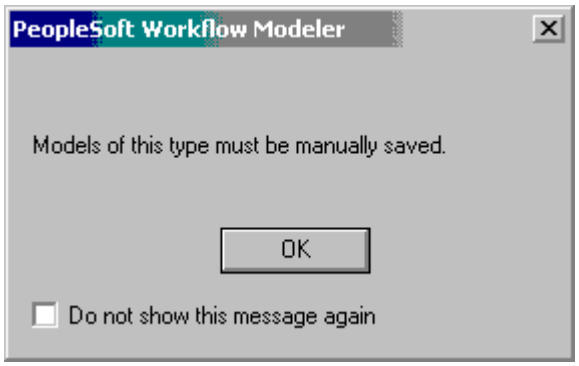
► To open a new workflow process in Workflow Modeler

Note

You must first create the workflow process in OMW before you can open it in Workflow Modeler. See *To create a workflow process in OMW* in the *EnterpriseOne Workflow Tools Guide* for more information.

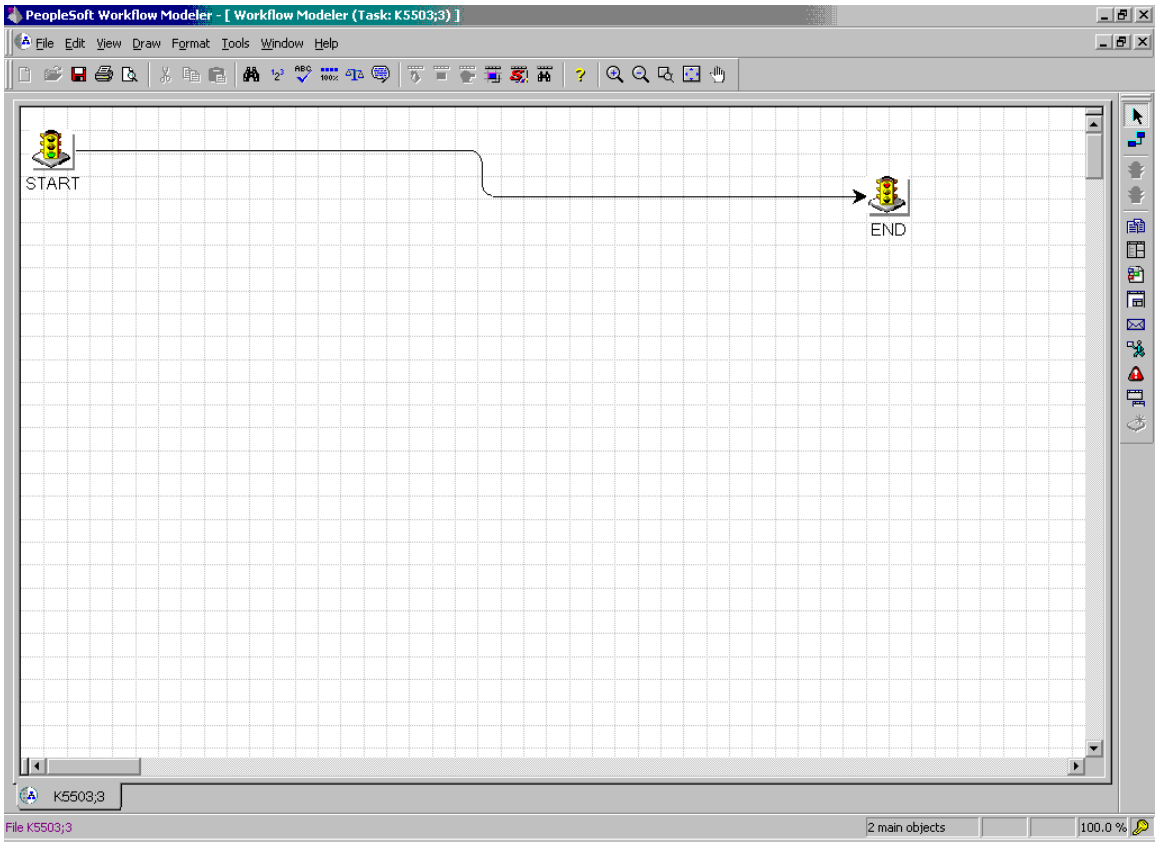
1. In OMW, under the Objects menu in your project, click the workflow process and then click the Design button in the center column.
2. On Workflow Design, click the Design Tools tab and then click Start Workflow Modeler.

3. Upon opening Workflow Modeler, click OK on the following message:



This is a reminder to save your workflow process using the File, Save menu option in Workflow Modeler before you exit.

A diagram of the workflow process appears in the Workflow Modeler workspace, with the Start and End tasks automatically created for you.



4. On Workflow Modeler, use the icons in the Object Creation Tools toolbar to add and configure the appropriate tasks and transitions to the workflow process.

Note

For instructions on how to add tasks and processes, see the following topics in the *EnterpriseOne Workflow Tools Guide*:

- *Adding Tasks to a Workflow Process*
- *Transitions and Transition Conditions*

Adding Tasks to a Workflow Process

You can use Workflow Modeler to add the following tasks to the workflow process:

- Batch Application
- Interactive Application
- Business Function
- Local Subprocess
- Message
- Windows Executable
- Halt

Joining Tasks

Every task has an "and-join" property. This property only matters if a task has multiple transitions leading into it. If the and-join property is checked, it requires that each transition leading to the task must complete before the task will begin. If the and-join property is not checked, only one transition leading to the task must complete for the task to begin.

Prerequisite

- Create a workflow process in OMW. See *Creating a Workflow Process* in the *EnterpriseOne Workflow Tools Guide*.

► To add a task

In OMW, click the workflow process to which you want to add the task, and then click the Design Tools button. On Workflow Design, click the Design Tools tab, and then click Start Workflow Modeler.

1. In Workflow Modeler, click one of the following icons, which represent the tasks that you can add to the process (the name of each task appears when you hover over the icon):
   - Batch Application
   - Interactive Application
   - Business Function

- Local Subprocess
- Message
- Windows Executable
- Halt

Note

The icons at the bottom of the toolbar, including Remote Subprocess, are reserved for future use.

2. Drop the task onto the diagram by clicking anywhere in the diagram.

   The Workflow Task Revisions form appears with the name of the task that you are adding in the title bar.

3. On Workflow Task Revisions, complete the following fields:

   - Task

     Type the name of the task that you are adding to the workflow process. The name must contain no more than 10 alphanumeric characters.

   - Description

4. Complete the following optional fields if you want to include any customizable data:

   - Category Code 1
   - Category Code 2
   - Category Code 3

Note

You must first customize the category codes with descriptions and values using the User Defined Codes (P0004A) program. See *User Defined Codes* in the *Foundation Guide* for more information about category codes and customizing UDCs.

5. If you want the task to be a Join task, turn on the following option:

   - And Join (Y/N)

Note

See *Joining Tasks* in the *EnterpriseOne Workflow Tools Guide* for more information.

6. Click OK.

   The task appears in the Workflow Modeler workspace.

Note

After you add the task to the Workflow Modeler workspace, you must connect the task to other tasks by adding transitions and transition conditions. You must also configure the task by adding event rules and other data to the task. See the following topics in the *EnterpriseOne Workflow Tools Guide* for more information:

- *Transitions and Transition Conditions*
- Refer to the topic about the task that you want to configure, for example if you added a Business Function task, see *Business Functions Tasks*.

Transitions and Transition Conditions

A transition is the path between tasks. It connects one task to the next task in a workflow process. Transition conditions are user-defined rules that determine when the workflow process will continue to the next task. Transitions can contain transition conditions.

You can attach multiple transitions to a task. Each transition is a possible path that the workflow process may follow. The transition condition attached to each transition contains the criteria that determine if the process will follow that transition path. For example, a transition condition named "IFAPPROVE" might trigger the system to invoke a task that updates the database if a user approves a message, and then invoke a task that sends a message notifying the originator that the message was approved. A transition condition called "IFREJECT" might trigger the system to invoke a task that sends a message notifying the originator that a message was rejected.

► To add a transition

1. On Workflow Modeler, click the Transition icon on the toolbar.
2. Click and drag the mouse from the task at which you want the transition to originate to the task to which you want the transition to connect.

The transition appears in the workspace.

► To create a transition condition

1. In Workflow Modeler, right-click anywhere in the background of the diagram. From the pop-up menu, choose Transition Conditions and then choose Add.

   Alternatively, you can create and attach a transition condition at the same time. To do so, right-click a transition and, from the pop-up menu, choose Transition Conditions, and then choose Add and Attach.

2. On Process Rule Revisions, type the name of the transition condition in the following field:

   - Rule

3. Complete the following optional fields and click OK:

   - Description
   - Category Code 1
   - Category Code 2
   - Category Code 3

   Note

   Category codes are fields that you can customize to include additional data about the object. See *User Defined Codes* in the *Foundation Guide* for more information about customizing category codes.

4. On Criteria Design, create the rule and then click OK.

   The system returns to the Workflow Modeler.

   Note

   If you chose Add as opposed to Add and Attach, you must attach this transition condition to a transition. See *To attach a transition condition to a transition* in the *EnterpriseOne Workflow Tools Guide*.

► To attach a transition condition to a transition

1. In Workflow Modeler, right-click the transition to which you want to attach the transition condition.
2. From the pop-up menu, choose Transition Conditions and then choose Select and Attach.

   Note

   If you want to create a transition condition and attach it to a condition at the same time, choose Add and Attach from the pop-up menu. The Process Rule Revisions form will appear. See *To create a transition condition* in the *EnterpriseOne Workflow Tools Guide* for information about how to use this form to create a transition condition.

3. Choose the transition condition that you want to attach to the task, and click Select.

   The system returns to Workflow Modeler with the name of the transition condition next to the transition.

Batch Application Tasks

A Batch Application task starts a EnterpriseOne batch application, such as a report or batch process. For example, you can create a task that runs the General Ledger Post Report (R09801) or the Leadtime Rollup batch process (R30822A).

► To configure a Batch Application task

1. In Workflow Modeler, right-click the Batch Application task that you added to the diagram, and then choose Event Rules from the menu.
2. On Work With Applications, search for the batch process that you want to attach to the task and then highlight it.
3. In the Select Version area at the bottom of the form, choose one of the following options to determine how the UBE will be selected:

   - Yes

     Choose this option to select a particular version from the list of available versions.

   - No

     Choose this option if you want the users to choose the version at runtime.

4. Click Select.
5. If you chose Yes on Work with Versions, choose a version and then click Select.

   Note

   If the batch process contains processing options, you must enter the required data for the processing options before continuing.

6. On UBE Interconnections, from the Available Objects list, choose the object that you want to pass. Click the > button to add the object to the Data Structure-Value column.

   Note

   You might not need to pass data in your workflow process. Whether you pass data in or receive data from a workflow process, the Batch Application task must have a report interconnect data structure to be able to call it.

   The Include in Transaction option has no affect on the system. Do not use.

7. Indicate the direction of data flow between Value and Data Items by clicking the Directional arrow between the two columns.

   If you do not want data to pass between the task and the batch process, set all Direction values to ⦸ by clicking the icon in the Dir field

Note

The values of the key data structure cannot change. Therefore, you cannot map a data item back to an item in the key data structure.

8. Click OK.

See Also

- *Creating Report Interconnections* in the *Development Tools Guide*

Interactive Application Tasks

The Interactive Application task invokes a EnterpriseOne interactive application; for example, Work With Journal Entries.

Interactive Application tasks cannot be run on a server. They are only available on the Windows client, not the Web client.

Note

Because of the Windows-only limitation, instead of using an Interactive Application task, EnterpriseOne recommends that you include a shortcut to an interactive application in a Message task. See *Message Tasks* in the *EnterpriseOne Workflow Tools Guide* for information on how to include a shortcut to an application in a Message task.

▶ To configure an Interactive Application task

1. In Workflow Modeler, right-click the Interactive Application task that you added to the diagram, and then choose Event Rules from the menu.
2. On Work With Applications, click the application that you want the task to invoke and click Select.
3. On Work With Forms, find and choose the form that you want to appear when the application launches, and click Select.
4. On Form Interconnections, from the Available Objects list, choose the data item from the key or attribute data structures that you want to pass to the form that you are calling. Click the > button to add the object to the Data Structure-Value column.
5. Indicate the direction of data flow between the Value and Data Item columns by clicking the Directional arrow between the two columns.
6. If you do not want data to pass between forms, set all Directional values to ⦸ by clicking the icon in the Dir column.

Note

The values of the key data structure cannot change. Therefore, you cannot map a data item back to an item in the key data structure.

7. Click OK.

Business Function Tasks

A business function task attaches a business function for special logic processing, including any business functions written in C programming language or NERs written with event rules.

Prerequisite

- Create a business function or an NER if one does not exist. See *Business Functions* in the *Development Tools Guide*.

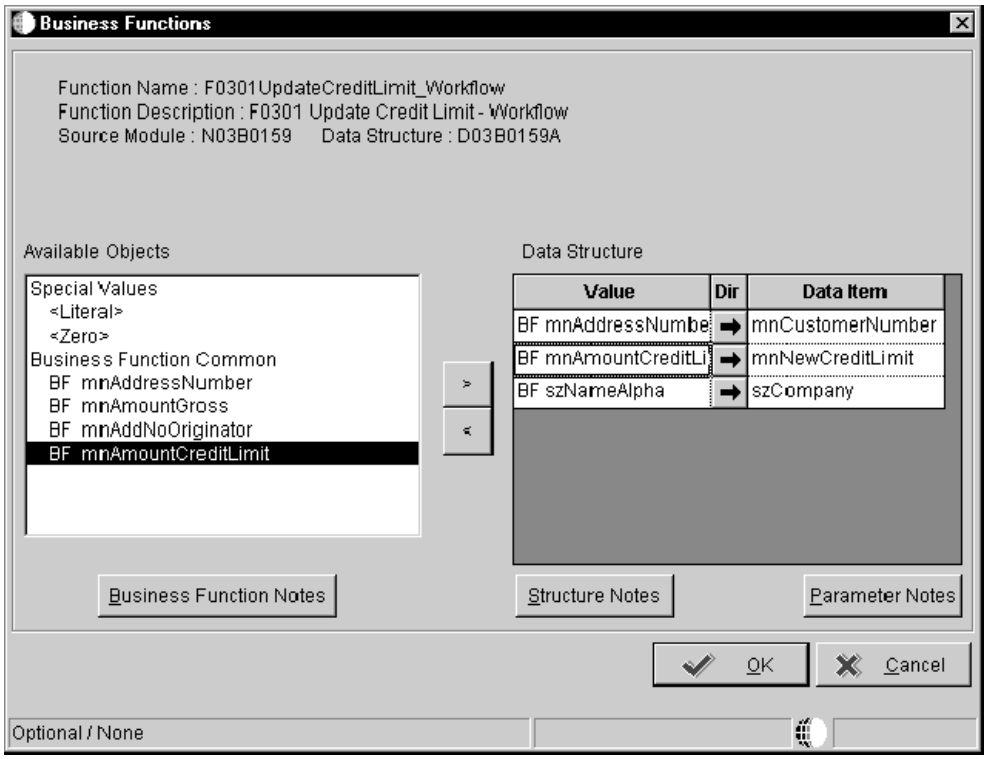
▶ To configure a Business Function task

1. In Workflow Modeler, right-click the Business Function task that you added to the grid, and then choose Event Rules from the menu.
2. On Business Function Search, choose the business function that you want to attach to the Business Function task and then click Select.
3. On Business Functions, map the parameters that you want to pass to the data item.

   For example, map BF mnAddressNumber to mnAddressNumber and map BF mnCurrentCreditLimit to mnCurrentCreditLimit.

   The only values available to pass to the business function are those from the key and additional data selections. When you pass these values to the Data Item column of the form, you send the corresponding data items from the workflow key and additional data selections to the function.

   The following example shows the data items that are passed to the function so it can update the customer's credit limit to the new credit limit.



Note

The values of the key data structure cannot change. Therefore, you cannot map a data item back to an item in the key data structure.

4. Click OK.

Local Subprocess Tasks

A Local Subprocess task starts another process, also referred to as a subprocess. A subprocess has its own set of tasks. When you add a Local Subprocess task, you are attaching an existing workflow process to the workflow process that you are creating.

Subprocesses are useful when you have groups of tasks common to multiple workflow processes or a subset of tasks that recur within the same workflow process. You can configure a Local Subprocess task so that the subprocess returns values to the parent workflow process.

► **To configure a Local Subprocess task**

1. In Workflow Modeler, right-click the Local Subprocess task that you added to the grid, and then choose Event Rules from the menu.
2. On System Functions, define parameters for the following data items:
   - Process Name
   - Key Data Structure
   - Additional Data Structure
3. Click OK.

Windows Executable Tasks

A Windows Executable task starts a specific application, such as a word processing application or spreadsheet.

After a user closes the Windows application, the workflow process continues regardless of the data or information the user may have entered into the application. In other words, you cannot enforce users to perform any particular action in the application because the workflow process has no way to evaluate the data. As a result, PeopleSoft recommends using this task for launching applications that do not require user interaction, such as an application that automatically prints confirmation letters.

Note

Windows Executable tasks only work on the Windows client. Therefore, this task type will not work for users of the Web client.

► **To configure a Windows Executable task**

1. In Workflow Modeler, right-click the Windows Executable task that you added to the diagram, and then choose Event Rules from the menu.
2. For each data item, map the appropriate parameters.
3. When you are finished, click OK.

Halt Tasks

A Halt task stops the workflow process and specifies a period of time that must pass before the process can continue.

For example, suppose you have a process for submitting a contract proposal to a client. The client has two weeks to accept the proposal or the contract is voided. After the contract is entered, the system activates a workflow process, using a Halt task, that puts the contract on hold for two weeks. At the end of the two weeks, when the workflow process resumes, a Business Function task checks the status of the contract. If the contract has been accepted, nothing happens. If the contract has not been accepted, the status is changed to Void and a notification is sent to the client.

When you set up a Halt task, you specify either hours and minutes or the date and time at which you want the process to resume.

If you add Halt tasks to your workflow process, you must run the Start Escalation Monitor batch process (R98810) regularly. You can run it manually or by using the Scheduler application. If you do not run the Start Escalation Monitor, the process will remain halted. The Start Escalation Monitor resumes the process after the date and time are met.

See Also

- *Activating the Escalation Monitor* in the *EnterpriseOne Workflow Tools Guide*

► To configure a halt task

1. In Workflow Modeler, right-click the halt task that you added to the grid, and then choose Expiration from the menu.
2. On Expiration Information, complete the Hours and Minutes fields or the Date and Time fields with the values for when you want the system to move to the next task in the workflow process.
3. Click OK.

   For example, you enter 8 hours and 30 minutes in the Hours and Minutes fields. If the escalation monitor is run to check for expired activities 8 hours and 30 minutes from when that task within the process is started, the task is expired. The system expires the halted condition and moves to the next task.

   Note

   A halt task has no event rule definition.

Message Tasks

A Message task sends workflow messages to users in the system. You can create a Message task to send notification messages or messages that contain shortcuts to an interactive application such as a message approval form.

A workflow process can contain several different Message tasks. For example, a workflow process designed for approving credit limit increases can include Message tasks that send the following workflow messages:

- A request for a credit limit increase with a shortcut to the Credit Limit Approval form
- A notification of the approval of a credit limit increase
- A notification of the rejection of a credit limit increase

Note

You can also use the Send Message system function to send a message directly from an interactive or batch application, instead of using a Message task. There is typically no reason to create a workflow process that only contains a Message task. See *Working with the Send Message System Function* in the *Development Tools Guide* for instructions on how to attach a Send Message system function to an application.

To create a Message task, you must define the contents and the recipients of the message. You can also add logic that contains conditions for routing messages.

The Contents of a Workflow Message

When you create a Message task, you must define the contents of the message. You can include the following items in a workflow message:

- Subject line and message text

  You can enter the message text directly into the Message task or you can use a message template. A message template contains text that you enter, along with substituted values that are populated from the workflow process key and additional data selections. After you create the message template, you attach it to the event rules in the Message task.

  Alternatively, you can use a single object from the Available Objects list for the text of the message.

  Note

  You can create a new message template using Workflow Messages (P92002). See *Setting Up Message Templates* in the *EnterpriseOne Workflow Tools Guide*.

- Shortcut to an interactive application such as the Generic Workflow Approval Form (P98805)

  Note

  To design a Message form, see the *Message Forms* and *Creating a Form* topics in the *Form Design Aid Guide*.

Workflow Message Recipients

An integral part of creating a Message task involves determining to whom a message is sent. You can configure the event rules of a Message task to route messages to the following types of recipients:

- Members of a role

  EnterpriseOne software uses roles to define tasks and menus for different groups of users. Roles are created and maintained by a system administrator. If a role exists that contains the members that you want to include as the recipients of a workflow message, you can attach the role to the event rules of the Message task.

- Members of a distribution list

  Workflow uses distribution lists to group into categories for message routing purposes. You can further define how messages are routed to members of a distribution list by assigning routing criteria such as threshold values, escalation, and other conditional routing options.

  Note

  See *Distribution Lists* and *Setting Up Distribution Lists* in the *EnterpriseOne Workflow Tools Guide* for more information about creating distribution lists.

- Single recipient

  For workflow processes that are designed to send a message to a single user, enter the address book number of a user as the recipient.

  Note

  If you use the address book number of a single user, you will have to revise the event rules of the workflow process every time a new person is responsible for handling the messages sent by the workflow process. PeopleSoft recommends that you enter a role for the recipient, even if the role contains only one member.

Understanding Workflow Message Recipients

Workflow can send messages to roles, to distribution lists that use group processing, to distribution lists that use hierarchical processing, or to single recipients. Workflow can send messages to these different recipients or groups of recipients regardless of whether the message recipient is specified in the event rules of a Message task, in a Recipient Rule, or in the Escalation event rules.

In all cases, the recipient is determined by the combination of two fields: the recipient address (address book number) and structure type. If you specify only the recipient address, the message is sent directly to the address book number, regardless of whether it is a role or a single recipient. If you specify only the structure type, the message is sent to the distribution list using hierarchical processing. If you specify the recipient address and structure type, the message is sent to a distribution list using group processing.

The three possible combinations of recipient address and structure type are detailed below.

Recipient Address Only

When you enter only a recipient address, Workflow sends the message directly to the address book number that you entered. This recipient address field is labeled Address Number in the Message task event rules and Address Book Number in the Recipient Rules form. Both field names refer to the same thing.

If you specify the recipient in the Message task event rules, make sure that you specify the structure type as Single Recipient—do not leave it blank. Blank is the Accounts Receivable structure type; therefore, specifying blank for the Structure Type field in the Message task event rules will result in your message being sent to the Accounts Receivable distribution list using group processing.

If you specify the recipient on the Recipient Rules form, leave the structure type blank. Single Recipient is not an available choice on the Recipient Rules form.

Note

If the address number is the parent number of a distribution list (for example, 7000 - the Accounting Group), the message is sent to only that address book number. Therefore, no members of that distribution list receive the message. You must fill in the structure type if you want to send to a distribution list.

Structure Type Only

When you enter a structure type but no recipient address, Workflow sends the message to a distribution list using hierarchical processing. Specifically, Workflow finds the address number for the person who originated the initial request, and then finds that person in the specified structure type. Next, it finds the parent of the originator and sends the message to that parent.

For example, suppose the message is to be sent to structure type WFS. The originator (for example, 7101 - Clerk #1) must be a member of structure type WFS. The system looks up Clerk #1 in structure type WFS and finds the parent. In this scenario, the message is sent to the manager of 7101, which is 7201 (Manager #1). If 7201 approves the message, the system then sends it to 7301. If 7301 approves the message, it then sends it to 7402 (Vice President #2), and so on up the distribution list (unless threshold values are used and the threshold value for one of the members is reached). The message is never sent to a level below or lateral to 7101, such as 7102 (Clerk #2) or 7202 (Manager #2).

If you specify the recipient in the Message task event rules, make sure that you specify the Address Book Number as blank. To do this, double-click Literal and then click OK without typing anything in the Single value field. This action places the characters “” in the Address Number field, which represents blank.

If you specify the recipient in the Recipient Rules form, you must enter 0 for the address book number.

Note

See *Distribution Lists Used for Hierarchical Processing* in the *EnterpriseOne Workflow Tools Guide* for an illustration and more information about distribution lists and hierarchical processing.

Recipient Address and Structure Type

When you specify both a recipient address and a structure type, Workflow sends the message to a distribution list using group processing. Specifically, Workflow determines to whom the message is sent based on the specified address book number; finds its direct children in the particular structure type and the groups to which they belong; and then sends the message to Group 1, and then to Group 2, and so on. The recipient address and structure type combination that you enter must be a valid combination in the Address Book Parent/Child table (F0150) for this process to work.

For example, suppose you enter Address Book number 7000 (Accounting Group) from the distribution list and structure type EML. If an approval message is sent to this group specifying that a customer's credit limit needs to be raised to 40,000 USD, the system first finds the employees within

Group 1 of the Accounting Group distribution list and routes the message to them for approval. Routing continues for all groups in the list as long as the threshold values of the members of that list are less than or equal to 40,000 USD.

Note

See *Distribution Lists Used for Group Processing* in the *EnterpriseOne Workflow Tools Guide* for an illustration and more information about distribution lists and group processing.

Methods for Routing Messages

In addition to specifying a role, distribution list, or a single recipient as the message recipient, you can use the following rules to further define how messages are routed:

- Recipient rules

  You can attach one or more recipient rules to a Message task to override the recipient defined in the event rules of the Message task. A recipient rule will route messages to different recipients depending on whether certain criteria are met.

- Escalation rules

  Escalation rules will resend the message to a new recipient if the original recipient does not act on the message within a certain time. You set up escalation so that a workflow process continues if one of the original recipients of a workflow message does not respond.

See Also

- *Adding a Recipient Rule* in the *EnterpriseOne Workflow Tools Guide*
- *Adding Escalation Rules to a Message Task* in the *EnterpriseOne Workflow Tools Guide* for information on how to set up escalation

Configuring a Message Task

Configuring a Message task involves defining event rules, which contain parameters that specify the content of the workflow message, the recipient of the message, and the conditions for sending messages.

Prerequisite

- See *Understanding Workflow Message Recipients* in the *EnterpriseOne Workflow Tools Guide* for information on how to use a combination of Address Book number and structure type to specify the Message task recipient.
- If you are routing the message to a distribution list, determine which distribution list you want to send the message to. If necessary, first create the distribution list from Group Revisions (P02150). See *Distribution Lists* and *Setting Up Distribution Lists* in the *EnterpriseOne Workflow Tools Guide*.
- If you are using a recipient rule, you must first create the recipient rule. See *Adding a Recipient Rule* in the *EnterpriseOne Workflow Tools Guide* for instructions on how to create recipient rules.

- If you are attaching a message template to a message, determine which message template the message will use. If necessary, first create the message template. See *Setting Up Message Templates* in the *EnterpriseOne Workflow Tools Guide*.

► To configure a Message task

1. In Workflow Modeler, right-click the Message task and then choose Event Rules from the pop-up menu.

   Note

   You must insert a value for every data item in the Parameters area.

2. On System Functions, complete a combination of the following fields to specify the recipient:

   - Recipient

     Enter the address book number of the distribution list, role, or single recipient to whom the message will be sent. Leave this field blank to send to a distribution list using hierarchical processing.

     If you are using recipient rules to determine the recipient, use the <Use Recipient Rule> value for this field. If you use recipient rules, you must make sure that your recipient rules cover all conditions.

     If you are specifying a single recipient, you can enter an external e-mail address as a literal. However, you cannot send a message that contains a shortcut to an external e-mail address.

     Note

     If you are specifying a single recipient, PeopleSoft recommends that you use a role instead of an individual's address book number, even if the role contains only one member. If you use a single user's address book number, you will have to revise the event rules of the workflow process every time a new person is responsible for handling the messages sent by the workflow process.

   - Structure Type

     Enter the structure type of the distribution list to which the message will be sent. If the recipient is a role or single recipient, leave this field blank.

3. Specify the mailbox to which you want the message delivered in the Work Center.

   For example, you might choose the Credit Management queue for a credit limit approval message.

   a. Highlight the Mailbox row.

   b. In the Available Objects area, choose a mailbox (or queue).

Note

You can use one of the existing queues in the system or create a new queue. See *Setting Up Queues* in the *EnterpriseOne Workflow Tools Guide* for information on how to create a new queue.

If the Message task sends messages to an external messaging system, the workflow engine will ignore the value that you specify for the Mailbox.

4. To include a subject line in the message, highlight the Subject row and then choose the corresponding data item that contains the subject text, if applicable. You can also enter a subject as a literal value.

   If your message does not require a subject, choose <Blank>. You would most likely choose <Blank> when using a message template (a data dictionary message), which would already contain a subject line.

5. To add static text to the message, highlight the Text row and choose the corresponding data item that contains the text for the body of the message. You can also enter the text as a literal value. If you do not need to use the Text data item, choose <Blank>.

Note

You can use the Text parameter to add supplemental text to a message template. This text will appear above the message template text when the user opens the message.

6. To attach a shortcut to a workflow message, highlight the Active row, and then perform the following steps. If you are not attaching a shortcut, choose <None> from the Available Objects area.

Caution

Attaching a shortcut to a message will suspend the workflow process until the message is acted upon.

   a. In the Available Objects area, double-click <Define Active Message>.

   b. On Work With Applications, in the Query by Example row, enter the application that you want the shortcut to launch, and then click Find.

      For example, if you want to use the Generic Workflow Approval Form, enter P98805 and click Find.

   c. On Work With Forms, double-click the row containing the form that you want to use.

   d. On Form Interconnections, map the data structures to the appropriate available objects.

Note

See *Creating Form Interconnections* in the *Development Tools Guide* for more information about form interconnections.

e. Click OK.

The system returns to the System Functions form.

7. To attach a message template, highlight the Message row, and then perform the following steps. If you are not using a message template, choose <None> from the Available Objects area.

a. In the Available Objects area, double-click <Define Message>.

b. On Text Substitution, enter the name of the message that you want to use in the Dictionary Item field and click Find.

For example, you might enter LM1235 for the Credit Limit Approval message.

Note

If you have not created a message template to attach to the Message task, see *Setting Up Message Templates* in the *EnterpriseOne Workflow Tools Guide* for instructions on how to create a message template.

c. From the Available Objects list, choose each data item that contains the value that you want to substitute into the message and click OK.

8. For the Message Key parameter, choose <None> from the available objects.

The workflow engine no longer uses this parameter, but it needs to be mapped.

9. After you have finished mapping all of the parameters for the Message task, click OK.

Adding Escalation Rules to a Message Task

You set up escalation so that a workflow process continues if one of the original recipients of a workflow message does not respond. To add escalation to a Message task, you must add escalation rules, which are conditions that will resend a message to a new recipient if the original recipient does not act on a message within a certain time.

When you use an escalation rule, you can attach a new message to the original message and then define to whom or to which distribution list the escalated message is sent. You must also activate the Check for Expired Tasks (R98810), which is a batch program that checks for Message tasks containing escalation and forwards any messages that have not been acted upon by the escalation recipient.

Escalation only works in the following instances:

- The original message contains a shortcut.
- The original recipient of the workflow message is part of a distribution list.

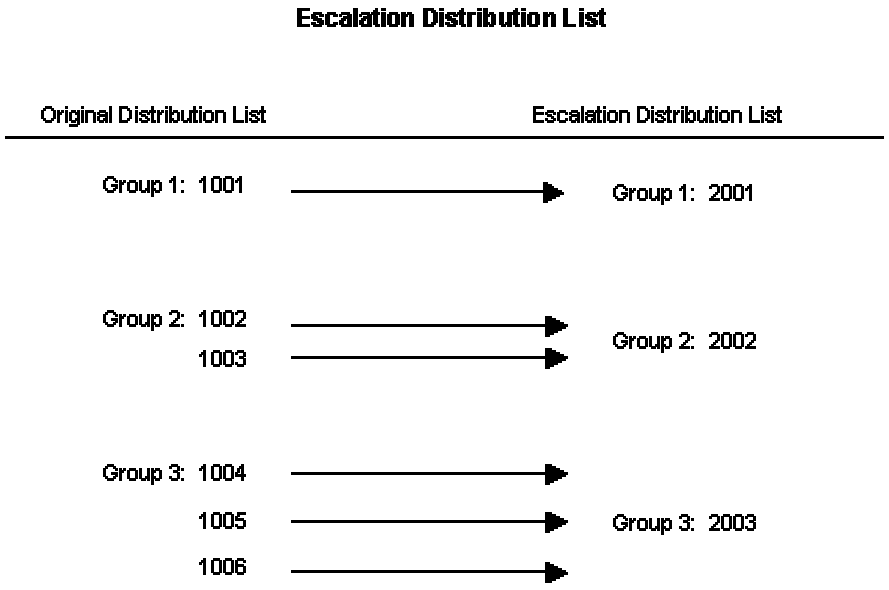
Note

While the system allows you to set up escalation rules even if the original recipient is a single recipient or a member of a role, the escalation rules will not work properly.

You can set up escalation rules so that an escalated message is sent to one of the following types of recipients:

- Distribution List

  The escalated message is sent to a distribution list. This requires that the original message be sent to a distribution list, and that the two lists have the same number of groups. This is because the message is escalated to members of the same group number in the next distribution list. For example, in the following two lists, when the message is escalated while the message is sitting in group 2 (1002 and 1003), then the message will be escalated to group 2 in the escalation distribution list, i.e. 2002. Notice that you don't need to have the same number of members in the corresponding groups of the two distribution lists.



- Original Distribution List

  If the original message is sent to a distribution list with multiple groups, then you can also set up the escalation to send the message up to the next group. In the above example, if the current message is sitting at group 1 (1001) while the message is escalated, it will be escalated to group 2 (1002 and 1003). To escalate the message to the next higher group, enter the address book number and the structure type of the original distribution list in the escalation rules.

- Single Recipient

  The escalated message is sent to one person only. The escalated message will be sent to the same person for all groups.

Note

Escalating messages to a single user is not recommended. If you use a single user's address book number, you will have to revise the workflow process's event rules every time a new person is responsible for handling the escalated message sent by the workflow process.

You cannot send a message that contains a shortcut to an external email address. Since escalated messages contain shortcuts, you cannot use an external email address as the recipient of an escalated message.

See Also

- See *Activating the Escalation Monitor* in the *EnterpriseOne Workflow Tools Guide* for information on how to use the Escalation Monitor to escalate messages

Prerequisite

- See *Understanding Workflow Message Recipients* in the *EnterpriseOne Workflow Tools Guide* for information on how to use a combination of Address Book number and Structure type to specify the recipient of the escalated message.

► To add escalation rules to a Message task

1. Right-click the Message task, choose Escalation, and then choose Add and Attach.
2. On Escalation Rules, complete the following fields:
   - Escalation Rule

     Type a unique name for the escalation rule.

   - Description
3. At this time, do not complete any of the fields in the grid and click OK to continue.

   The system returns you to the workflow diagram in Workflow Modeler.
4. Right-click the Message task, choose Escalation, and then choose Event Rules.
5. On System Functions, complete a combination of the following fields to specify the recipient of the escalated message:
   - Address Book Number

     Enter the address book number of the distribution list, role, or single recipient to whom the escalated message will be sent.

     Note

     If you do not want to specify a default recipient, but instead will rely on recipient rules to determine the recipient, use the <Use Recipient Rule> value for the Address Book Number. If you use recipient rules, you must make sure that your recipient rules cover all conditions. See *Adding a Recipient Rule* in the *EnterpriseOne Workflow Tools Guide*.

- Structure Type

  Enter the structure type of the distribution list to which the escalated message will be sent. If the recipient is a role or single recipient, leave this field blank.

6. Specify the mailbox to which you want the escalated message delivered in the Work Center.

   For example, you might choose the Credit Management queue for a credit limit approval message.

   a. Highlight the Mailbox row.

   b. In the Available Objects area, choose a mailbox (or queue).

   Note

   You can use one of the existing queues in the system or create a new queue. See *Setting Up Queues* in the *EnterpriseOne Workflow Tools Guide* for information on how to create a new queue.

7. To include a subject line in the escalated message, highlight the Subject row and then choose the corresponding data item that contains the subject text, if applicable. You can also enter a subject as a literal value.

   If your message does not require a subject, choose <Blank>. You would most likely choose <Blank> when using a message template (a data dictionary message), which would already contain a subject line.

8. To add static text to the escalated message, highlight the Text row and choose the corresponding data item that contains the text for the body of the message. You can also enter the text as a literal value. If you do not need to use the Text data item, choose <Blank>.

   Note

   You can use the Text parameter to add supplemental text to a message template. This text will appear above the message template text when the user opens the message.

9. For the Shortcut parameter, choose <None> from the Available Objects list.

   The escalated message uses the shortcut from the original message.

10. To attach a message template, highlight the Message row, and then perform the following steps. If you are not using a message template, choose <None> from the Available Objects area.

    a. In the Available Objects area, double-click <Define Message>.

    b. On Text Substitution, enter the name of the message that you want to use in the Dictionary Item field and click Find.

       For example, you might enter LM1235 for the Credit Limit Approval message.

Note

If you have not created a message template to attach to the Message task, see *Setting Up Message Templates* in the *EnterpriseOne Workflow Tools Guide* for instructions on how to create a message template.

c. From the Available Objects list, choose each data item that contains the value that you want to substitute into the message and click OK.

11. For the Message Key parameter, choose <None> from the available objects.

    The workflow engine no longer uses this parameter, but it needs to be mapped.

12. After you have finished mapping all of the parameters for the escalated message, click OK.

▶ To add recipient rules to the escalation rules

Right-click the Message task, choose Escalation, and then choose Properties.

Complete the steps required to add a recipient rule.

Note

See *To add a recipient rule* in the *EnterpriseOne Workflow Tools Guide*.

▶ To delete escalation from a Message task

1. Right-click the Message task to which you added escalation.
2. From the pop-up menu, choose Escalation and then Delete.

Distribution Lists

Workflow uses distribution lists to place employees into groups for message routing purposes. You assign users to a distribution list and then define the event rules of a Message task, or the recipient rules, to determine how messages will be sent to the members of that list.

Distribution lists are based on an address book number and a structure type. The address book number serves as the parent node of the distribution list. The members of the distribution list are then organized as children under this parent address book number. How you set up the children is dependent upon the type of processing that you want to use.

Workflow uses two different types of processing to route messages to members of a distribution list: group processing and hierarchical processing. Group processing sends messages to the members of a distribution list one group at a time. These groups are defined when you create the distribution list. Hierarchical processing sends messages to the members of a distribution list based on the organizational hierarchy defined in the distribution list.

Distribution Lists Used for Group Processing

When you can create a distribution list for group processing, you assign all the members as the direct children of the distribution list's address book number. You then divide the members of the distribution list into groups. For example, you might organize six members of a distribution list into Group 1, five members into Group 2, and two members into Group 3. When the system sends a message to this distribution list, it first sends the message to Group 1, then it sends the message to Group 2, and finally it sends the message to Group 3.

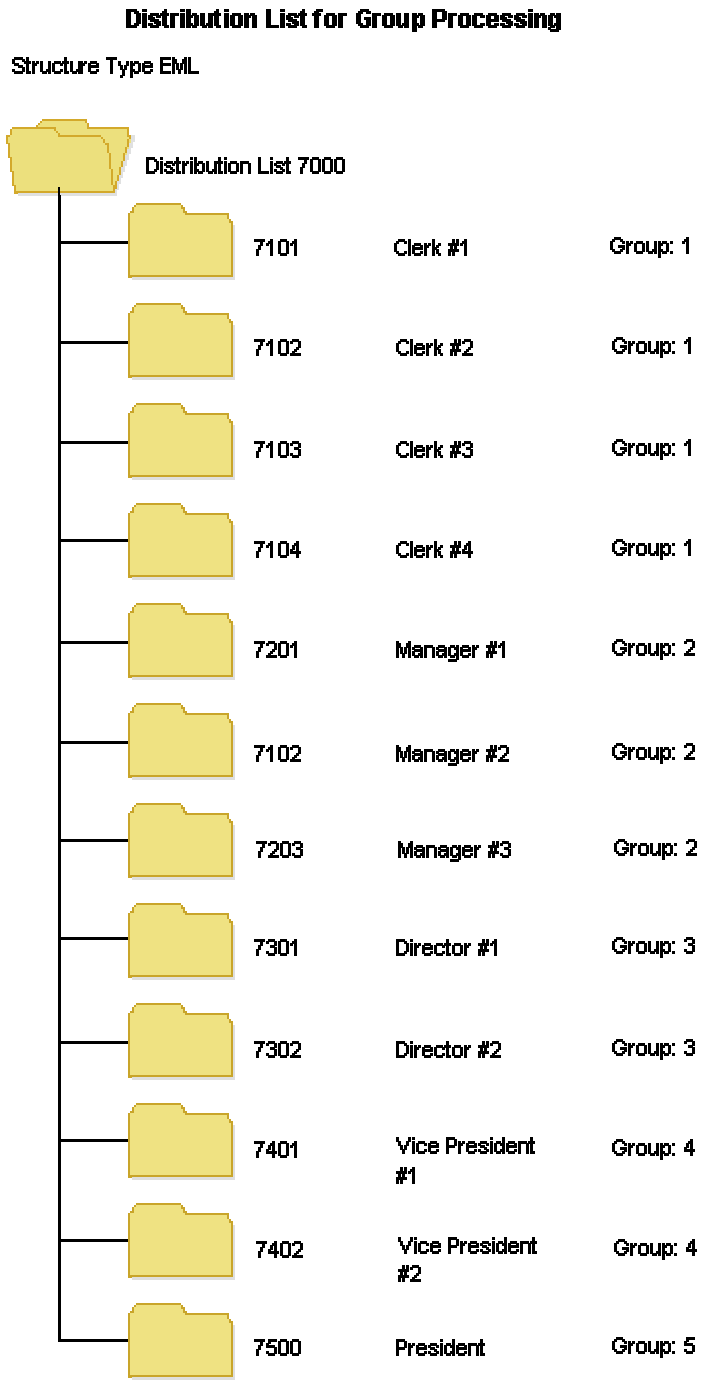
Note

PeopleSoft recommends using roles as the members of a distribution list using group processing rather than address book numbers of individuals. In general, this practice will results in easier maintenance of the list as people change positions within the enterprise.

When you use group processing, do not send a message to the parent address book number of the distribution list. Since this parent address book number is just a placeholder and not a user, the message will never be acted upon and, therefore, the workflow process will not complete.

Example: A Distribution List Used for Group Processing

The following example shows a distribution list with its members organized into groups for group processing. A message will be sent to everyone within each group in the distribution list, one group at a time, starting with Group 1.



Additional Routing Features for Distribution Lists

You can further define distribution lists in Workflow using the following features:

- Threshold values
- Routing options
- Escalation hours and minutes

Threshold Values

Workflow uses threshold values in conjunction with distribution lists to determine if a member of the list will be involved in a particular approval process. That is, the threshold value will determine whether a particular member has authority or if the members of the next higher group must also approve the message.

When you set up a distribution list, you can enter a threshold value for each employee on the list. If a particular workflow process contains a value that is below a member's threshold value, then the system does not send a message to that member.

For example, if you use the associated data item AG (Amount-Gross) and enter a threshold value of 30,000 USD, the system compares the AG data item of the workflow process against the threshold value. If a customer's credit limit amount has been increased, the system sends a notification message regarding the change to those people whose threshold value is less than or equal to the amount in the Amount-Gross field on the Credit Information form.

You can also use groups in conjunction with threshold values. For example, in Group 1, two members might have threshold values of 10,000 USD and two other members might have threshold values of 25,000 USD. Group 2 also has two members who have threshold values of 25,000 USD. If the system sends a message to the distribution list for a credit limit approval of 20,000 USD, the two members within Group 1 that have a threshold value of 10,000 USD receive the message.

Routing Options

You can specify conditional routing to control the path of approvals within a distribution list. These routing options are as follows:

First Response Indicates that if a Workflow message is sent to the members of a group within a distribution list and all members in that group have the same threshold value, then only one of them must respond. After the first response is received by the Workflow system, messages to the other members of that same group are deleted from their queues, and the approval process continues. For example, if Clerk 7101 from Group 1 responds to a message first, then messages are deleted from the other recipient queues for that group.

The First Response routing option is normally used when members of a group have the same authority in the approval process.

If you do not choose this option, all members of the group to which the Workflow message is sent must respond before the approval process continues.

Higher Level Overrides

Indicates that a member in a higher-level group can approve a change through the Process Task Monitor. All lower-level approvals are marked as Bypassed in the monitor, and messages to other members are deleted from their queues. If you do not choose this option, then a member in the higher-level group cannot approve the change before the lower group approves it.

For example, if the Vice President (7401) approves a change through the monitor, all the messages that were sent to others within the distribution list below the Vice President are deleted from their queues. If the Vice President is the last person who needs to approve the message, then the message is complete; if not, the message goes to the next highest group member.

Authorization Required

Indicates that if a member in the distribution list initiates a Workflow transaction (such as a salary increase), it requires authorization from a higher-level member. The higher-level member receives the message regardless of the threshold value of the higher-level member. If you do not choose this option, no higher-level person is required to act on the message if it is below the threshold value.

For example, if Manager #2 (7202) approves a salary increase for himself, his employee information is not updated with that change unless his supervisor authorizes or approves the Workflow message.

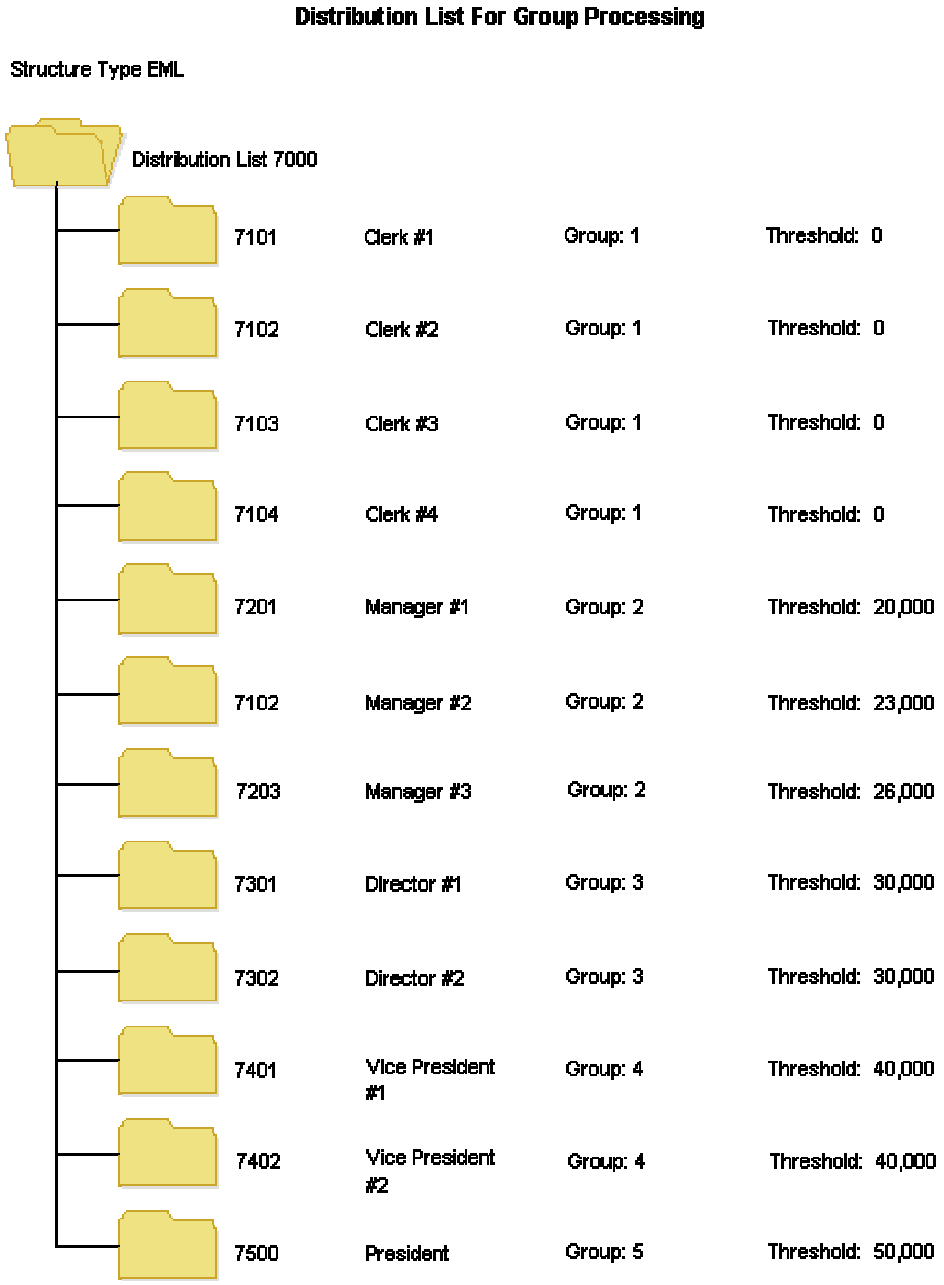
Escalation Hours and Minutes

Along with threshold values and routing options, you can also add escalation hours and minutes for each employee on a distribution list. Escalation hours and minutes specify the amount of time that the recipient has to respond before a message is escalated to another recipient.

If you categorize members of a distribution list into groups, you must add the same escalation hours and minutes for each member within one group. For example, if one member of Group 1 has 8 escalation hours and 30 escalation minutes assigned to him, then all other members of Group 1 must have 8 escalation hours and 30 escalation minutes assigned to them.

Example: Using Additional Routing Features with Group Processing

The following example shows a distribution list designed for group processing. All of its members are organized into groups. Notice that each member is assigned a threshold value. The scenarios that follow the illustration describe how messages would be routed based on various criteria.



Scenario 1

A message with a value of 25,000 is first sent to Group 1 (members 7101, 7102, 7103, and 7104) because their threshold values are less than 25,000. If any of these recipients reject the message, the Message task completes and the message is not sent to the other groups. However, if all of these members approve the message, it is sent to Manager #1 and Manager #2 in Group 2 (members 7201 and 7202) for their approval because they are in the next highest group on the distribution list and have threshold values that are less than 25,000. Manager #3 and members in groups 3, 4, and 5 (members 7301, 7302, 7401, 7402, and 7500) do not receive the message because their threshold values are greater than 25,000.

An exception is if the message originator is a member of the distribution list to which the message is sent. In this case, the message is sent to the first group above the originator's group. For example, a message that is sent by 7202 and has a value of 35,000 is first sent to Group 3 (members 7301 and 7302) because these members are in the group above 7201. Only after both 7301 and 7302 accept the message does the Message task complete. The system does not need to send the message to the next group (Group 4) because the value in the message does not meet the threshold values assigned to that group. The thresholds for the next group (Group 4) are greater than 35,000.

Scenario 2

Manager #1 (7201) enters a credit limit increase request for 24,000 USD. Since Manager #1 is in Group 2 of the distribution list, the system will start looking at the next group, Group 3. Because this value is under the threshold value for Group 3, no message will be sent. The following two exceptions to this scenario exist:

- If Authorization Required is turned on in this distribution list, then the message will be sent to Group 3 even though the credit limit request of 24,000 is smaller than the threshold value of Group 3.
- If the originator is in the highest group, then the system starts looking at the level of the originator since there is no higher level at which to start. For example, if the president enters a credit limit increase request for 24,000, the system starts checking threshold value criteria against Group 5. In this case, no message will be sent because 24,000 is smaller than the threshold value of Group 5.

See Also

- *Distribution List Scenarios* in the *EnterpriseOne Workflow Tools Guide* for additional scenarios regarding group processing of distribution lists

Distribution Lists Used for Hierarchical Processing

You can arrange distribution lists into a hierarchical or organizational tree structure, such as the president and all vice presidents within the company, with the employees listed under each of the parents. Hierarchical processing sends messages to the parents within the distribution list, one parent at a time, based on the originator's position in the hierarchy. After the first-level parent in the list receives the message, the system then determines whether the members above that parent should receive the message based on threshold value. If no threshold values exist for the members beneath a particular parent, the message is sent to all members beneath that parent.

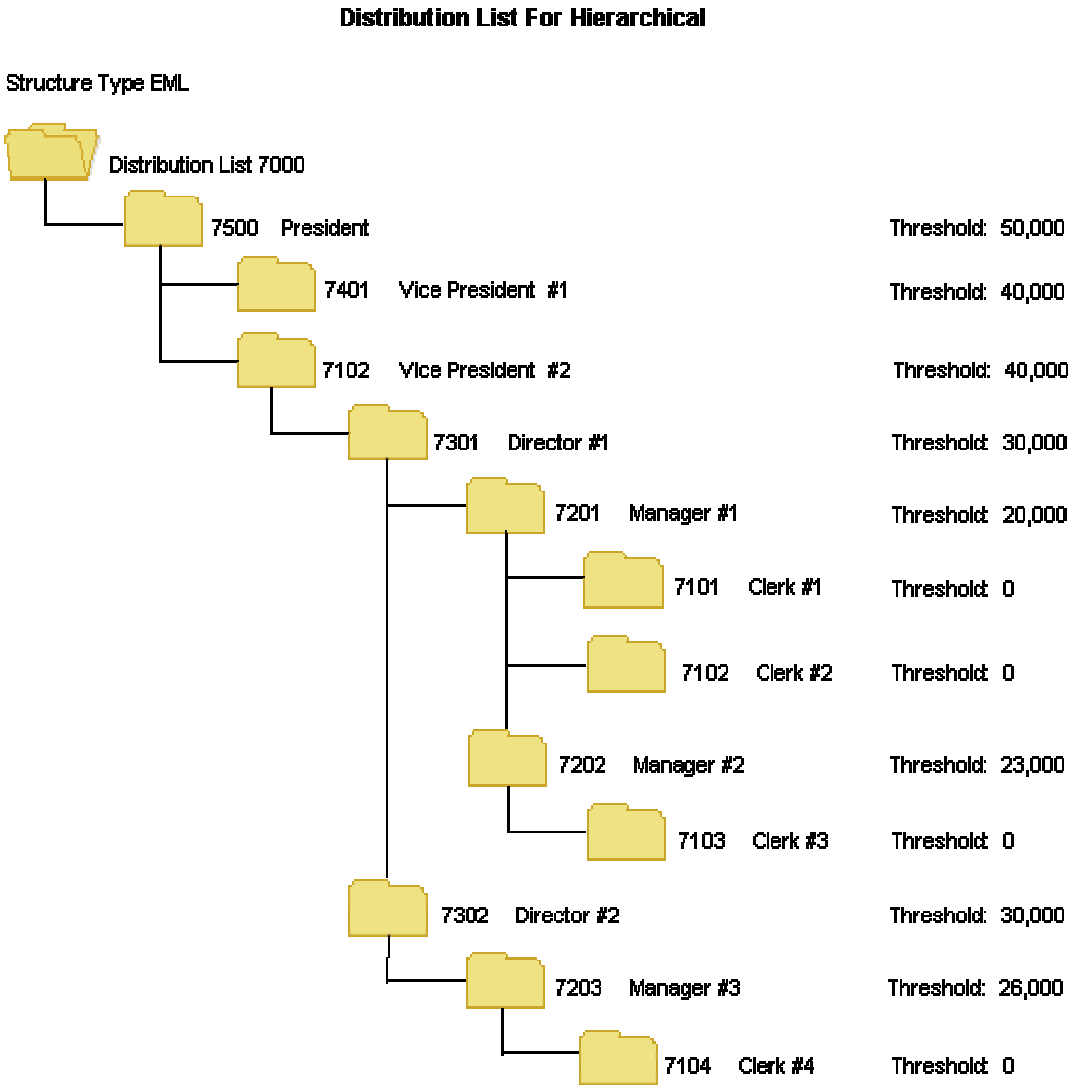
Note

In a distribution list that uses hierarchical processing, the originator of a message must be a member of the distribution list. The message routing always starts with the parent of the originator.

For hierarchical processing, you cannot include an individual in more than one distribution list of the same structure type. This inclusion can result in circular or ambiguous hierarchies that Workflow is unable to reconcile.

Example: A Distribution List Used for Hierarchical Processing

In the following example, each member of the distribution list has only one direct parent. A message with a value of 45,000 that is sent by 7102 (Clerk #2) is first sent to 7201 (the manager of Clerk #1). If this manager approves the message, then 7301 (Director #1) receives the message. After 7301 approves it, the message is sent to 7402. The Message task is then complete because the parent of 7402 (7500) has a threshold value of 50,000, which is greater than the value of the message, which is 45,000. If any parent within this structure rejects the message, the Message task completes.



See Also

- *Distribution List Scenarios* in the *EnterpriseOne Workflow Tools Guide* for additional scenarios regarding hierarchical processing of distribution lists

Setting Up Distribution Lists

You set up distribution lists to route messages to certain groups of employees. When you create a distribution list, you first add a parent address book number using Address Book (P01012). Next, you use Group Revisions (P02150) to add members to the distribution list as children of the parent address book number. Finally, you attach the distribution list to a Message task. When a workflow process invokes a Message task, Workflow uses the distribution list that is attached to the Message task to determine to whom the message is sent.

Before you create a distribution list, you must decide whether the distribution list will use group processing or hierarchical processing. Also, if you do not want to use an existing structure type for the distribution list, you must add one to the system using the User Defined Codes (P0004A) program.

For group processing, create a distribution list in which all members are first-level children of the address book number of the distribution list. You can then arrange members into groups.

For hierarchical processing, create a distribution list that reflects the hierarchical structure of the organization. For example, multiple managers might have multiple employees. PeopleSoft recommends setting up a new structure type for each distribution list that uses hierarchical processing.

You can use Work With Distribution lists to view all the distribution lists of which a child is a member.

Structure Types

Structure types are used to identify and categorize distribution lists. Every distribution list is identified by a unique address book number (the parent number for the distribution list) and a structure type. For example, you can set up a structure type of SAL for salary changes, and then set up a distribution list of employees involved in the salary change approval process.

You can use the predefined structure types of WFS, ORG, or EML to identify the distribution list as a Workflow group, an Organizational group, or e-mail. However, you typically add your own structure types by adding to the xx/xx UDC values using the User Defined Codes program (P0004A).

See Also

- *Adding a User Defined Code* in the *Foundation Guide* for information on how to add a user defined code for a new structure type

Roles

In addition to assigning individual users to a distribution list, you can also assign one or more roles to a distribution list using group processing. In EnterpriseOne software, roles are assigned to groups of users that share similar tasks. When sending a workflow message to a distribution list that includes a role, all users assigned to that role receive the message. Only one person in the role needs to act on the message in order for it to advance to the next group.

You can only assign a role to a distribution list used for group processing.

Note

For a distribution list using group processing, PeopleSoft recommends using roles rather than individual address book numbers for members of the list. Roles are easier to maintain as people change positions within the enterprise.

Do not assign a role to a distribution list for hierarchical processing. If an individual in a role is included in more than one list of the same structure type, this inclusion can result in circular or ambiguous hierarchies that Workflow is unable to reconcile.

Distribution List Guidelines

Consider the following guidelines when creating distribution lists:

- Do not include an individual in more than one list of the same structure type. A user cannot appear twice in one structure type if the list is used with hierarchical processing.
- Threshold values assigned to members of a group must be higher than the threshold values assigned to members of the next lower group. For example, the members of Group 2 must have higher threshold values than the highest threshold value in Group 1.
- Depending on how you set up distribution lists and threshold values, situations might arise for which an action message is not sent to any member of a distribution list. In these cases, the application developer, workflow process designer, or both should take steps to ensure that a process instance completes successfully. Specifically, developers must code for the possibility that an action message is not sent and the approval code field in the additional data structure is not updated.

  Use one of the following two options to allow a process to complete successfully, even when no action messages are sent:

  - Make sure all additional data structure variables used to store action message results (the approve or reject response) are initialized with an appropriate default value. For example, use A for automatic approval and R for automatic rejection.
  - Make sure that any conditional rule that evaluates action message response variables after the action message task considers values other than A or R. For example, if the approval code variable is not initialized, the field may have a blank value (` ') by default.

Prerequisite

- ❑ Set up the address number of the distribution list in Address Book. Assign search type M (Mail Distribution List) to the distribution list when you add the distribution list to the Address Book.
- ❑ Make sure that all members that you want to include in the distribution list are entered into the address book.
- ❑ Set up a structure type using the User Defined Codes (P0004A) program. PeopleSoft® recommends setting up a new structure type for each distribution list that uses hierarchical processing. Structure types are added to xx/xx.
- ❑ Understand the two ways in which distribution lists can be processed and decide which type of processing you want to use (group processing or hierarchical processing). This choice will

determine how you will create your distribution list. See *Distribution Lists* in the *EnterpriseOne Workflow Tools Guide* for more information.

► To create a distribution list for group processing

From Workflow Management Setup (G0241), choose Group Revisions (P02150). Alternatively, you can access this application from OMW by choosing a workflow process, clicking Design, and then clicking Group Revisions on the Workflow Operations tab.

1. On Work With Distribution Lists, complete the following fields:

   - Parent Number

     Click the Search button and then choose the address book number of the distribution list to which you want to add members.

   - Structure Type

     Click the Search button and then choose a structure type from the list.

     Note

     Do not leave this field blank. Every distribution list must have a structure type. Blank is the value for the Accounts Receivable structure type.

2. From the Form menu, choose Revise Parent.
3. On Address Parent/Child Revisions, complete the following fields:

   - Group

     Enter a group number for each member. Group numbers must be sequential, starting with one.

     Note

     See *Distribution Lists Used for Group Processing* in the *EnterpriseOne Workflow Tools Guide* for more information on how to organize members of a distribution list into groups for group processing.

   - Address Number

     Enter the address book number of the individual that you want to add to the distribution list.

4. If you will be using threshold values, complete the following fields:

   - Associated Data Item

     You must use a data item that is also included in the additional data structure of the workflow process. The system compares the value for this data item against the threshold values of the distribution list members to determine to whom messages are sent.

- Threshold Value

  Enter the threshold value for each member of the distribution list.

  Caution

  Make sure that at least one threshold value in the distribution list is lower than or equal to any value that could be entered into the associated data item. Otherwise, if the value in the associated data item is lower than the lowest threshold value in the distribution list, the process does not have anywhere to send the message because all of the possible recipients are out of the specified threshold range.

5. If you are adding escalation to a Message task, complete the following fields to assign hours and minutes to each member of the distribution list.

   - Escalation Hours
   - Escalation Minutes

   These values determine when a message will be escalated.

   Note

   Escalation hours and minutes must be the same for all members of a group. For example, if members 7101, 7102, 7103, and 7104 are all members of Group 1, then each of these members must have the same escalation hours and minutes.

6. If you want to specify a period of time during which the members of the distribution list can receive a message, complete the following fields:

   - Begin Eff Date
   - End Eff Date

   The workflow engine will not send messages to members of the distribution list unless the current date falls between the beginning effective date and the ending effective date that you specify in these fields.

7. Specify the routing options by choosing one or more of the following options:

   - First Response
   - Higher Level Override
   - Authorization Required

8. Click OK.

See Also

- *Adding a Recipient Rule* in the *EnterpriseOne Workflow Tools Guide* for information about recipient rules
- *Adding Escalation Rules to a Message Task* in the *EnterpriseOne Workflow Tools Guide* for information about creating Message tasks with escalation

► To create a distribution list for hierarchical processing

From Workflow Management Setup (G0241), choose Group Revisions (P02150). Alternatively, you can access this application from OMW by choosing a workflow process, clicking Design, and then clicking Group Revisions on the Workflow Operations tab.

1. On Work With Distribution Lists, complete the following fields:

   - Parent Number

     Click the Search button and then choose the address book number of the distribution list to which you want to add members.

   - Structure Type

     Click the Search button and then choose a structure type from the list.

     Note

     Do not leave this field blank. Every distribution list must have a structure type. Blank is the value for the Accounts Receivable structure type.

2. From the Form menu, choose Revise Parent.
3. On Address Parent/Child Revisions, complete the following fields:

   - Group

     Hierarchical processing ignores values in the Group field. However, PeopleSoft recommends that you assign each member to group 1.

   - Address Number

     Enter the address book number of the individual that you want to add to the distribution list.

4. If you will be using threshold values, complete the following fields:

   - Associated Data Item

     You must use a data item that is also included in the additional data structure of the workflow process. The system compares the value for this data item against the threshold values of the distribution list members to determine to whom message are sent.

   - Threshold Value

     Enter the threshold value for each member in the distribution list.

Caution

Make sure that at least one threshold value in the distribution list is lower than or equal to any value that could be entered into the associated data item. Otherwise, if the value in the associated data item is lower than the lowest threshold value in the distribution list, the process does not have anywhere to send the message because all of the possible recipients are out of the specified threshold range.

5. If you are adding escalation to a Message task, complete the following fields to assign hours and minutes to each member of the distribution list.

   - Escalation Hours
   - Escalation Minutes

   These values determine when a message will be escalated.

Note

Escalation hours and minutes must be the same for all members of a group. For example, if members 7101, 7102, 7103, and 7104 are all members of group 1, then each of these members must have the same escalation hours and minutes.

6. If you want to specify a period of time during which the members of the distribution list can receive a message, complete the following fields:

   - Begin Eff Date
   - End Eff Date

   The workflow engine will not send messages to the members of the distribution list unless the current date falls between the beginning effective date and the ending effective date that you specify in these fields.

7. Specify the routing options by choosing one or more of the following options:

   - First Response
   - Higher Level Override
   - Authorization Required

8. Click OK.
9. To add a level beneath the member that you just added (for example, if you added a vice president and you want to add directors beneath the vice president), do the following:

   a. Return to Work With Distribution Lists and choose the vice president you just added in the tree.

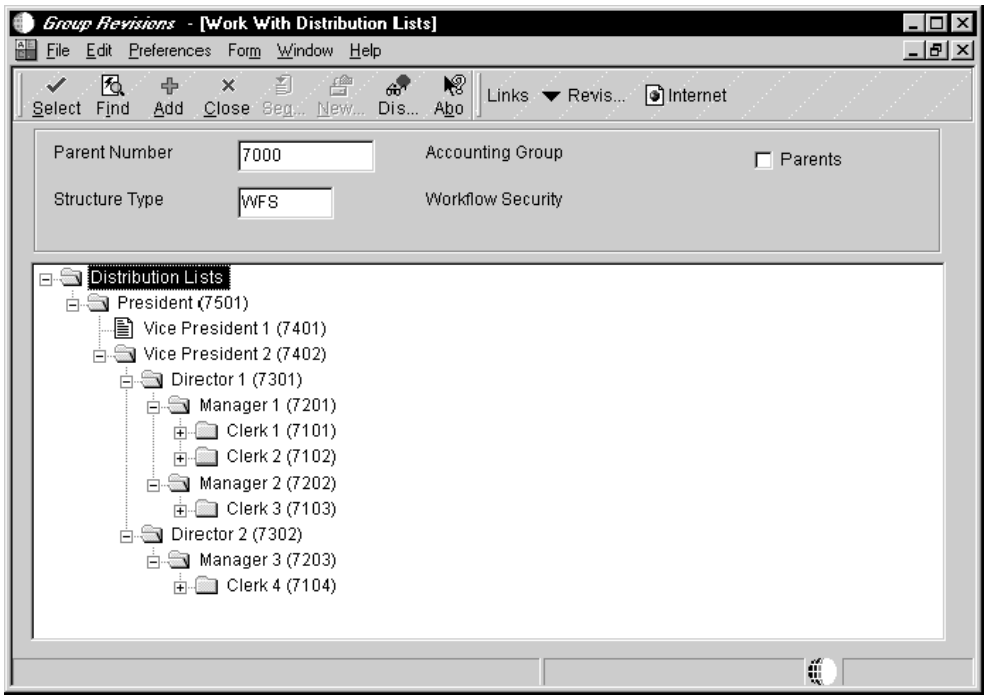
      You might need to click Find to refresh the display.

   b. Click Add, and then enter the directors.

   Each time you add another level to the distribution list, you choose the parent address book number and then click Add to add children under that parent. You can also enter the parent's

address book number and the structure type, click Find, and then choose Revise parent from the Form menu.

When finished, your distribution list might look something like the following example.



► To view the distribution lists of which a child is a member

From Workflow Management Setup (G0241), choose Group Revisions (P02150). Alternatively, you can access this application from OMW by choosing a workflow process, clicking Design, and then clicking Group Revisions on the Workflow Operations tab.

1. On Work With Distribution Lists, complete the following fields:

   - Parent Number

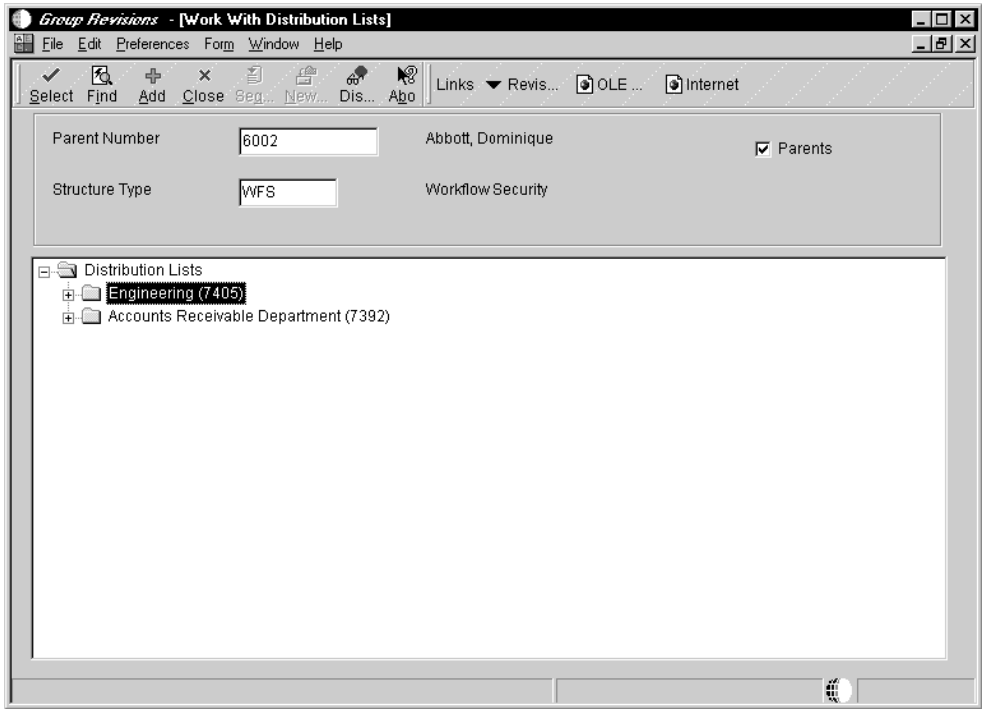
     Enter the address book number of the child for which you want to view all distribution lists.

   - Structure Type

2. Turn on the following option, and then click Find:

   - Parents

   The system displays the name of each distribution list of which the child is a member. In the following example, Dominique Abbot is a member of the Engineering and Accounts Receivable Department distribution lists.



Working with Recipient Rules

You can specify the recipients of a workflow message in the event rules of a Message task. Another way to specify the recipients is to attach a recipient rule to the Message task. A recipient rule can contain a recipient (either a single recipient, a role or a distribution list) and a recipient condition. A Message task can have one or more recipient rules.

Just as in the event rules of a Message task, the recipient in a recipient rule is defined by the combination of the address book number and the structure type. If the structure type is blank, the recipient is a single recipient or a role. If the structure type is not blank, the recipient is a distribution list.

If you attach a recipient rule to a Message task that already has a recipient assigned to the event rules of the Message task, the recipient in the event rules is the default recipient. If the recipient condition for any of the recipient rules is correct, that recipient rule will override the event rules of the Message task. If none of the recipient conditions is true, the recipient in the event rules is used.

Recipient Conditions

A recipient condition contains a statement that Workflow evaluates to determine whether or not to route messages to a particular recipient. For example, you might set up a recipient condition named ACCTG that uses customer address book numbers as the criterion to determine where to send messages. You could add logic to the recipient condition to tell the system that if the customer number is equal to a range of 1 through 3001, and then send messages for those customers to the accounting department distribution list.

When you add a recipient condition in the Workflow Modeler, the recipient condition has no affect on the workflow process until you attach it to a recipient rule. You can add a recipient condition to a recipient rule at any time when you are creating a workflow process.

Note

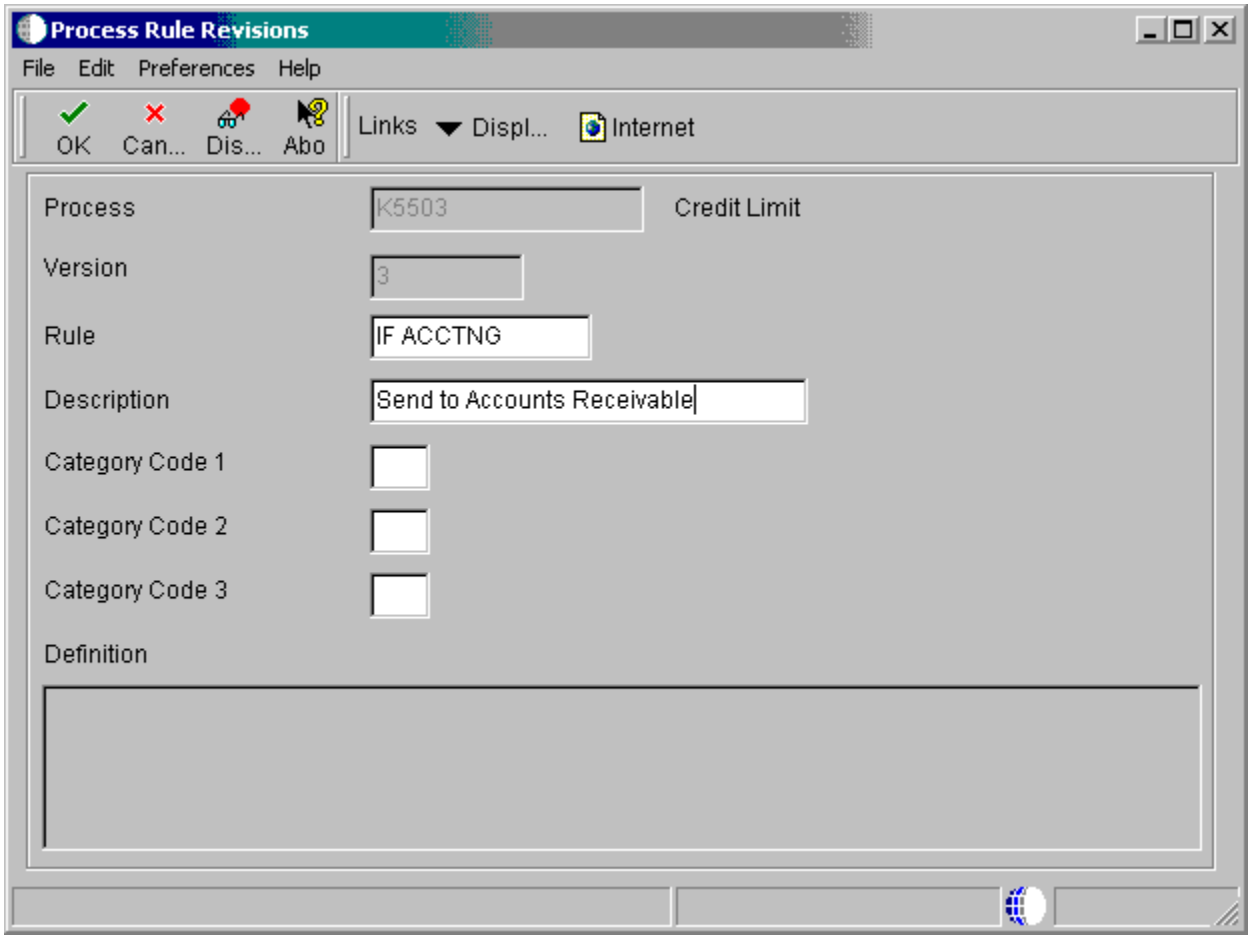
If you add multiple recipient rules to a Message task, the system does not evaluate them in any particular order. The first recipient criterion that evaluates to true is the recipient rule that will be used.

Example: Using Recipient Conditions

You have an accounting department distribution list and a payroll department distribution list, and you want messages to be sent to one or the other based on a rule. You set up a two recipient condition called IFACCTG and IFPAYR. These recipient conditions would use the address book numbers of the customers as the criteria for determining where to send messages. IFACCTG would specify that if the customer number is equal to a range of 1 through 3001, then messages regarding those customers should be sent to the accounting department's distribution list.

► **To add a recipient condition**

1. Right-click the background of the Workflow Modeler diagram, choose Recipient Conditions, and then choose Add.



2. On Process Rule Revisions, complete the following fields:

   - Rule

     Type a name for the recipient condition. The name can be up to 10 characters in length.

   - Description

     Type a description for the purpose of the recipient condition.

   - Category Code 1
   - Category Code 2
   - Category Code 3

Note

Category codes are optional fields that you can customize to include additional data about the object. See *User Defined Codes* in the *Foundation Guide* for more information about customizing category codes.

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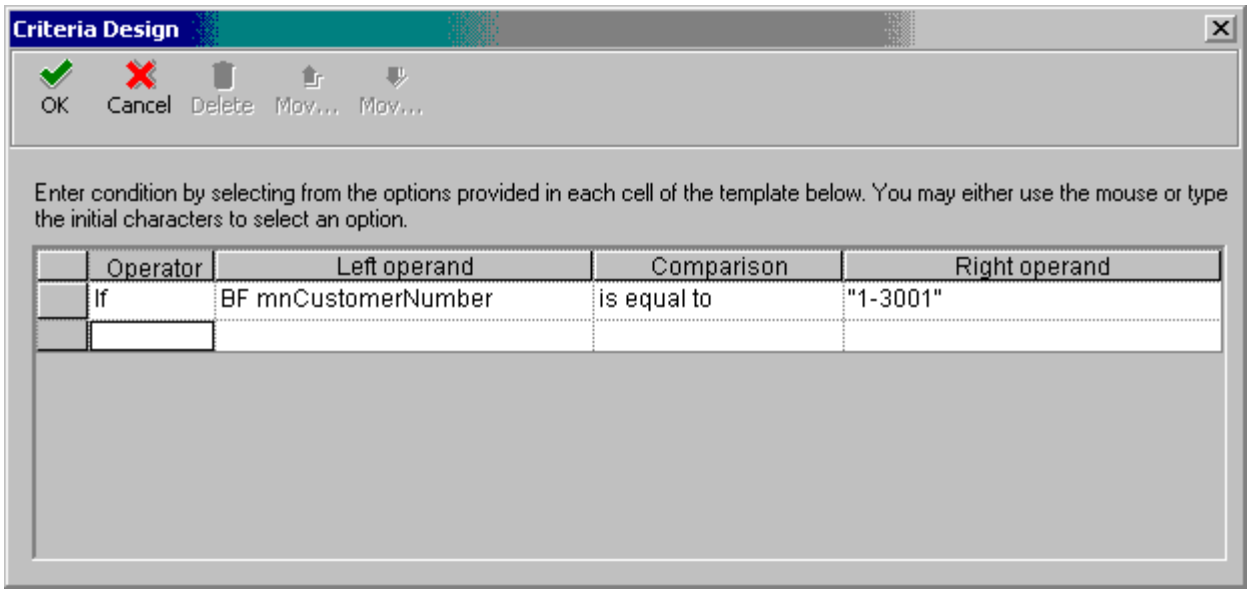
3. Click OK.



4. On Criteria Design, enter the criteria that will make up the recipient condition and click Save.

Note

If the Message task specifies Use Recipient Rules as the recipient, make sure that all values sent to the recipient rules are covered by the recipient conditions. Otherwise, you might have a value that does not satisfy any conditions, and no message will be sent.

See Also

- *To add escalation rules to a Message task* in the *EnterpriseOne Workflow Tools Guide* for information on how to use recipient conditions for escalation

Adding a Recipient Rule

When you add a recipient rule, you must define it using the following information:

- Recipient condition
- Recipient, which is defined by the following:
  - Address book number
  - Structure type

Note

If you attach a recipient rule to a Message task that already specifies the recipient in its event rules, the recipient rule overrides the recipient in the event rules.

If you add multiple recipient rules to a message task, the system does not evaluate them in any particular order. The first recipient criterion that evaluates to true is the recipient rule that will be used.

Prerequisite

- See *Understanding Workflow Message Recipients* in the *EnterpriseOne Workflow Tools Guide* for information on how to use a combination of Address Book Number and Structure type to specify the recipient in the recipient rule.
- If it does not already exist, you must first create the recipient condition. See *Recipient Conditions* in the *EnterpriseOne Workflow Tools Guide*.
- If you are attaching a distribution list to the recipient rule, you must first create the distribution list. See *Setting Up Distribution Lists* in the *EnterpriseOne Workflow Tools Guide*.

► To add a recipient rule

1. On Workflow Modeler, right-click the Message task, and then choose Recipient Rules from the menu.
2. On Workflow Recipient Rule Revisions, complete the following field to add a recipient condition:

   - Recipient Condition

     Enter the name of the recipient condition that you want to use. Click the Search button to view recipient conditions.

3. On Workflow Recipient Rule Revisions, complete a combination of the following fields to specify the recipient:

   - Address Book Number

     Enter the address book number of the distribution list, role, or single recipient to whom the message will be sent. Leave this field blank to send to a distribution list using hierarchical processing.

   - Structure Type

     Enter the structure type of the distribution list to which the message will be sent. If the recipient is a role or single recipient, leave this field blank.

Note

See *Understanding Workflow Message Recipients* in the *EnterpriseOne Workflow Tools Guide* for information on how to use a combination of Address Book number and Structure type to specify the recipient.

See Also

- *Understanding Workflow Message Recipients* in the *EnterpriseOne Workflow Tools Guide* for information on how the address book number and the structure type interact to specify the workflow recipient

Working with Existing Workflow Processes

As your business processes change, you can change your workflow processes accordingly. Workflow Modeler displays diagrams of your existing workflow processes and allows you to modify them through the Workflow Modeler interface. You also can display workflow processes that are shipped with EnterpriseOne software. You can customize existing workflow processes to meet the needs of your business processes, rather than changing your business processes to conform to the software.

Occasionally, when you attempt to open an existing workflow process, the system might detect that another instance of the workflow process is running. The system will not allow you to edit a workflow process with an active instance, although you can view a read-only version of the workflow process. In most cases, you should copy the workflow process version to a new version number, edit the new version, and then make the new version active. Doing so acts as a versioning mechanism during your workflow development, allowing process instances that started using the old version to finish using that same version.

The system will open a read-only version of the workflow process if any of the following conditions are true:

- The version of the workflow process is running or historical instance records for that version exist.

  Editing a workflow process version introduces the possibility of invalidating historical data, which would prevent process instances from completing properly or prevent the accurate analysis of historical data. Therefore, you must run the Purge Completed Processes UBE (R98860P) before editing a process version. All active instances must be terminated before running this UBE to enable the historical data to be completely purged.

- The version of the workflow process you are trying to edit is active.

  In Object Management Workbench, you must change the workflow status to inactive before you can edit it.

- Someone else is editing the current workflow process.

  If any version of the workflow process is open for editing on another workstation, then the system will not allow you to edit the process.

- The system crashed while the workflow process in question was open for editing.

  In case of a system crash, the system allows you to open the workflow process on which you were working in read-only mode, in a mode that preserves the data but does not preserve the formatting, or as it was in its previously saved version.

See Also

- *Purging Workflow Data Files* in the *EnterpriseOne Workflow Tools Guide* for instructions on how to purge data from the instance tables
- *Transferring Workflow Processes* in the *EnterpriseOne Workflow Tools Guide* for more information about versioning and promoting workflow processes through the development cycle

Working with Properties

Workflow Modeler allows you to change some of the properties of a task or a transition condition.

► To modify the properties of a workflow process

1. On the Object Management Workbench form, choose the workflow process and then click the Design button in the center-column toolbar.
2. On Workflow Design, click the Summary tab.
3. On the Summary tab, you can modify the following information:
   - Description
   - Product Code
   - History Tracking
4. If you want to use a different data structure for key data or additional data, click the Data tab and then click the Search button in either of the following fields:
   - Key Data
   - Additional Data
5. Click the Category tab and complete the appropriate fields if you want to include any customizable data in the properties.
   - Category Code 1
   - Category Code 2
   - Category Code 3

   Note

   You must first customize the category codes with descriptions and values using the User Defined Codes (P0004A) program. See *User Defined Codes* in the *Foundation Guide* for more information about category codes and customizing UDCs.
6. If you want to include an attachment, click the Attachment tab. In the left panel, right-click, choose New, and then choose one of the following types of attachments:
   - Text
   - Image
   - OLE
   - Shortcut
   - URL/File

Note

Any attachment that you include does not transfer when moving the workflow process from one environment to another.

See *Attaching Media Objects* in the *Foundation Guide* for more information about how to create attachments.

7. Click OK.

► To change the properties of a task

1. In Workflow Modeler, right-click a task and then click Properties.
2. On Workflow Task Revisions, you can change the following items:
   - Description
   - Category Code 1
   - Category Code 2
   - Category Code 3
   - And Join (Y/N)
3. Click OK to return to the workflow diagram in Workflow Modeler.

► To change the properties of a transition condition

1. In Workflow Modeler, right-click the transition.
2. From the pop-up menu, choose Transition Conditions and then Properties.
3. On Process Rule Revisions, you can change the following items:
   - Description
   - Category Code 1
   - Category Code 2
   - Category Code 3
4. Click OK to return to the workflow diagram in Workflow Modeler.

Deleting Tasks and Transitions from a Workflow Process

When you delete a task from a workflow process, any transitions that are attached to the task are deleted as well. Therefore, if you want to delete only the task, you should first move all transitions attached to the task to another location in the diagram.

When you delete a transition that was defined with a transition condition, the transition condition still exists in the system. You must delete this transition condition separately.

▶ To delete a task or transition from a workflow process

1. In Workflow Modeler, right-click the task or transition that you want to delete.
2. Click Delete.

Note

You cannot delete Start and End tasks.

Detaching and Deleting Transition Conditions

When you detach a transition condition, you remove it from the transition, but the transition condition is still available for use in other transitions. When you delete a transition condition, the system removes that transition condition from the system and the transition condition no longer appears in the list of available transition conditions in the Transition Condition Search and Select form.

Note

Before you delete a transition condition, you must detach it from all transitions. If you delete a transition condition that is still attached to a transition, the name of the transition condition still appears next to the transition, giving the impression that it still exists in the workflow process. However, the transition condition is no longer functional.

▶ To detach a transition condition

1. In Workflow Modeler, right-click the transition from which you want to detach the transition condition.
2. From the pop-up menu, choose Transition Conditions and then Detach.

   The system removes the transition condition from the transition, but the transition condition is still available for use in other transitions.

▶ To delete a transition condition

1. In Workflow Modeler, right-click anywhere on the background of the workflow process diagram.
2. From the pop-up menu, choose Transition Conditions and then Delete.
3. On Transition Condition Search and Select, click the transition condition that you want to delete and then click Select.

   The system deletes the transition condition.

Replacing a Task

In Workflow Modeler, if you want to change the type of task that you are using in your process, you must first add a new task using the icons in the toolbar. Move the transition lines from the task that you are replacing to your new task. You then can delete the old task.

Validating a Workflow Process Version

After you use Workflow Modeler to create the tasks within the process and you add transition conditions and distribution lists, you must validate the workflow process version. When validating a version, the system verifies that the version contains start and end points. It also verifies that all tasks that need event rules contain event rules, and that transitions exist among all the tasks.

You must validate a workflow process version before you can activate it in the system. You cannot activate a process that contains errors.

► To validate a workflow process version

1. Find the workflow process version that you want to validate in Object Management Workbench.
2. Move the workflow process version to a project folder.
3. Click the workflow process version and then click the Design button in the center column.
4. On Workflow Design, click the Design Tools tab and then click Validate workflow.

   If the version contains no errors, the message Workflow is VALID appears. You can now attach the workflow process version to an application.

5. If the version contains errors, a dialog box appears with a list of errors. Click Start Workflow Modeler to open the version in Workflow Modeler and correct the errors.

Activating a Workflow Process Version

You must make a version of a workflow process active in the system before you can attach it to an application. Additionally, only one version of a workflow process can be active at a time. This active version is the one that will be used if a workflow process is started. However, once a process is started it will continue running with the version it started with, regardless of the status of that version.

Note

Once a workflow process is made active in the system, you cannot modify it. See *Working with Existing Workflow Processes* in the *EnterpriseOne Workflow Tools Guide* for information on how to modify existing workflow processes.

Prerequisite

- You cannot activate a process if it contains errors. Therefore, you must validate the workflow process before you activate it. See *Validating a Workflow Process Version* in the *EnterpriseOne Workflow Tools Guide* for more information.

▶ **To activate or deactivate a workflow process version**

1. Find the workflow process version in Object Management Workbench.
2. Move the workflow process version to a project folder.
3. Click the workflow process version, and then click the Design button in the center column.
4. On Workflow Design, click the Design Tools tab and then click Change Workflow Status to toggle between inactive and active.

Attaching a Workflow Process to an Application

After you create, validate, and activate a workflow process, you attach it to an event within an application using Event Rules in Form Design Aid (FDA). You only need to define the system function Start Process in an application to attach a workflow process. The Start Process system function invokes the tasks within the process.

You can also attach workflow processes in Event Rules within Report Design Aid (RDA), Table Design Aid (TDA), or through named event rules (NER).

Caution

You should not attach a workflow process that initiates interactive applications or executables through RDA, TDA, or NER because they typically run on the server; therefore, no one sees the applications initiated by the process. Use discretion when designing processes that run on servers, including processes that will be started by interactive applications running on the Web.

The following tasks explain how to attach the process called CREDLIMIT to an application and how to call a *pending approval* message that appears within the application when a user makes a change to a customer's credit limit. The example used is specific to the Credit Limit Revisions process; the way in which you attach your processes varies.

Prerequisite

- Understand how to attach event rules to applications. See *Event Rules* in the *Development Tools Guide*.

▶ To attach the Start Process to an application

1. From the Object Management Workbench, find and check out the application to which you want to attach the workflow process.
2. Click the Design button in the center column.
3. On Interactive Application Design, click the Design Tools tab.
4. Click Start Form Design Aid.
5. Find the form to which you want to attach the Start Process.
6. Open the event rules for the form, position the cursor where you want to add the Start Process, and click the System Function button.
7. On System Functions, click the Function Selection tab, double-click the Workflow folder, and then choose Start Process.
8. Click the Parameter Mapping tab and double-click Choose Process.
9. On Process Search and Select, find the process that you want to attach to the application and click OK.

   The Workflow engine only runs an active process version. Even if you have two versions for a process, such as with CREDLIMIT version 1 and CREDLIMIT version 2, it will run the active version.

10. On System Functions, choose the Key Data Structure data item, and double-click the Define Mapping object.
11. On Data Structure Mapping, map the Key Data Structure to the corresponding object in the Available Objects list.
12. Repeat steps 10 and 11 to map the Additional Data Structure, and then click OK.

See Also

- *Workflow System Functions* in the *EnterpriseOne Workflow Tools Guide* for information on message system functions and workflow system functions

Attaching a Message Form to an Application

You can attach a form interconnection event rule that calls a message form. For example, you might want the system to call a form that notifies a user that the requested changes are made and pending approval from others.

► To attach a form interconnection

1. On Event Rules, click the Form Interconnect button.
2. On Work With Applications, find and choose the application that you want to use.
3. On Work With Forms, choose the form that you want to use.
4. On Form Interconnections, map the appropriate parameters, if applicable.

   In the Credit Limit Revisions example, the form that is called when a user makes a change to a customer's credit limit is for informational purposes only; you do not need to pass any values to this form.

See Also

- *Event Rules Design* in the *Development Tools Guide* for information about attaching event rules to applications
- *System Functions* in the *EnterpriseOne Workflow Tools Guide* for information about message system functions and workflow system functions

Administrative Tasks

Workflow Tools allows you to complete administrative tasks such as monitoring an individual employee's queues or all the queues for each group within your organization. You can also analyze processes for improvement analysis, activate the escalation monitor, and transfer process data to another data environment.

You can monitor Accounts Receivable queues and Purchasing queues using the Workflow Management Setup menu (G0241). If necessary, you can add menu items that access other queues. For example, you can add a menu item to Workflow Management Setup that invokes Shop Floor Control queues.

See Also

- *Working with Menus* in the *Foundation Guide* for more information about adding applications to menus

Monitoring Process Tasks

You use the Process Task Monitor to monitor the process flow in the Workflow system and to retrieve audit data for process improvement analysis. You can also terminate, suspend, resume, or override instances of a process. The Process Task Monitor lists all of the tasks that apply to the process and the status of each task; for example, whether the task is complete or active. You can also review the resource (or employee) assigned to that task, the start and end time of each task, and the time and date that a task expired.

Furthermore, you can review what was attached to messages when acted upon. If you designed your workflow process to allow for higher-level overrides, you can override the message approval process for messages that have not been answered by a lower-level recipient.

The Process Task Monitor also shows back-to-back processes (that is, processes that contain the same process keys). Back-to-back processes can be in the queue until the first one is completed. For example, several credit limit change requests can be waiting to be accepted or rejected for the same primary key. These requests show a status of Awaiting until the first one is accepted or rejected.

Note

You can also monitor processes graphically using the Process Modeler Server (sold separately). This product provides an HTML view of workflow process instances within the EnterpriseOne Portal and provides Workflow administrators the ability to suspend, terminate, or resume any workflow process instance.

See Also

- *Additional Routing Features for Distribution Lists* in the *EnterpriseOne Workflow Tools Guide* for information about higher level overrides

Reviewing a Process Status

You review a process status to see if tasks have been acted upon and to retrieve audit data.

► **To review a process status**

On Workflow Advanced & Technical Operations (G0231), choose Process Task Monitor.

1. On Process Task Monitor, complete the following field:
   - Process

     Enter the name of the process that you want to monitor.
2. Complete the following optional fields:
   - Status
   - Start Date From
   - Thru
3. Click Find to display the status of the process.

Terminating, Suspending, or Resuming an Instance of a Process

You might want to terminate an instance of a process if it contains errors or if the process cannot continue, such as when an employee has not yet answered his or her messages because of vacation or termination. In this case, subsequent requests for the same process queue behind the original request. Terminating the process in error allows the subsequent requests to begin processing.

You might want to suspend an instance of a process if you want other processes to finish before a certain process. You can also restart a suspended instance of a process.

► **To terminate, suspend, or resume an instance of a process**

From Workflow Advanced & Technical Operations (G0231), choose Process Task Monitor.

1. On Process Task Monitor, find the process with which you want to work.
2. Choose one of the following from the Row menu:
   - Terminate
   - Suspend
   - Resume

Reviewing Attachments to a Task

You can review attachments associated with a task. For example, if a recipient approves a message, and then adds additional text to that message and sends it, you can view that message text through an attachment from the Process Task Monitor.

► To review attachments to a task

From Workflow Advanced & Technical Operations (G0231), choose Process Task Monitor.

1. Find the process with which you want to work.
2. Choose the row for which you want to view attachments.
3. From the Row menu, choose Attachments.

   If a task does not contain attachments, the Attachments option on the row menu is not enabled.

Overriding the Message Approval Process

You might want to override the message approval process if a message has not been answered by a recipient in a lower level. For example, if a clerk has not approved or rejected a message and the manager wants the message to be approved to move it to the next level, the manager can override the approval process in the Process Task Monitor and approve or reject the message. The manager can only override the message approval process for messages sent to a distribution list that includes higher-level overrides.

The Overrides option is enabled if *all* of the following conditions are met:

- You exist in the address book.
- You are a member of a higher-level group than the recipient for whom the message was intended.
- The message is unopened.
- The message has an active shortcut.

See Also

- *Additional Routing Features for Distribution Lists* in the *EnterpriseOne Workflow Tools Guide* for more information about higher level overrides

► To override the message approval process

From Workflow Advanced & Technical Operations (G0231), choose Process Task Monitor.

1. On Process Task Monitor, find the process and task with which you want to work.
2. Choose the row for which you want to override message approval.
3. Choose Override from the Row menu.

   The system displays the Higher Level Override form.

4. Accept or reject the message.

   The system returns to Process Task Monitor.

5. Click OK.

Changing Queue Security

You can change the security status for a user or group of users for a message queue. You can either give a user authority to monitor queues within a group or give public security to queues for all groups.

You can add security by user, group, or role. For example, you might want to set up security for a manager so that she or he can monitor all messages within a group for certain queues. Or you might set up security by group only so that users within a group have authority to monitor messages within a group for certain queues.

When you add security by group or role, the system applies that security to all members of that group or role. You can also give only a few people within a group access to certain queues by entering the user address book number and the group to define which queues a user in a particular group can access.

Note

Using the Employee Queue Manager (P012501) to view mail ignores security and all messages can be viewed.

Specifying the Queues that a User Can View

When you set up a new user in a group, you must specify which queues that user can view within that group.

► **To specify the queues that a user can view in a group**

From Workflow Management Setup (G0241), choose Queue Security.

1. On Work With Workflow Message Security, click Add.

   In this illustration, Dominique Abbott has access to the Electronic Workbench, Collection Management, Credit Management, Delinquency Notice Approval, and Delinquency Fee Approval queues for group 1001. She can monitor all messages within these queues for group 1001.

2. On Workflow Message Security Revisions, complete the following fields:

   - User
   - Group/Role

3. Specify the queues that a user can view by completing the following field and clicking OK:

   - Authority Y/N

Changing Public Security

When you assign the Public Security option, all users have access to queues that you specify. For example, if you choose the Public Security option and give authority to the Collection Management queue, all users in the system are able to view all messages in that queue.

► To change public security

From Workflow Management Setup (G0241), choose Queue Security.

1. On Work With Workflow Message Security, click Add.
2. On Workflow Message Security Revisions, turn on the following option:
   - Public Security

     When you choose this option, the system protects the User and Group/Role fields because you are specifying that you want to give authority for specific queues to all users in the system.
3. Complete the following fields and click OK:
   - Authority Y/N

Note

If you complete the User field, the system protects the Public Security field.

See Also

- *Setting Up Queues* in the *EnterpriseOne Workflow Tools Guide* for information on how to create a queue

Activating the Escalation Monitor

The escalation monitor, or Check for Expired Tasks program (R98810), checks for any Message task instances that have escalation associated with them. When the monitor finds Message tasks with escalation, it forwards those messages that have not been acted upon after a specified period of time to the next user. It also resumes Halt tasks after the specified delay.

This chapter describes how to start the escalation monitor manually by submitting its batch version, as you do with any other batch process. However, the Scheduler application provides a convenient alternative for automatically restarting the escalation monitor at predefined intervals. Using the Scheduler is the recommended way of running the escalation monitor.

Caution

If the Scheduler is not used, you should restart the escalation monitor each time that it stops, with an acceptable duration between starts that depends on the urgency of Halts and Escalations. The escalation monitor does not automatically restart. If you do not restart the monitor, the processes that contain messages with escalation will not be reactivated. Therefore, it is recommended that you use the Scheduler application to automatically restart the escalation monitor.

See Also

- *Adding Escalation Rules to a Message Task* in the *EnterpriseOne Workflow Tools Guide* for information about adding escalation to Message tasks
- *Scheduling Jobs* in the *System Administration Guide* for information about using the Scheduler

► To activate the escalation monitor

From Workflow Advanced & Technical Operations (G0231), choose Start Escalation Monitor.

1. On Work With Batch Versions - Available Versions, choose version XJDE0002, and then click Select.
2. On Version Prompting, choose any of the following options, if necessary, and click the Submit button:

   - Data Selection

     If you choose Data Selection, on Data Selection, enter the condition for the data that you want to appear in the report, and then click OK to continue.

   - Data Sequencing

     If you choose Data Sequencing, on Section Data Sequencing, choose the columns that you want to sort on, and then click OK to continue.

3. On Report Output Destination, choose the appropriate output option, and then click OK.

   When you run the monitor, the system produces a summary of Message tasks and Halt tasks that have not yet been completed.

Analyzing Workflow Processes

You analyze workflow processes using the Advanced Analysis application. Through Advanced Analysis, you can see how long it takes for a process to run and where processes might be queued. This analysis can help you make your processes more efficient and less time consuming. You can view an analysis using actual or average duration in days or hours, depending on your needs.

You can export the data displayed in the Advanced Analysis form to a spreadsheet, or create graphs and charts of the information.

You can use several combinations of process, task, version, and instance to analyze process data. Following are some possible combinations:

Process, version, instance, actuals	The actual duration for each instance of the process and version from the Process Instance table (F98860).
Process, version, instance, task, actuals	The actual duration for each task within each instance from the Task Instance table (F98865).
Process	The average duration for all versions of a process.
Process, version, averages	The average duration of the instances for that version. The instances are averaged together, regardless of the instance keys.
Process, version, instance, averages	The average duration for instances, if instances with the same key exist.
Process, version, instance, task, averages	The average duration for each task within the instance, if instances with the same key exist.
Process, instance, task, averages	The average of tasks for like instance keys across versions.
Process, version, task, averages	The average duration for each task across instances. The tasks are averaged together, regardless of whether the instances to which they belong have the same key.
Process, task, averages	The average of task duration across versions.
Process by user	The average duration for all versions of the process for which that the user is responsible.
Process, version, by user	The average duration of the instances for that version for which the user is responsible. The instances are averaged together, regardless of the instance keys.
Process, version, instance, by user	The average duration for instances with the same key for each responsible user.
Process, version, instance, task, by user	The average duration of each task within instances that contain the same key for each responsible user.
Process, instance, task, by user	The average of tasks for like instances keys across versions for each responsible user.
Process, version, task, by user	The average duration for each task across instances for which the user was responsible. The tasks are averaged together, regardless of whether the instances to which they belong have the same key.
Process, task, by user	The average of task duration for each responsible user.

See Also

- See *Working with the Grid* in the *Foundation Guide* for more information about exporting data from a grid

► To analyze a process

From Workflow Advanced & Technical Operations (G0231), choose Advanced Analysis.

1. On Workflow Advanced Analysis, click Find to query all processes, or complete the following field and click Find to query a process:
   - Process ID
2. Complete the following optional fields:
   - Version
   - Start Date From
   - Thru
3. To analyze a process by day or by hour, click the Search button in the following field to choose the appropriate unit of measure field.
   - Duration UOM
4. Turn on one of the following options:
   - Actuals

     If you choose Actuals, the system automatically includes the process, version, and instance in the analysis. You can choose whether to include task in the analysis.

   - Average

     If you choose Average, the system automatically includes the process in the analysis, and you can then choose whether to view averages based on version, instance, or task.
5. If you want to analyze the Actuals for a process and you want to include tasks in the analysis, turn on the following option:
   - Task
6. If you want to analyze the averages for a process, turn on one or more of the following options:
   - Version
   - Instance
   - Task
7. If you want to view the user responsible for a process, turn on the following option:
   - User

     If you choose the User option, a resource column appears in the detail area. The User column identifies the user who was assigned to that particular task.
8. Click Find.

The system displays audit information based on your choices. You can manipulate the information in the grid as you can any other grid information; for example, you can graph, export, and print it.

9. To remove a row of data, choose Remove Row from the Row menu.

   For example, you might want to create a graph of the data contained in the analysis but do not want to include certain rows of data.

   The system removes the row from the grid but does not delete the information from the database.

Printing Process Instance Reports

You can print process instance reports to review information about the workflow process task on paper rather than online or to archive process task information on paper for future reference.

► To print process instance reports

From the Workflow Advanced & Technical Operations menu (G0231), highlight Process Task Print.

1. Right-click Process Task Print and choose Prompt For and then click Version from the pop-up menu.
2. Choose a version in the detail area and click Select.
3. On Version Prompting, choose any of the following, if necessary, and click the Submit button:
   - Data Selection
   - Data Sequencing
4. On Report Output Destination, choose the appropriate output option for your report and then click OK.

See Also

- *Submitting a Report for Batch Processing* in the *Enterprise Report Writing Guide* for more information about how to submit reports

Purging Workflow Data Files

When a workflow process is run, the system creates Process Instance (F98860) and Task Instance (F98865) tables of the workflow process. If you choose to have your workflow process retain these records for historical purposes, the files may become very large and occupy storage resources. The presence of large amounts of data in the F98860 and F98865 tables will also hinder performance of the Workflow engine.

You should purge workflow data files periodically to minimize the amount of data in the tables and recover disk space. You can purge completed tasks or completed processes. Purging completed tasks deletes Message tasks, whereas purging completed workflow processes deletes instances.

Caution

Purging data files might affect your metrics analysis. Because of this, PeopleSoft recommends that you restrict access to this application.

► To purge completed workflow processes

Note

It is recommended that you purge completed processes regularly to minimize the amount of data in the tables. This process only purges records that do not affect active processes in the system and purges F98860 and F98865 records that possess a status of complete, terminated, or error.

From Workflow Advanced & Technical Operations (G0231), choose Data File Purges and then Purge Completed Processes (R98860P).

1. On Work With Batch Versions - Available Versions, choose a version from the detail area and click Select.
2. On Version Prompting, click Submit.

   By default, the batch process uses the following condition to delete the records that possess a status of complete, terminated, or error:

   Where BC Process Status (F98860) is equal to "03,05,06"

3. On Report Output Destination, choose the appropriate output option and then click OK.

► To purge completed tasks

From Workflow Advanced & Technical Operations (G0231), choose Data File Purges, and then choose Purge Completed Tasks.

1. On Work With Batch Versions – Available Versions, choose a version from the detail area and click Select.
2. On Version Prompting, click Submit.

   Note

   The default condition for this batch process deletes all messages that have been sent to the Deleted queue. You should not use Data Selection or Data Sequencing to modify this batch process.

3. On Report Output Destination, choose your print destination and click OK.

Transferring Workflow Processes

You must be careful when promoting workflow processes through the development cycle. Workflow processes are transferred by OMW much like any other non-OMW object. However, a key difference is that instances of the modified process version may already be running in the target environment. Because of the wide range of changes that can be made while editing a workflow process version, it cannot be guaranteed that the old instances will be able to complete under the new definition.

For example, if you delete a task from the workflow definition and an instance in the target environment is currently executing task, the instance will not be able to determine what to do next once the task is completed. In a similar manner, all the historical data used for analysis can become invalid if the process is changed dramatically before it is transferred.

To keep this type of problem from occurring, PeopleSoft recommends never modifying a workflow process version that has been promoted and used in the target environment. Instead, make a copy of that version; edit, test and promote it; and then deactivate the current version and activate the new version. OMW helps enforce this by not allowing you to transfer a workflow process version into an environment if any historical instances of that particular version exist in the target environment.

Caution

The same types of problems can occur if you are using a particular process version and you receive and deploy an update to that version. This problem can be avoided if you do not use PeopleSoft versions of workflow processes. Instead, always make a copy of the PeopleSoft version and activate your copy.

In OMW, workflow data transfer is accomplished with object transfer activity rules. Consequently, you must add workflow processes that need to be transferred from one environment to another to an OMW project.

Your system administrator usually sets up object transfer activity rules. These rules dictate the source and target locations for transferring objects and, in the case of workflow processes, these values correspond to data source names. The rules are executed when a project is advanced from one status to another. The same transfer rules apply regardless of the logon environment.

See Also

The following topics in the *Package Management Guide* for more information about the deployment process:

- *Object Management*
- *Package Build*
- *Deployment*

Synchronous and Asynchronous Processing

EnterpriseOne Workflow Tools can execute a workflow process either synchronously or asynchronously. Asynchronous processing allows various workflow processes to run at the same time. By starting a workflow process asynchronously, you are simply running the workflow in the background of the calling application.

Although asynchronous workflow processes might process faster, synchronous processing is sometimes preferred. If a calling application depends on information from the workflow process, you should run the workflow process synchronously to ensure that the calling application gets the information it needs from the workflow process before the workflow finishes and the application closes.

A workflow process runs asynchronously by default, with the following exceptions:

- When it contains a form interconnect or run executable activity
- When it is run from a batch application
- When the workflow process is specifically designed to run synchronously

In the first two cases, the system forces the workflow to run synchronously. In the third case, the designer specifically chooses for the workflow to run synchronously.

System Functions for Synchronous and Asynchronous Processing

You can use the system functions *Start Process* and *Complete Activity* for asynchronous processing. You can use the system functions *Start Process In Line* and *Complete Activity In Line* for synchronous processing.

If an application depends on a workflow process to complete before continuing with subsequent event rule logic, then you must use *Start Process In Line*.

The *Start Process* and *Complete Activity* system functions run asynchronously in interactive applications, named event rules (NER), and table event rules (TER).

The *Start Process In Line* and *Complete Activity In Line* system functions run synchronously in interactive applications, named event rules (NER), and table event rules (TER).

Workflow processes in batch applications and subprocess tasks within a workflow always run synchronously, so only the *Start Process In Line* and *Complete Activity In Line* system functions are available in Report Design Aid and subprocess task definition. All event rules for existing batch applications that call *Start Process* and *Complete Activity* continue to be displayed as they are, but the workflow processes run synchronously.

Several system functions for workflow processing are available. Refer to the online APIs for more information about specific system functions.

Transaction Processing

If a named event rule that is included in a transaction calls any workflow system function, regardless of whether the workflow processes are synchronous or asynchronous, the workflow process is not included in the transaction. Therefore, the workflow process is permanently written to the tables even if the transaction rolls back.

Workflow Processing Location

Workflow can run either on the client or the server. The location for workflow processing is determined by the default Object Configuration Manager mapping for business functions. An exception is that when the logon environment is local, the workflow must run locally; this is because, in this case, the server cannot write to or update a database on a client workstation.

Troubleshooting Workflow Environmental Issues

The Workflow Environmental Diagnostic (W98895A) application (hereafter called Diagnostic Tool) is a tool that enables you to troubleshoot issues that may affect how your workflow processes run on Windows client or enterprise server machines. The Diagnostic Tool detects environmental setup issues that can cause your workflow processes to fail, such as incorrect OCM mappings and database settings.

In addition to checking the workflow system for environmental setup errors, the Diagnostic Tool gives you the option to perform the following operations:

- Troubleshoot an active version of a workflow process.

  If no active version is found, the tool will continue to check the other environmental settings.

- Verify SMTP settings for message delivery

You can run the Diagnostic Tool on the client workstation, the enterprise server, or both. When you run the tool over both the client and server, the tool compares the data source of each workflow table between the client and server for any discrepancies. It also detects any discrepancies between the JAS configuration settings on the client and server.

The Diagnostic Tool performs the following validations:

- Validates accessibility to the following workflow tables:

F98800	F98865
F98810	F98870
F98811	F98840
F98820	F0150 (Distribution List)
F98830	F0101 (Address Book)
F98845	F0111 (Address Book)
F98850	F01131 (PPAT)
F98860	F01133 (PPAT)
F98861	F01131M (PPAT)

- Validates that the following tables are mapped to the same data source:

  Workflow definition tables: F98800, F98810, F98811, F98820, F98830, F98845, F98850

  Workflow instance tables: F98860, F98861, F98865, F98870

  Distribution list tables: F0150, F98840

- Validates that the following media objects and corresponding database tables are mapped to the same data source:

  GT98800A, F98800

  GT98865A, F98865

  GT01131, F01131

- Validates the table format for the current release

  Verifies that all workflow tables have the valid number of columns in the current release, both in the physical database, as well as the Enterprise One Table Specifications.

  Verifies that the F98840 table contains three columns in the primary index and not two columns as in the previous EnterpriseOne 8.0 release.

- Validates the Binary LOB flag setting for an AS/400 data source

  Verifies that workflow tables have been correctly set up to have a LOB setting instead of the former AS/400 chaining solution. This test is performed only for tables containing a Binary LOB mapped to an AS/400 data source.

- Validates a workflow process (optional)

  Validates a selected workflow process or an active version of that process.

  Returns the number of awaiting instances of a process.

  Checks to see if the sequence numbers are out of sync between the workflow definition tables and the number of instances.

- Validates template substitution

  Verifies that the alpha description and glossary for message template LM0033 exists and that text substitution can be performed. Template LM0033 is used as an example to verify that data dictionary specifications are accessible.

- Validates access to workflow specs (F98811)

  Uses spec encapsulation APIs to access a F98811 workflow spec record.

- Validates SMTP setup (optional)

  Verifies that sending an email to a specified email address works.

- Validates JAS Configuration

Retrieves the JAS configuration from the Install Planner tables (in EnterpriseOne 9.0 and successive releases).

- Validates Kernel configuration (only on server)

  Checks the server jde.ini to verify that there is one valid workflow kernel definition.

  Checks the dispatchDLLName and dispatchDLLFunction in the server jde.ini file to see if it matches the settings for the specific supported platform.

Interpreting the Results

The Workflow Environmental Diagnostic tool generates a report listing the various errors or issues that the tool detects. You can print the report or email the report to another user.

The following is an example of how some of the errors appear on the report. You should work with your system administrator to help interpret and resolve any issues that the Diagnostic Tool detects.

- Table access error

```
Error:

JDB_OpenTable failed. Possible Reason could be missing or damaged specs for the
table.

Cannot determine whether table is missing or empty.

Empty Table

JDB_CloseTable failed.

Warning:

Empty Table

Failed to access table
```

- Data source consistency

```
Error / Warning:

Data Source inconsistency.
```

- Table format

```
Error:

Expected no. of columns for current release is <n>.      Wrong specs found for
table.

The Primary Index<ID_F98840_ORGANIZATIONAL_MODEL> for table F98840 has 3 columns.
No. of columns in the specs for this Index is <n>.
```

► To run the Workflow Environmental Diagnostic tool

From the Workflow Advanced and Technical Operations menu (G0231), choose Workflow Environmental Diagnostic.

1. On Workflow Environmental Diagnostic, choose one of the following options:
   - Windows Client Only

     Performs all validations except the Kernel validation.

   - Enterprise Server Only

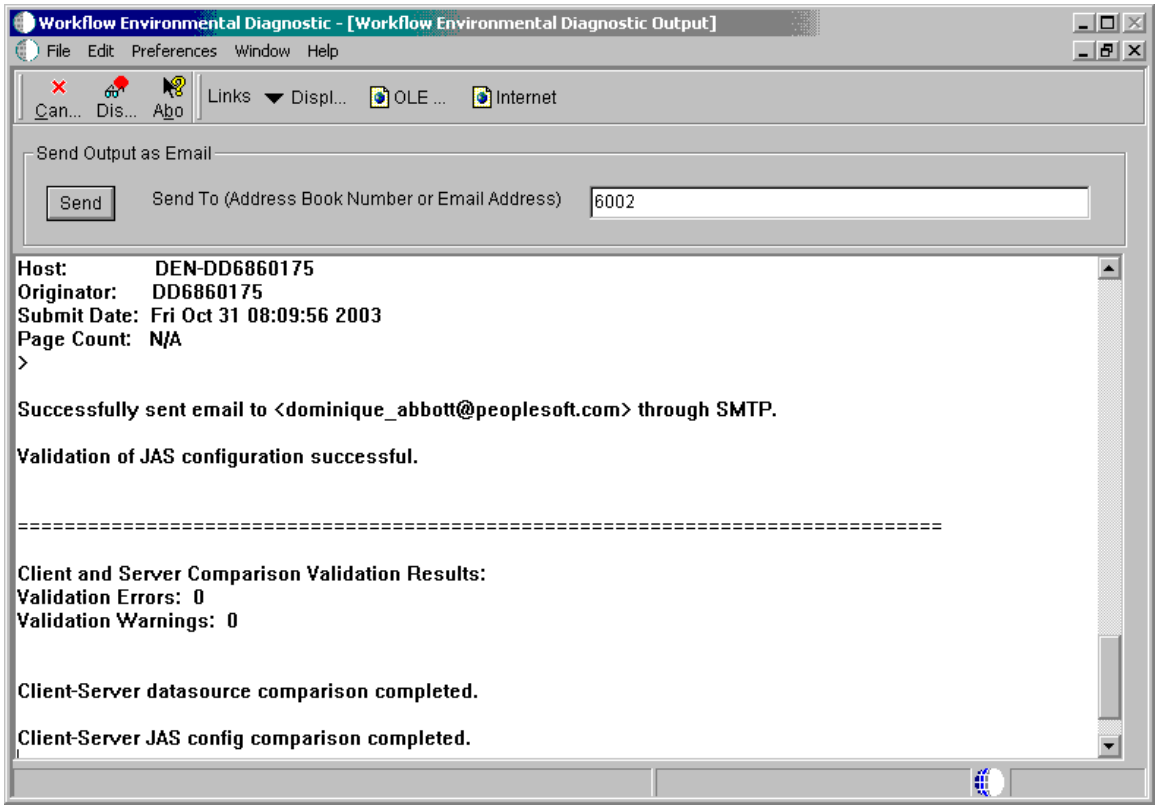
     Performs all validations.

   - Both Client and Server (includes comparison)

     Checks the data source of each workflow table between the client and server for any discrepancies, and detects discrepancies between the JAS configuration settings.
2. If you want to validate a particular workflow process, enter the process name and version in the following fields:
   - Workflow Process to Validate
   - Process Version to Validate (or 0 for Active Version)
3. To verify that the messaging system is properly set up, in the Mail Test (optional) area, enter an email address in the following field:
   - Email Address

   After you run the Diagnostic Tool, if a message is sent to the specified email address, then the messaging system settings are correct.
4. Click Run Diagnostic

   The Diagnostic Tool validates the environmental settings and performs any additional tasks that you specified above. After the test is complete, the Diagnostic Tool generates a report that appears in the Workflow Environmental Diagnostic Output form.



On Workflow Environmental Diagnostic Output, you can copy and paste the report to any text editor or you can email the report to a user's address book number or to an email address.

5. To email the report, complete the following field and then click Send:

   - Send To (Address Book Number or Email Address)

Message and Workflow System Functions

Following are the available Message and Workflow system functions and a description of each. Refer to the system function documentation in the online API guide for more information about these system functions.

Note

Workflow Admin system functions are intended only for use by workflow administrative applications developed and maintained by PeopleSoft. Therefore, they are not listed here.

Message System Functions

Message system functions include the following:

Delete Message Removes a message that was created using Send Message.

Forward Message Automatically forwards a message using a system function.

Send Message Sends a message through the EnterpriseOne mail system.

Template Substitution Allows the user to fill the message template with the substitution values and then receive the completed message template back in a text string. The output string can be displayed on the screen or printed on a report as generic text.

Update Message Modifies information associated with a message that has already been added using Send Message.

Workflow System Functions

Workflow system functions include the following:

Complete Activity	Completes an activity instance
Complete Activity In Line	Completes an activity instance and resumes the workflow process in line
Get Activity Instance For Key	Retrieves the active workflow activity instance information for a given key
Get Process Instance Attributes	Retrieves the key and attribute data structures for a given process instance
Get Process Instance For Key	Retrieves the workflow process instance for a given key
Start Composer Process	Obsolete
Start Process	Starts a workflow process
Start Process In Line	Starts a workflow process in line for synchronous processing
Update Process Instance Attributes	Updates the attributes for a given process instance
Update Process Instance Attribute Single	Updates a single process attribute for a given process instance

Configuring Shortcuts

While working in EnterpriseOne, users can email other users a shortcut to an application or form. More often, shortcuts are sent to recipients automatically as part of a workflow process. For example, a workflow process might automatically send a manager a shortcut to an approval application after a user enters a sales order. The recipient (in this example, the manager) double-clicks the shortcut to access the corresponding application.

If more than one server is dedicated to workflow tasks, you can configure to which server a shortcut is routed. For example, a user is developing a workflow process. The workflow process contains a shortcut to a new application that resides only on the user's workstation. The user wants to test the new application before making it available to everyone, so she wants the shortcut to access the new application located on her workstation. By default, the shortcut sent by the workflow process routes users to a deployment server, not to the user's workstation. You can configure EnterpriseOne to route shortcuts to any server (in this example, the user's workstation).

Note

Shortcut configurations are specific to an EnterpriseOne user or EnterpriseOne role. When a user creates a shortcut, EnterpriseOne verifies that a specific configuration exists for the user. If a configuration is specified for the user, then the shortcut is routed to the server named in that configuration. If a configuration is not found for the user, EnterpriseOne finds all the roles the user logged in as and then searches for a configuration that is assigned to one of those roles. If a configuration is specified for a role the user has used, then the shortcut is routed to the server named in the configuration. If a configuration is not found for the role, then EnterpriseOne routes the shortcut to the default server listed in the jde.ini file.

When you configure the shortcut to access a server other than the default server, your changes are stored in the F986101 table (OCM) located on a server you specify when you create the configuration. If you do not create a configuration, then EnterpriseOne, after checking the F986101 table, routes the shortcut to the server specified in the jde.ini file located on the recipient's server.

Your configurations are stored as records, and six record types exist. When a user sends a shortcut, EnterpriseOne first searches for and uses the most specific record type. EnterpriseOne eliminates each record type if it is not found, and then progresses to the next, less specific record type. Records are comprised of the user or role, and the service. The following list shows the different combinations that comprise the record types. They are listed from most specific to least specific.

- specific user, specific service
- role, specific service
- user, default service
- role, default service
- *public, specific service
- *public, specific service

► To configure shortcut

Use the PeopleSoft® menus to navigate to the Environment/Service Configuration (GH9053) menu. Double-click Environment/Service Configuration. You cannot use the Fast Path to navigate to this application.

1. On Environment/Service Configuration, choose the OCM table you want to update.

   The OCM table is the table to which you add or modify workflow records. The OCM table that you choose in this step is the one that is affected when you configure shortcut mapping.

2. Click Select.
3. On Environment/Server Configuration – [Work with Service Configuration], click Add.

   When you add a record to the OCM table, you cannot modify it.

4. On Environment/Server Configuration – [Service Configuration Revisions], complete the following fields:

   - Environment

     The environment on which the user sending the shortcut is logged in.

   - Service Name
   - User/Role

     The user who is sending the shortcut.

   - Server

     The logical server name of the web server on which the user sending the shortcut is logged in. You must enter a logical web server name rather than the physical server name. The logical server name is a shortcut to the server, and is set up in the deployment location tables. The physical server name is the actual path to the server. Do not enter the physical server name.

   - Port Number

     The port number associated with the logical server. The port number you enter will help identify the physical server name on the deployment server.

5. Click OK.

Workflow Demonstration

The Workflow Demonstration (demo) is a set of EnterpriseOne objects that enable you to demonstrate EnterpriseOne Workflow functionality with minimum setup. The workflow demo simulates a sales order entry workflow consisting of email authorization, distribution list processing, and text substitution in workflow messaging. In addition to providing a quick and easy platform for demonstrating EnterpriseOne Workflow functionality, you also can use the workflow demo to show how to develop workflow systems in EnterpriseOne using EnterpriseOne best practices guidelines.

Setting Up the Workflow Demo

You set up the workflow demo using the setup application named P99WFSET. The setup application guides you through a list of setup steps, which are explained in the following list. PeopleSoft® recommends that you complete these steps in the order shown:

3. Create a set of address book numbers to be used in the workflow demo. The setup application contains the Create Default Users button that, when clicked, creates address book numbers 990000 through 990005 in the Address Book Master table (F0101). If the address book numbers do not already exists.
4. Create a set of default data for the workflow demo. The setup application contains the Create Default Data button that, when clicked, creates usable items in the Workflow Demo Item table (F99WFITM).
5. Choose a distribution list to receive approval email messages. The setup application contains the Set Up Distribution List button that, when clicked, enables you to choose the distribution list to which you want approval email messages sent.
6. Set up the mailbox to which approval email messages are sent to be publicly viewable. The setup application contains the Set Up Queue button that, when clicked, enables you to make the Electronic Workbench mailbox publicly viewable.

The following are workflow demo objects:

Table Name	Description
B99WFDEM	This object contains all of the business function logic used by the workflow demo, such as updating sales order status and calculating margin.
F99DTL	This table is populated with the records that are entered as the demo sales order line items. You must ensure that this table exists and was generated. For more information about generating tables, see the Object Management Workbench documentation.
F99HDR	This table is populated with the records that are entered into the demo sales order header. You must ensure that this table exists and was generated. For more information about generating tables, see the Object Management Workbench documentation.

F99WFITM	This table is populated with the demo items you use in the demo workflow. These items are created during setup. You must ensure that this table exists and has been generated. For more information about generating tables, see the Object Management Workbench documentation.
GT99HDR	This is a media object data structure where all of the approval comments are stored and from which all approval comments are retrieved.
P99WF1	This object is one of two workflow demos. P99WF1 demonstrates basic workflow functionality. The workflow is a simple approval process.
P99WF2	This object is one of two workflow demos. P99WF2 displays how all the processes can be handled in the workflow process, such as how margins are calculated and how approvals are determined.
P99WFAPR	This object is the application you use to approve or reject the requests for approval.
P99WFSET	This object is a guide to the setup necessary to use the workflow demos. Use this object to set up address book numbers, demo items, and distribution lists.
K99WF1	This object is a set of workflow instructions that P99WF1 executes. This workflow process is started and run when you submit a sales order for approval in object P99WF1. You use the Workflow Modeler to view this object.
K99WF2	This object is a set of workflow instructions that P99WF2 executes. This workflow process is started and run when you submit a sales order for approval in object P99WF2. You use the Workflow Modeler to view this object.
WF99KEY	This data structure is the primary data structure used to identify each workflow instance as unique.
WF99ADD	This data structure is the additional data structure used to store any information not in the primary data structure.
WFDEMO	This data item is a text template used for all messages used by the workflow demo.

► To set up the workflow demo

1. In the Fast Path, type P99WFSET to access the workflow demo setup application.
2. On Workflow Demo Setup, click Create Default Users.

   Workflow adds demo users to the Address Book Master table (F0101).
3. Click Create Default Data.

   Workflow adds demo data to the Demonstration Item table (F99WFITM).
4. Click Set Up Distribution List.

5. On Work with Distribution Lists, choose the distribution list to which you want workflow email messages sent.

   Notice that the Parent Number defaults to the 990000 distribution list, which was created when you clicked Create Default Users.

6. Click Set Up Queue.

   By default, all emails are sent to the Electronic Workbench. Clicking Set Up Queue enables you to view publicly the mailbox where messages are sent.

7. On Work with Workflow Message Security, click Add.
8. On Workflow Message Security Revisions, turn on the Public Security option.
9. In the grid, find Electronic Workbench and ensure that the value in the Authority Y/N column is Y.
10. Click OK.

    Your workflow demo data is now set up and ready to use.

Activating a Workflow Demo

Before you run a workflow demo, you must ensure that the workflow demos are in active status so that the workflow sends email messages to the distribution lists you specify. If, however, you want to edit the workflow demo in Workflow Modeler, you must change the status so that it is inactive. If the workflow demo is at active status in Workflow Modeler, the workflow demo is read-only.

► **To activate a workflow demo**

Navigate to OMW.

1. On the Search tab, complete the following fields:
   - Category

     From the drop-down menu, choose Workflow.

   - Search Type

     From the drop-down menu, choose Process Name|Process Version.

   - Search

     Type K99WF1 or K99WF2, depending on the workflow demo process you want to display.

2. Click the workflow demo, and then click the left arrow to move it to a project.
3. On the left side of the screen, click the workflow demo, and then click the Design button.
4. Click the Design Tools tab.
5. Click the Change Workflow Status button so that the workflow status is Active.

6. Click OK.

Using a Workflow Demo

You use a workflow demo to show how a workflow process is completed. The workflow demo process shows how recipients receive email messages that contain a request to approve a step in the workflow process. The workflow demo uses items whose margins determine if email messages are sent. If an email message is approved, the message continues through the distribution list. If someone on the distribution list rejects the approval request, the workflow demo discontinues and sends a message to the workflow demo originator that their request for approval is denied.

► To use a workflow demo

1. In the Fast Path, type P99WF1 or P99WF2.

   P99WF1 demonstrates basic workflow functionality. The workflow is a simple approval process. P99WF2 displays how all the processes can be handled in the workflow process, such as how margins are calculated and how approvals are determined.

2. On Work With Demo Sales Orders, click Add.
3. On Add New Demo Sales Orders, complete the following fields:
   - Entered By

     Enter a user listed in the address book or search for one using the Search feature.

   - Customer Number

     Enter a customer number or search for one using the Search feature.

4. Click OK.
5. On Demo Sales Order Detail, click the Item Number field, and then click the Search button.
6. On Demo Item Search & Select, click Find.
7. Choose an item from the grid and then click Select.
8. On Demo Sales Order Detail, complete the following fields in the grid:
   - Order Quantity
   - Unit Price

   Note

   Margins must be less than 25 percent for the workflow demo to require approval. Adjust the unit price to change the margin.

9. If you are using the workflow demo P99WF1, then click the line below the item you chose to view the margin percentage.

   You might have to scroll to the right of the screen to view the margin column.

10. Click OK.

Workflow sends a message for approval to the distribution list you chose in the "To set up the workflow demo" task.

Showing a Workflow Demo in Workflow Modeler

You show a graphical representation of a workflow demo through the Workflow Modeler, and you launch the Workflow Modeler from EnterpriseOne. To edit a workflow demo in Workflow Modeler, ensure that the workflow is at an inactive status. Otherwise, the workflow demo appears as read-only.

► To show the workflow demo in Workflow Modeler

Navigate to OMW.

1. On the Search tab, complete the following fields:
   - Category

     From the drop-down menu, choose Workflow.
   - Search Type

     From the drop-down menu, choose Process Name|Process Version.
   - Search

     Type K99WF1 or K99WF2, depending on the workflow demo process you want to display.
2. Click the workflow demo, and then click the left arrow to move it to a project.
3. On the left side of the screen, click the workflow demo, and then click the Design button.
4. Click the Design Tools tab.
5. Click Start Workflow Modeler.

   Workflow Modeler launches and displays the workflow demo in a read-only format.

Viewing Workflow Demo Email Messages

By default, all workflow demo email messages are sent through EnterpriseOne internal email, which can be read using the EnterpriseOne Work Center. The person to whom you are sending the email messages must have a valid address book number in the Address Book Master table (F0101). The user who is logged into EnterpriseOne during the demo must also have a valid address book number. EnterpriseOne can be configured to send the demo email messages to external email applications. For information about how to send messages to external email applications, see the *Foundation* documentation.

► To view workflow demo email messages

Navigate to the Work Center.

1. On Employee Work Center, in the Address/NumberUser/Role field, type the number that is associated with the distribution list you chose in the "To set up the workflow demo" task.
2. In the Tickler Date field, type today's date.
3. Click Find.

4. Expand the Queues menu, expand the Electronic Workbench menu, and then click the email message.

   The workflow demo message displays in the right-hand pane.

5. Click Approve, and then click OK.

   If all users in the group approve, the workflow demo email message is sent to the next group of users on the distribution list.

   If you reject the workflow demo email message, the workflow completes without requesting further approval, and a message is sent to the workflow originator explaining that the workflow was rejected.

Distribution List Scenarios

This section includes several scenarios that illustrate how Workflow processes use group processing or hierarchical processing to send messages to distribution lists. These scenarios follow the same Credit Limit example that is used throughout this guide. Each scenario includes the setup used for a specific workflow process and the results that occur when that setup is used.

Prerequisite

You should understand how to create a Message task and how to attach a distribution list to a Message task. You should also understand the difference between group processing and hierarchical processing. For more information, see the following topics in the *EnterpriseOne Workflow Tools Guide*:

- *Creating a Workflow Process*
- *Message Tasks*
- *Distribution Lists*

Group Processing Scenarios

The following examples illustrate how a workflow process uses group processing to route messages to members of a distribution list.

Scenario 1: Group Processing

This scenario illustrates how group processing sends messages to members of a distribution list.

Setup

The following information illustrates a typical distribution list setup for the Credit Limit example.

A/B #	Description	Group #	Threshold Value
7101	Clerk #1	1	5000
7102	Clerk #2	1	5000
7103	Clerk #3	1	10000
7201	Manager #1	2	10000
7202	Manager #2	2	15000
7203	Manager #3	2	20000
7301	Director #1	3	20000

7302	Director #2	3	25000
7303	Director #3	3	25000
7401	VP #1	4	30000
7402	VP #2	4	30000
7501	President	5	31000

Results

The following results illustrate to which A/B numbers that messages would be passed. The value passed is the dollar amount used to determine which address book numbers receive the message. The address book numbers to the right are the result.

Value Passed												
4500	Not sent to list											
9500	7101	7102										
14500	7101	7102	7103	7201								
19500	7101	7102	7103	7201	7202							
24500	7101	7102	7103	7201	7202	7203	7301					
29500	7101	7102	7103	7201	7202	7203	7301	7302	7303			
30500	7101	7102	7103	7201	7202	7203	7301	7302	7303	7401	7402	
31500	7101	7102	7103	7201	7202	7203	7301	7302	7303	7401	7402	7501

Scenario 2: Group Processing

This scenario uses the same setup as Scenario 1 except that all threshold values are 0.

Setup

A/B #	Description	Group #	Threshold Value
7101	Clerk #1	1	0
7102	Clerk #2	1	0
7103	Clerk #3	1	0
7201	Manager #1	2	0
7202	Manager #2	2	0
7203	Manager #3	2	0
7301	Director #1	3	0
7302	Director #2	3	0
7303	Director #3	3	0
7401	VP #1	4	0
7402	VP #2	4	0
7501	President	5	0

Results

No matter what value is passed, the process goes through the entire distribution structure. Every address book number gets a message.

Scenario 3: Group Processing

In this scenario of group processing, all members are in the same group and have the same threshold values.

Setup

Each group level in the distribution list is set to 1. A threshold value of 100 is used for each person.

Group	Name	Threshold Value
1	Tom	100
1	Barb	100
1	Tim	100
1	Dan	100

Results

Every address book number is given a message if the amount sent is greater than the threshold.

Data Value	Sent to All #'s in Group
90	Did Not Send
110	Yes

Scenario 4: Group Processing with Higher Level Overrides

This scenario shows how group processing routes messages to a distribution list with threshold values and higher level overrides.

Setup

The value passed in is 31500.

A/B #	Description	Group #	Threshold Value
7101	Clerk #1	1	5000
7102	Clerk #2	1	5000
7103	Clerk #3	1	10000
7201	Manager #1	2	10000
7202	Manager #2	2	15000
7203	Manager #3	2	20000
7301	Director #1	3	20000
7302	Director #2	3	25000
7303	Director #3	3	25000
7401	VP 1	4	30000
7402	VP 2	4	30000
7501	President	5	31000

Results

After Group #1 approves the message, all address book numbers above Group #1 show up in Process Task Monitor in an awaiting status except for Manager #1 and Manager #2, which show an unopened status.

At this point, a user of higher group number can come in and override the workflow process to continue to the next task. For example, in this scenario, if you log on to the EnterpriseOne system as President and do a higher level override on Clerk #1, all users display as bypassed, and the process ends as expected.

Scenario 5: Group Processing with First Response

This scenario uses the same setup as Scenario 1. It uses group processing and the originator of the process is not included in the distribution list. This scenario shows what would happen if the First Response option was checked during the distribution list setup.

Setup

A/B #	Description	Group #	Threshold Value
7101	Clerk #1	1	5000
7102	Clerk #2	1	5000
7103	Clerk #3	1	10000
7201	Manager #1	2	10000
7202	Manager #2	2	15000
7203	Manager #3	2	20000
7301	Director #1	3	20000
7302	Director #2	3	25000
7303	Director #3	3	25000
7401	VP #1	4	30000
7402	VP #2	4	30000
7501	President	5	31000

Results

At a specific group level, the first individual to respond dictates how the process continues. For example, the response might tell the process to end the task or to move on to the next higher group level in the distribution list.

Note

The First Response option is not necessary when using hierarchical processing of distribution lists. In hierarchical processing, if you have a situation where a clerk has two managers directly above him or her, both managers receive the message. The first manager to respond dictates how the process proceeds.

Hierarchical Processing Scenarios

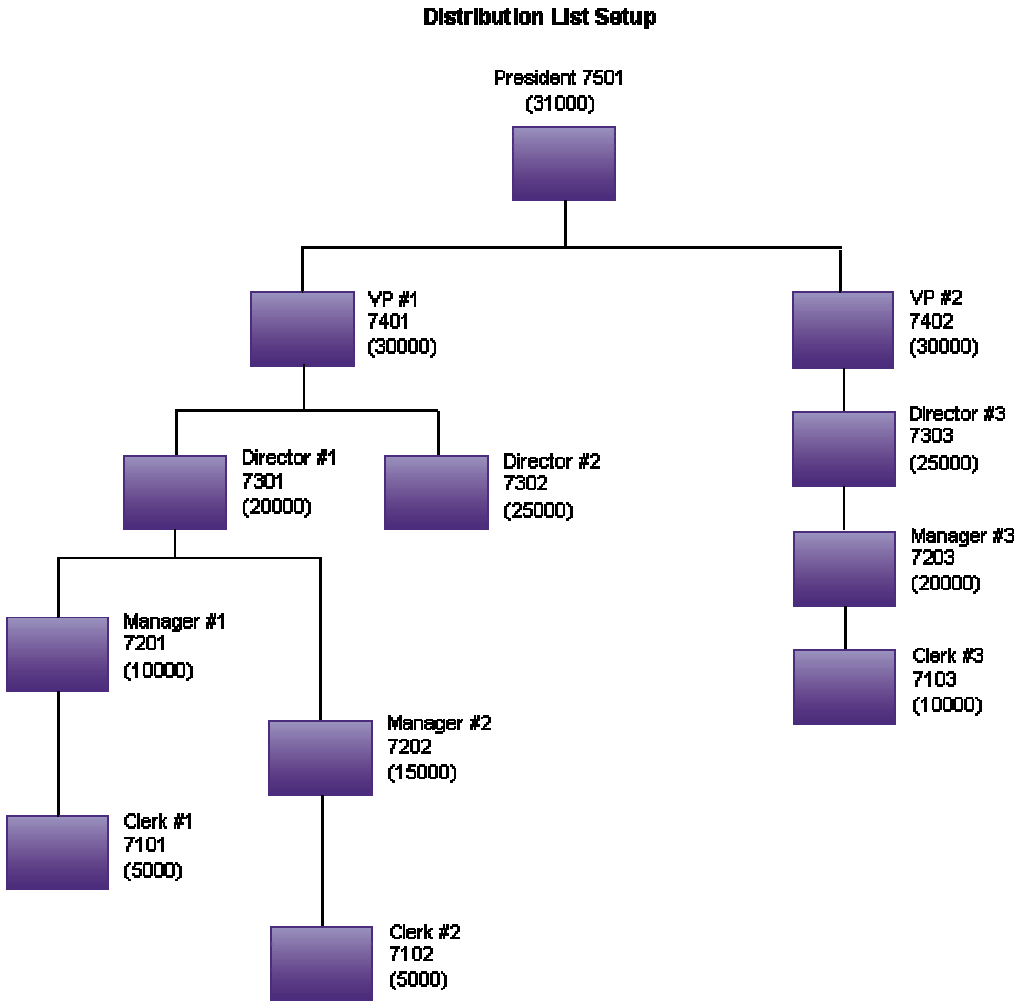
The following examples illustrate how a workflow process uses hierarchical processing to route messages to members of a distribution list.

Scenario 6: Hierarchical Processing

This scenario illustrates how hierarchical processing of a distribution list sends messages to members of a distribution list with threshold values. The originator is in the distribution list. If the originator is not in the distribution list, the workflow process ends in error.

Setup

Threshold values are denoted in parentheses. The originator is 7101.



Results

If the value passed is lower than the originator’s threshold or the originator's manager's threshold, the workflow will not send the message. To prevent this situation, set a default value for the messages that are not sent. For the Credit Limit scenario, you would probably accept the value passed amount because it is not a significant amount.

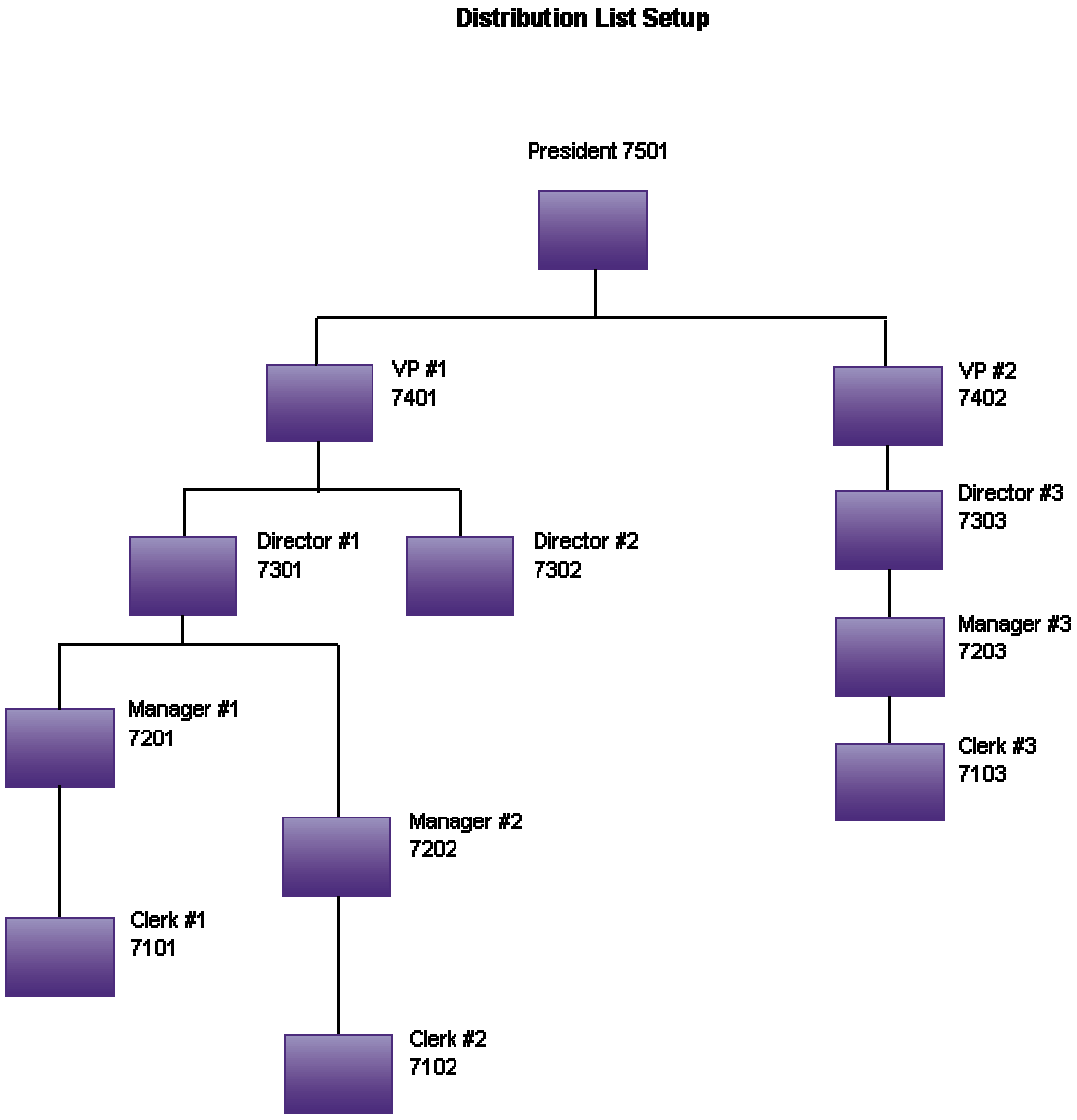
Value Passed				
4500	Not sent to list			
9500	Not sent to list			
14500	7201			
19500	7201			
24500	7201	7301		
29500	7201	7301		
30500	7201	7301	7401	
31500	7201	7301	7401	7501

Scenario 7: Hierarchical Processing

This scenario illustrates how hierarchical processing routes messages to a distribution list with threshold values all set to 0. The originator is in the distribution list.

Setup

The originator is Clerk #1.



Results

Since there are no threshold values, the workflow process sends a message to all of the members.

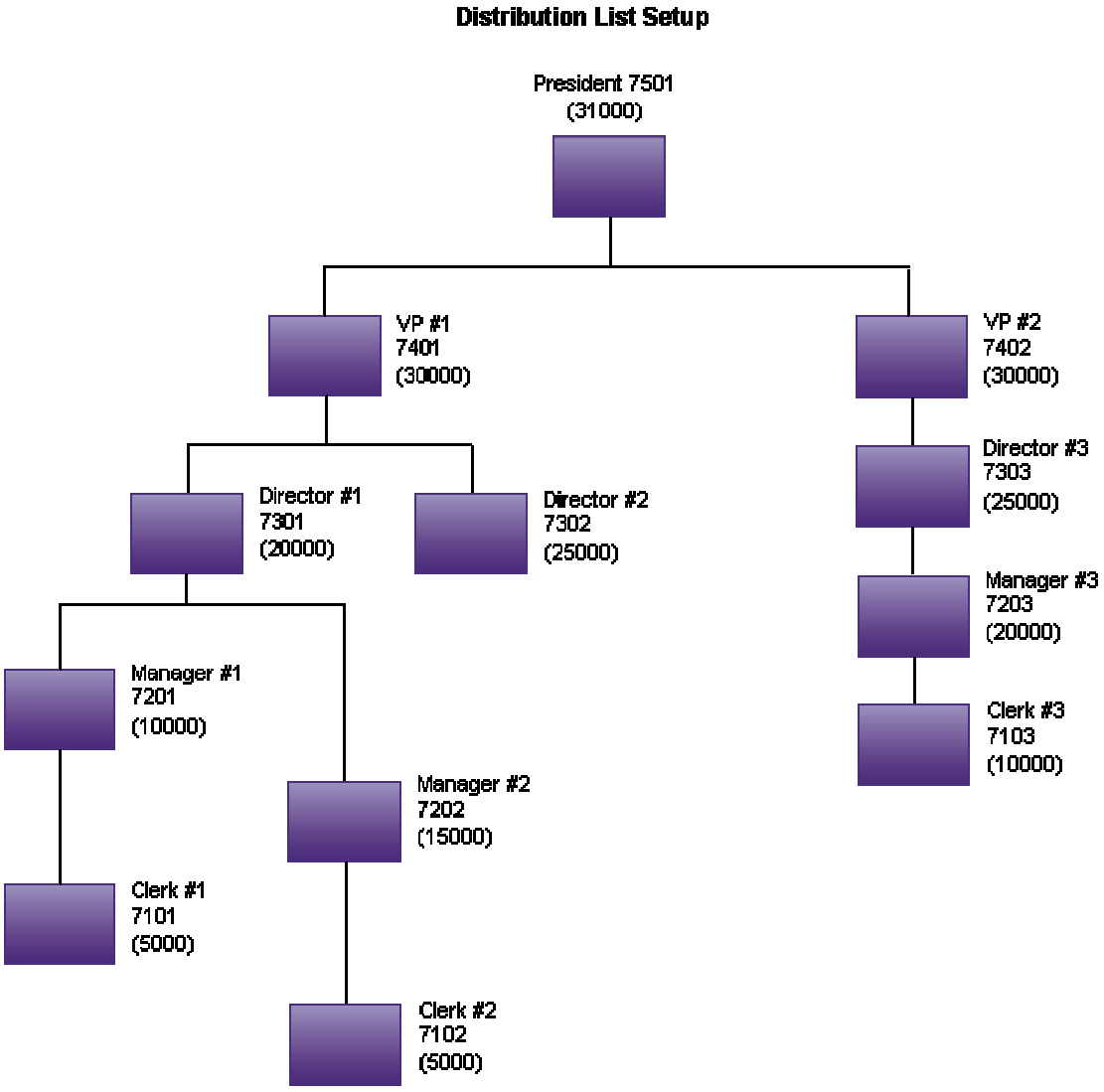
Value Passed				
4500	7201	7301	7401	7501
9500	7201	7301	7401	7501
14500	7201	7301	7401	7501
19500	7201	7301	7401	7501
24500	7201	7301	7401	7501
29500	7201	7301	7401	7501
30500	7201	7301	7401	7501
31500	7201	7301	7401	7501

Scenario 8: Hierarchical Processing with Higher Level Overrides

This scenario demonstrates higher level overrides in a distribution list with threshold values. The originator is in the distribution list.

Setup

Threshold values are in parentheses. The originator is Clerk #1. The value passed in by the workflow is 31500.



Results

When the message is first sent, all address book numbers show up in the Process Task Monitor in an awaiting status except for Manager #1, which shows in an unopened status.

At this point, a user of higher group number can override the workflow process to continue to the next task. For example, in this scenario, if you sign into the EnterpriseOne system as President and do a higher level override on Manager #1, all users display as bypassed, and the process ends as expected.

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 \\deploymentserver\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'echange 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'echange 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 servicos. In Brazil, a state tax that is applied to the movement of merchandise and some services.
ICMS Substituto	Imposto sobre circulacao de mercadoria e servicos 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 servicos 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	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). Rework that is detected prior to receipt of finished goods and corrected during the same schedule run.
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 servicos.

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	PeopleSoft proprietary database middleware package that provides two primary benefits: 1. Platform-independent APIs for multidatabase access. These APIs are used in two ways: 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)	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. 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.
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	One of two ways that is identified in the transportation constants to display compartments on vehicles. Logical display numbers the compartments sequentially. 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.
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.I 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.I 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	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. 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.
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	A type of form that presents parent/child relationships in an application on one form: The left portion of the form presents a tree view that displays a visual representation of a parent/child relationship. 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. The parent/child form supports drag and drop functionality.

parent/child relationship	See parent/component relationship.
parent/component relationship	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. 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. Sometimes referred to as parent/child relationship.
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	A representation of changes to PeopleSoft software that your organization

fix (PTF)	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.
rélevé 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.
repasse	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 rélevé 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	The Specification merge is comprised of three merges: Object Librarian merge (via the Object Management Workbench). Versions List merge. Central Objects merge. The merges blend customer modifications with data that accompanies a new release.
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 sof3tware	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	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. 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.
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, worlflow 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.

Index